



Frequently Asked Questions -- RBCPA Dedicated Court Times

1. *When do these RBCPA dedicated court times for group play start?*

- these group play times will officially start on Sunday, November 22nd

2. *How many courts will be available during the RBCPA group play times?*

- 4 of the 6 courts at Hugh Boyd during the designated times
 - there will be 2 courts available for public play during these times
- 2 of the 3 courts at South Arm during the designated times
 - there will be 1 court available for public play during these times

3. *How much time will RBCPA members have as dedicated court times?*

- 16 hours a week at Hugh Boyd (4 time slots with 7 planned sessions)
 - Wednesday 5pm to 7pm
 - Wednesday 7pm to 9pm
 - Friday 11am to 2pm
 - Friday 5pm to 7pm
 - Friday 7pm to 9pm
 - Sunday 1pm to 3:30pm
 - Sunday 3:30pm to 6pm
- 8 hours a week at South Arm (2 time slots with 4 planned sessions)
 - Monday 10am to 12pm
 - Monday 12pm to 2pm
 - Thursday 5pm to 7pm
 - Thursday 7pm to 9pm

4. *Can we not get more hours for RBCPA members?*

- the City of Richmond has asked us to take “baby steps” in providing us dedicated group play times and the RBCPA has been very prudent in starting off slowly to see how things work within our membership and also with public play
- in addition, we are approaching the winter season, so our membership probably won't be playing as much
- we also need to ensure each session has a Court Ambassador available (see question #4)
- currently, this is a pilot program with the City of Richmond however we are confident that if things work out well, we will be able to request more hours from the City for the Spring and Summer seasons – important that we try to be as inclusive as possible and avoid any public complaints

5. What is a Court Ambassador

- the Court Ambassador will be a RBCPA Board member or Delegate who will be at the courts responsible for ensuring that everything runs smoothly during these group play times
- Their role will be to ensure that only registered RBCPA members (on playtime scheduler) are playing
- Just as importantly, their role will be to explain tactfully to the public players how these court times work
- We would ask all RBCPA members to re-direct any questions or concerns (from public players or from other members) to the Court Ambassadors who will be versed on how to respond

6. Who are the Court Ambassadors?

- in the beginning it will be David Yan (Gord Farrell and Kerry Chow will be the alternates) at the Hugh Boyd courts for the Wednesday and Friday evening sessions as well as Sunday afternoon
- Anne Primeau at the Friday 11am to 2pm sessions at Hugh Boyd
- Sandra Sequiera at the South Arm court sessions both on Monday and Thursday

7. Do you have to be a RBCPA member to play during these dedicated court times?

- yes, only RBCPA members will be allowed to register and to play (this includes spouses)
- the Certificate of Insurance from Pickleball Canada covers only our members during these group play times
- however, since this is a pilot program with the City of Richmond, they have asked that we try to be as inclusive as possible especially with new players or non-members who “really” want to play and were unaware of the group play times
- as a result, the Court Ambassadors may need to make the odd exception based on the situation as we want to be as inclusive as possible and avoid any problems

8. If I'm a member, can I just show up and play?

- In order to play on the RBCPA dedicated courts during the group play times, you MUST pre-register on Playtime Scheduler (playtimescheduler.com) and there will be a maximum # of allowed players for each session
- If the sessions are full, you can play on the “open public” courts (2 courts at Hugh Boyd and 1 court at South Arm)
- If the session is not full, speak to the Court Ambassador who will most likely let you play as long as you register on playtimescheduler.com before actually starting to play

9. Why do we need to pre-register on Playtime Scheduler?

- it is a requirement to signup for Playtime Scheduler in order to receive the session invite
- for contact tracing purposes, we need to know the names of all the players in each session
- using Playtime Scheduler, we will also be able to place a maximum # of registered players for each session

10. Why is there a maximum # of players for each session?

- during the pandemic, we should not be having too many people at the courts especially if they are not playing; 22 at Hugh Boyd and 14 at South Arm are currently the maximums at each court
- this procedure is essential to ensure social distancing is followed by limiting the number of players assembling and will avoid larger congregation of players
- also, by placing a maximum, those registered will not have to wait as long to play in between games -- this will be important especially during the winter season
- our belief is that if our members are able to play for two hours without waiting too long, that should be enough during the winter season

11. How will you be able to track that only registered players are playing?

- there will be a Court Ambassador at each of these sessions with the names of all registered members and will only allow those individuals to be playing.

12. Can I sign up for multiple sessions during a week?

- Yes, you can; at this point we would request members to sign up for only 1 session a day to ensure that all our members get an opportunity to play (this may change depending on demand)
- We would also request members not to arbitrarily sign up for future sessions unless they have every intention of playing -- i.e. don't just reserve spots and then cancel later on or even worse, not show up! Booking privileges may be temporarily suspended for repeated "no-shows"
- We need to see how popular the different sessions are and then be flexible in making changes

13. What if I'm playing at the 5pm to 7pm session yet I would like to continue playing and there is availability at the 7pm to 9pm session -- i.e. it is not full

- if the 2nd session is not full, then speak to the Court Ambassador who should allow you to continue playing as long as you register for the 2nd session on playtime scheduler before you start playing (for contact tracing purposes)

14. What time should we be showing up for our sessions?

- we ask that members show up ideally 10 minutes before their assigned sessions and leave when their session is over so that we can avoid too many people at the courts at one time
- it is important that our members show up slightly earlier (recommended 10 minutes) than their registered sessions as it will be difficult if members are showing up late and we have open courts and we not allowing the public to play on them

15. What happens if we don't have enough members registered for the 4 courts at Hugh Boyd or at the 2 courts at South Arm?

(i.e. we only have 14 players registered at Hugh Boyd or only 6 at South Arm)

- the Court Ambassador can make the decision to "temporarily" give up one of the courts for public play (assuming that there are public players waiting) unless we have other RBCPA members at the courts that would like to play

15. What happens if one of the public courts is not being used and we have some RBCPA registered members waiting to play?

- the Court Ambassador can have the RBCPA members use the open public court until it is needed by other public players
- we should be giving up this court as soon as reasonably possible to avoid any conflicts with public players

16. If I register for a session but find out later than I'm unable to make it, what should I do?

- you should cancel your registration as soon as you can to allow others to register
- we would ask that our members ONLY sign up for sessions that they truly believe they will be attending (weather dependant); do NOT sign up for multiple sessions in the future just to "reserve" the spot and then either cancel or not show-up. Booking privilege may be temporarily suspended for repeated "no-shows"

17. What if I am registered for a session but I'm running late?

- We will be providing a 15 minute grace period
- If the registered member does not show up 15 minutes after the session has started, we will give up their spot to another RBCPA member who may be at the courts but not registered and wants to play
- If you are running more than 15 minutes late, you can either decide not to come or still come and hope there might be room

18. Will the RBCPA be separating the sessions into different skills levels (i.e. 2.5 or 3.0 players playing together; 4.0 players and above playing together)?

- at this point we will not be separating any of the sessions based on skill levels
- as we build our membership, we have plans to do this in the future, but we are not there yet
- the RBCPA has always been a very inclusive association and we expect and want our higher skilled players to continue to play with beginners and those that are developing -- that is how we all started!

19. Are there going to be lessons for beginners?

- this is in our future as we obtain more dedicated court times and recruit volunteer instructors
- if you are a beginner, please seek out one of the RBCPA Board members who can assist you with finding different players to play with

20. I am a RBCPA member and only want to play in my bubble of 4 members -- is that still possible during these group play times?

- Absolutely. As long as all the players in your bubble are RBCPA members, you can all sign up on playtime scheduler for the same session and then join the rotation for the courts as a "foursome"

21. Are there any special COVID-19 precautions that the RBCPA will be adhering to during these group play times?

- yes, we have a RBCPA "Return to Play" COVID-19 safety plan that we would ask all members to adhere to (see attached). It will also be posted on the RBCPA's website
- each time a member pre-registers with Playtime Scheduler the following message will appear: "By submitting your request to reserve a spot to play pickleball, you agree to adhere to the RBCPA Return to Play COVID-19 Safety Plan and the Liability Waiver as posted on the website"