



PLEASE READ: UPDATE ON SIGNUP RELEASE DATES:

On SignUpGenius, we will be releasing a week of play times at one time to give you the opportunity to see all the dates available and choose your preferred play time(s) - release for the week will be on Friday for the following Monday to Sunday week - this is for both KTA and TRU venues.

For example: Sign ups for November 16-23 at both KTA and TRU will be released on Friday November 13.

IMPORTANT: Please arrange with your foursome the date, times and venue you want to sign up at. Go into SignUpGenius, locate a slot to sign up. Before you submit your sign up, you **MUST** include the first and last names of the four people you are playing with. Once you have secured a sign up, inform your foursome of the date, time and venue of your sign up and ask them to sign up and pay as soon as possible. The sign up is not guaranteed until it is paid for. There have been instances of people not completing this information and other members jump into the empty slots of a sign up. There is no editing or deleting of sign ups once made so choose and complete carefully.

PLEASE NOTE: You are not allowed to write "court full". We ask that you enter the names of your foursome in the comment section. All four players must be signed up and paid within 48 hours of scheduled play time. If names are not completed, your signup is subject to cancellation.

See below for Frequently asked questions about SignUpGenius:



SignUpGenius Frequently Asked Questions

- **How long after a new membership is submitted can a person register for a court in SignUpGenius?** Please allow 3-5 days for your membership information to be updated in our system and for you to be able to sign up for a court. This is a manual process managed by volunteers. If you do not hear from us within that time, please email scheduling@kamloopspickleballclub.ca
- **How many times can I sign up? May I use my weekly quota at the same venue?** Currently we are allowing one sign up per venue per week. This is to make sure that all players have a chance to find times to play. This may change as we assess court usage throughout the week. So keep checking back to SignUpGenius to see if times have opened up. We will also send out an email from SignUpGenius when we open up more times or release restrictions on venues.
- **What if I sign up and decide that I want to play at a different time or my plans change, can I get a refund or switch my spot?** Unfortunately, one of the limitations of this system is that there are no refunds or changing of spots allowed by the user once the spot has been paid for. Adjustments must be done by the administrator of the account, so please make sure you have your foursome sorted out before you sign up, at which venue and time. If you need to change your sign up, please find someone who can take your place and arrange for the exchange of money with them. In the first couple of weeks we did some switching and refunding as members were familiarizing themselves with the system but this is time consuming and will not continue.
- **How do I let the system know there is an alternate player?** Please have the person who created the original sign up edit their sign up. Go to the sign up, click on the edit button, enter alternate name as the person who is playing. Make sure that the person who completed the original sign up forwards the confirmation email to the person who will be playing as their alternate.
- **May I remove my name if I can't play?** No you cannot remove your name but you can go into your sign up and enter an alternate name to be displayed for who is playing. This is important for contract tracing purposes in the event we have a member who develops COVID and has played at that venue.
- **What do I do if my email is not accepted by the system?** The email address that you used to register with the Kamloops Pickleball Club is the email address we have for you in SignUpGenius. You are allowed only one sign up per venue per email. If you share an email address with your spouse then you will only be able to book one slot between the two of you. Please email scheduling@kamloopspickleballclub.ca if you have a new email address or would like to add one for your spouse. Please allow 3-5 days for this to occur.



- **What is the 'Opener' spot? What do I need to do as the 'Opener'?** Openers are members who help to make sure the courts run smoothly. They ensure members coming to play are the same names scheduled on SignUpGenius. They also make sure that the COVID19 protocols for indoor play are being adhered to. There are a variety of small tasks the opener is expected to complete when they open at a venue. In exchange for doing these tasks, they play for free at the venue that day. A complete list of duties for the openers at each venue can be found at each venue. When you sign up on the "Openers Needed" sign up on SUG your confirmation email has links to the list of duties that an opener needs to complete at each venue.
- **Do I have to be on the list to be an Opener?** We have created a list for signing up as an opener and we would appreciate you signing up on SUG prior to becoming an opener. This way we can make sure you get the correct information as to what you need to do at the different venues.
- **Will it be the same number of playtimes for the season?** This is an ever-changing time and we need to be flexible as things change. As we assess usage and receive feedback from members about their ability to access playing time, then we will be in a better position to determine what is the right balance of restrictions and playing times. Please be patient as we navigate these times.
- **Parking at TRU?** There are no parking spots designated for pickleball players when playing at TRU. There are a couple of options available. You can pay the \$5.00 per day parking fee at any of the designated pay parking locations at the TRU campus - there is no charge on weekends and evenings. Be careful to make sure you follow the signage as to appropriate parking locations. DO NOT park at TCC and walk over to TRU. This is frequently monitored for abusers of the system and you will be towed. TCC parking is only for people using the TCC facility and TRU is not included in this. Some people choose to park on McGill or at Walmart and walk over or carpool with masks.
- **How can I find my playtimes without scrolling through all the signups?** When you receive your confirmation of your signup, there is an option to add this to your calendar. If you do, your playing times will be readily available for you. You can also go to the Home page of Sign Up Genius (where the different sign up weeks show up as icons) click on Past Sign Ups, then click on View Upcoming Items Only, your dates will list below.
- **Please remember** that the members who are managing the scheduling@kamloopspickleballclub.ca email are volunteers. Please allow 3-5 days for a response. We are not tech support for SignUpGenius. We can answer many questions related to KPC signups and can troubleshoot some of your signup issues. If you have technical issues with SUG and scheduling is unable to help, then please contact the SignUpGenius help line.