

Saturday Morning Adult Drills

Process of Registration & Court Assignment

Effective the week of September 9th

ADVANCE REGISTRATION WINDOW

- Online registration will open at 8am on the Wednesday preceding the Saturday drills.
- Online registration will close at 6pm on the Friday preceding the Saturday drills.
- Drills are open to the first 24 players to register.
- Players may also register and pay in person at any time from 8 am Wednesday to 6 pm Friday. Advance walk-in registration is still subject to court availability.

WAYS TO REGISTER

- Court Reserve. This app is the easiest way to register and pay from your phone.
- In Person. Players may register and pay at the clubhouse. With payment, KB staff will add you to the player list in the Court Reserve app, in the order of registration.

COURT ASSIGNMENT

- Courts will be assigned for each drill, based on teaching professional's assessment of all registered players. This means a player may be on a different court from week to week, depending on who has registered.
- Players **MUST** check in at the clubhouse prior to drills to get their court assignment.
- Players who do not register in advance (those who drop in on Saturday mornings) will be placed on courts based on space availability. If space is available on more than one court, the pros of the open courts will assign the drop-in player to a court.

PAYMENTS & REFUNDS

- Payment and registration guarantees your spot for Saturday drill.
- If you need to cancel your registration, please withdraw prior to 6pm on Friday. You must do this on the Court Reserve app if you registered on the app. No refunds or credits will be given after 6 pm on Friday.

FREQUENTLY ASKED QUESTIONS

Do I need to come early Saturday morning and place my name on the list?

To ensure your spot, you should sign up in advance. Registration for each Saturday drill will open on the Court Reserve app each Wednesday and close Friday at 6pm. You may also pay and register in advance in person. Your name will be added to the Court Reserve list at that time. Saturday morning drop-ins are always welcome; however, space is limited to the first 24 people to register. Because drills are on a first come, first served basis, we encourage you to register in advance.

Is Court Reserve the only way to register?

Absolutely not! While we encourage the use of Court Reserve, a customer may come in the clubhouse to pay and sign up within the registration window. With payment, you will be added to the Court Reserve list, as long as space is available.

Why do registrations close at 6pm on Friday's?

This will allow the teaching professionals time to assign the courts each week.

Do I have to check-in the clubhouse before entering the indoor courts?

Yes. The front desk staff will check you in and give you your court assignment.

If I'm one of the first players to register, does that guarantee me a spot in the drill? *Yes. So long as you are one of the first 24 players to register, you are guaranteed a spot in the drill.*

If I'm one of the first players to register, does that guarantee me a spot on the court of my choice? *No, order of registration within the registration period (8 am Wednesday-6 pm Friday) is not used for court assignment. Players will be assigned courts weekly based on the teaching professional's assessment. Drop-in players will be placed on courts based on space availability and therefore are not guaranteed a specific court. If space is available on more than one court, the pros of the open courts will assign the drop-in player to a court.*

What if I don't like the court that I'm assigned to? *Please be mindful this is an open drill. Our goal is to accommodate all levels of play. However, we do understand that sometimes players might be placed on a court they are not pleased with. To avoid disruptions and delays, we request that you speak to management or one of the pros at the conclusion of the drill so that we can take your comments into consideration for the next drill. While there are no guarantees where you will be placed in any given week, we will try to accommodate in next week's class. We do not give refunds or credits based on a player's dissatisfaction with a court assignment.*

Why are courts assigned based on teaching professional's assessment and not strictly on NTRP? *Based on survey results of our Kickingbird customers, pros' assessment is the preferred way to assign courts, particularly since some players may not have current NTRP rating. However, the pros may consider NTRP ratings as a reference if needed.*

Can I call in advance to find out my court assignment or to see who else is on my court?

Yes, or it will be displayed on Court Reserve once the teaching professionals have assigned the courts.

Can I appeal my court assignment before the drill begins?

No. To avoid disruptions and delays, we request that you speak to management or one of the pros at the conclusion of the drill so that we can take your comments into consideration for the next drill. While there are no guarantees where you will be placed in any given week, we will try to accommodate in next week's class.

Can I trade court assignments with another player, if we both want to trade?

Sure, however please allow one of our teaching pros to be part of this conversation to ensure this will not affect his or her lesson plan.