

CLUB POLICIES

You need a player profile in Court Reserve to view and register for indoor open play, events, and instruction.

ANNUAL CONTRACT

All memberships are a commitment to a yearlong contract, even if the membership allows the fee to be split into multiple payments throughout the year. Memberships cannot be suspended or canceled.

Pickleball Lehigh Valley requires medical documentation for injuries lasting longer than 30 days, in which case payment(s) continues as scheduled, but additional time can be added on to the end of your yearlong membership to compensate for the period you are medically unable to play.

PAYMENT METHODS

Pickleball Lehigh Valley is a cashless facility – members and guests can pay by debit or credit card.

Members must have a payment profile (credit card or debit) saved in their Court Reserve account to make reservations.

WAIVER

Everyone must sign a one-time waiver before playing pickleball. This includes members and visitors. This will be completed on your Court Reserve membership or during guest sign-up.

Please note that failure to sign our waiver and liability forms will result in the denial of participation in any activities within our facility.

NO-SHOW POLICY

Open Play members with 3 or more no-shows during their annual contract will be charged \$15 for every session they sign up for and do not attend.

CANCELLATION POLICIES

Registration for open play may be canceled without charge 24 hours in advance. Should a cancellation occur within the 24-hour period, no credit or refund will be issued.

Court Reservations and Clinics may be canceled without charge 48 hours in advance. Should a cancellation occur within the 48-hour period, no credit or refund will be issued.

Leagues may be canceled 4 days prior to the start of the league, after which no refunds will be made. Should a cancellation occur within the 4-day period, no credit or refund will be issued.

Cancellation fees are the responsibility of the person who booked the reservation.

COURT ETIQUETTE

- ✓ Courts may be used only within the reserved time.
- ✓ Courts not being used may not be played on unless paid for.
- ✓ Clean up any garbage left on the court.
- ✓ Wear court shoes.
- ✓ Be considerate to all players and employees.
- ✓ Wear a shirt.
- ✓ Read any additional signage posted on each court.
- ✗ Refrain from using foul language.
- ✗ Do not consume colored beverages on the court.

CHECK IN

Check in at the desk before play.
Scan your QR code and confirm court assignment.

GUEST AND VISITOR POLICY

Guests and Visitors use their Non-Member PLV Account in Court Reserve to sign up for play. Visitors may book a spot in programming 24 hours before the event.

All PLV tournaments are open to the public and do not require membership at PLV.



CREDIT CARD CHARGEBACKS

All credit card chargebacks have a \$20 fee.

LEAGUES AND CLINIC SERIES

Any sessions missed in a league or clinic series will not receive a makeup, credit, or refund.

SOCIAL MEDIA PHOTOS AND VIDEOS

We may take pictures and videos of the courts while you are playing to use on our social media pages. Anyone who prefers to not have their likeness used must tell the front desk each time before they play.

PICKLEBALL LEHIGH VALLEY CODE OF CONDUCT

It is the responsibility of all Members and Guests who use Pickleball Lehigh Valley to ensure they are aware of, and comply, with our Code of Conduct:

- Stay on the courts you were assigned to play on.
- At the end of the open play, reservation, or event you signed up for, you may not just stay and play for free in the next event.
- Do not engage in any behavior that endangers the health, safety, or well-being of others.
- Adhere to the rules of pickleball, demonstrating integrity and honesty during gameplay.
- Physical or verbal abuse, harassment, or bullying will not be tolerated.
- Accept responsibility for your own actions.
- Proper etiquette, attire, and language are to be observed at all times.
- Members and Guests are not allowed to smoke, vape, or consume drugs on the premises.
- Adult Members and Guests are responsible for the conduct of their children while using the facilities.

Pickleball Lehigh Valley reserves the right to refuse or revoke privileges to anyone who violates this Code of Conduct. Violators may be asked to leave without refund and may be banned from future activity on Club premises.

COURT RENTALS

Members can make reservations for rental courts and have a maximum of 6 players per court. Players who are non-members will be assessed a \$5 court fee in addition to the court rental fee. The guest fee can be charged to the member or the guest.

Members may select the court they want to rent, but courts may change at management's discretion.

Private Courts can be reserved in advance based on membership level. Once registered, cancellations must be made at least a full 24 hours prior to the scheduled start time to avoid being charged for the session.

Court reservations and cancellation fees are the responsibility of the person who booked the reservation.

Outdoor court rental is \$10 per hour for members and \$20 per hour for non-members. Guest fees are \$10 per non-member in addition to the court rental fee.

