

## Grand Pickleball Court Policy

The Grand Pickleball complex is located adjacent to the Cimarron Center. The complex consists of 22 world-class pickleball courts, a pavilion for socializing and restrooms for the convenience of players, residents and guests.

Membership in the club is optional for residents of the Grand. However, we encourage membership in the club so that residents can participate in the multiple club events offered year-round, from morning drop-in, to training events, to nightly social and competitive mixers.

Court Hours: 6:00am to 9:00pm daily.

### Grand Pickleball Court Rules & Regulations:

1. Members/Residents interested in reserving pickleball courts must sign up for an account in our court reservation system. This can be done through the membership menu on the club website, [www.grandpickleball.org](http://www.grandpickleball.org). \*\*
2. A Resident account (free) is available for those who do not wish to join the Grand Pickleball Club.
3. All court reservations must be made online through the Grand Pickleball Club app or by logging in to your account at [app.courtreserve.com](http://app.courtreserve.com). \*\*
4. Reservations for court time may be made up to one week (7 days) in advance on a first come first serve basis starting at 9:00pm each day. (e.g. 9:00pm on Wed for Thursday of the next week)
5. Members/Residents can have a reservation for only one court per day.
6. Each court reservation is for a maximum time of one and one half (1<sup>1/2</sup>) hours.
7. When reserving a court, **Do Not** list other members/residents or guests on the reservation.
8. Reserved times must be honored. Abuse of the reservation system (i.e., reserving a time and not showing up) may result in loss of the privilege to make court reservations. \*\*
9. Cancellation of reservations should be at least two (2) hours in advance of reserved time so that the next available Member/Resident on the waiting list will be notified of the open time slot. \*\*
10. If the reserving player does not show up within 10 minutes of the reservation, the court is forfeited, and the reserving player will be considered a No-Show. \*\*
11. All Members and Residents **MUST** scan the QR code on the back of their CAM card at one of the three check-in kiosks at the courts. In addition, you can key in your CAM number manually at the kiosk. \*\*

\* The Grand and the Grand Pickleball Club Board reserves the right to update and/or modify this policy as needed.

\*\* The Grand RULES AND REGULATIONS, Amended and Approved November 14, 2024, VIII. Use of Association Facilities, E. Sports Courts

12. If your CAM card or CAM number does not register, email a picture of the front of your card to [scheduler@grandpickleball.org](mailto:scheduler@grandpickleball.org).
13. Your QR code is also available on the Grand Pickleball app, CourtReserve app, Livegrand app, and the Chelsea Golf app.
14. Guests using the pickleball courts must be accompanied by a Member/Resident at all times. \*\*
15. Guests under 16 years of age must be under the direct supervision of the hosting Member/Resident at all times during their use of the pickleball courts and facilities. \*\*
16. All players must wear court-appropriate shoes. Shoes other than court/tennis shoes (e.g. flip flops, sandals, cowboy boots, dress shoes) will not be tolerated and you will be asked to leave the court immediately. \*\*
17. Eye protection is highly recommended.
18. Non-resident guests of Members/Residents and prospective Chartered Club members may play in club activities a maximum of three times in a calendar year. Thereafter Residents must join the club to continue participating in club activities. Guests must sign in and be accompanied by a club member to play. \*\*
19. Food, gum, tobacco products, alcoholic beverages, sugar-based drinks and glass containers are not allowed on the pickleball courts. Water, or any other non-alcoholic sports drink in a sealed plastic or metal container is permitted. \*\*
20. Pickleball bags, clothing, and accessories are not allowed on the ground inside the pickleball court.
21. Chairs, benches, and/or furniture of any kind are not allowed on the pickleball courts.

Due to our continued growth and an increase in last-minute cancellations and/or no-shows for court reservations, the Grand and the Grand Pickleball Club has established a Court Reservation No-Show Policy.

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## Court Reservation No-Show Policy

Effective January 1, 2025, the following Court Reservation No-Show policy will be enforced.

**Members/Residents** who cancel their court reservation **less than 2 hours in advance** of their scheduled reservation or are a no-show will be subject to the following penalties:

- 1 missed check-in: Warning email.
- 2 missed check-ins: 1 week ban from making court reservations.
- 3 missed check-ins: 2 week ban from making court reservations.
- 4 missed check-ins: 1 month ban from making court reservations.

Five (5) or more violations will result in a private meeting with the Grand Pickleball Club (GPC) Board. Additional penalties will be determined by the GPC Board.

Equipment malfunctions, loss of internet, or CAM number not registering shall not be subject to the above penalties if the incident is reported to the email listed below and can be verified as accurate.

Weather does not relieve members/residents from canceling their reservation. The reserving player is responsible for the court and any penalty.

All members/residents listed on a reservation are considered a reserving player and will be subject to this No-Show policy.

If you need to cancel a reservation due to weather (high wind or rain) or a family emergency, make a notation in the "Cancellation Reason" field.

This No-Show policy is designed to protect valuable court time which is vital to our members/residents.

If you have any questions or concerns, please do not hesitate to email the club at: [scheduler@grandpickleball.org](mailto:scheduler@grandpickleball.org).

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