

## DROP-IN PICKLEBALL FREQUENTLY ASKED QUESTIONS Winter 2021 Programming

**Notice – if participants are not following the rules of the program or requirements of pre-registration Pickleball will not longer be offered at the TCC.**

**1. Q: What is the Winter 2021 schedule at TCC?**

A: Jan 24-March 31 *\*Schedule is subject to change\**

Know before you go! Visit [Kamloops.ca/TCC](http://Kamloops.ca/TCC)

- Sundays, Tournament Capital Centre – Middle Court
- Times: 12:00–1:00 pm, 1:15–2:15 pm, 2:30–3:30 pm

**2. Q: Where and when can I register?**

A: You will be able to register on the week of play only. Please register online - [Kamloops.ca/PerfectMind](http://Kamloops.ca/PerfectMind)

**3. Q: How do I sign up with the City's Perfect Mind online registration system?**

A: **Step 1)** Create an account: [Click Here](#) (scroll down and click "Create an Account").  
*Note you only need to create an account once)*

**Step 2)** Sign into Perfect Mind: [Click Here](#) (sign in with your user name and password)

**Step 3)** To register for a time

- Once signed into your account click "Schedule"
- Click "Sport" under the Drop-In section
- Select the Drop-In program you want to register in

**1. Q: Do I have to sign in upon arrival?**

A: **Yes** you **MUST** check in with the front desk and then immediately proceed to the courts. Do not mingle or loiter in the lobby. After play you must leave immediately.

**2. Q: Can I just drop-in on the day of?**

A: **No.** Due to COVID you must pre-register. **DO NOT** turn up at the courts without a reservation on the PerfectMind system – you will be turned away. Please do not ask about adding someone if another person didn't show up. Please only concern yourself with your own registration.

**3. Are there wait lists?**

A: **No**, first come first serve. Please do not approach the front desk and ask about adding other participants if someone did not show up.

**4. Q: Can I register as a single player?**

A: **Yes** single play registration only. Make sure you and your partner sign up for the same day or have the willingness to play with another single registrant.

**5. Q: Can I register as a pair, threesome or foursome?**

A: No. Single play only.

**6. Q: How many times can I sign up and play?**

A: One time per week.

**7. Do I have to pay right away?**

A: Yes, you must pay right away when you sign up online.

**8. Q: What is the max amount of players on Middle Court at TCC?**

A: 8 max (4 courts = 2 people per court, one person per side)

**9. Q: Can I borrow equipment?**

A: No equipment is available for sharing during COVID. Please bring your own paddles and balls. Players must ensure their paddles and balls are sanitized/disinfected prior to use at the courts.

**10. Q: Where can I park my vehicle when I have playtime at TCC?**

A: You can park at the TCC designated parking spots. Do not park in reserved stalls for Sage Sports Institute, KGTC, Health Fare or construction spots.

**11. Q: What do I do if I already have a punch card from last season?**

A: The City will credit your Perfect Mind account. Please expect 1-3 business days to reflect this credit. If you send your request on a weekend, it will be processed the next business day(s).

In order to process your request:

Please email Nicole Beauregard at [nbeauregard@kamloops.ca](mailto:nbeauregard@kamloops.ca) with your:

- Name, Phone, Email, Number of punches left

**12. Q: What are the COVID-19 protocols?**

- a. **Distancing:** 3 meters physical distancing at all times and between participants while participating in low-intensity exercise or physical activity (2m for non-activity).

- b. **Masks:** Masks mandatory in all public places in BC. Please wear a mask until you get to the courts.
  - You must wear a mask any time you are off the court (hallways, bathroom, court sidelines, hallways etc.)
- c. **Wash or Sanitize (Hands and Equipment):**
  - Please wash your hands before/after coming to the program. Use hand sanitizer upon arrival.
  - Touch only the ball played by your group, all other balls that come into your court, please kick or pass with your paddle, do not pick up and throw the ball
  - Do not shake hands or tap paddles at any time before, during or after games – opt for a smile, tip of the hat or thanks from appropriate distances.
  - Do not touch anything that is not yours including picking up paddles, balls or other items left behind.
- d. **Arrival:** Please only arrive **1-3 min minutes before** playtime, **do not** arrive early or you risk being turned away. Please minimize the items you bring to the courts as there is limited space to keep your items at the courts
- e. **Entry:** Please use designated entrances/exits to the facility/court if applicable.
- f. **Play Time:** You have one hour only of play time.
- g. **Departure:** Please leave the court immediately after your booked playtime, no socializing, no exceptions.
- h. **Safety Plans:** If you would like a copy of the COVID Safety Plans, please email: Nicole Beauregard at [nbeauregard@kamloops.ca](mailto:nbeauregard@kamloops.ca)
  - TCC Site Plan
  - TCC Use Guidelines
  - City of Kamloops: Pre-registered Drop-In Pickleball

**13. Q: How are decisions made for this singles only play program?**

A: The City of Kamloops make the decision for this program by following the COVID-19 protocols are based on current Provincial Health Orders, British Columbia Recreation and Parks Association (BCRPA) guidelines and viaSport (BC Provincial Sport Representative) Guidelines. **Note: Guidelines subject to change and based on Provincial Guidelines.**

**14. Q: Who do I contact if I have more questions?**

A. Please call us at 250-828-3500 or visit [Kamloops.ca/TCC](http://Kamloops.ca/TCC)—scroll down to Drop-In schedules and view pickleball programs.

**Thank you for your cooperation and following our protocols for safe community play!**