

## Reservations

The Villages Pickleball Club uses a system called “YourCourts” to reserve play time. The link to click is <https://www.yourcourts.com/yourcourts/security/showLogin>.

Your account has been created with the email address with which you joined the Pickleball Club. In your profile your last name is equal to “Last Name + House #” (Ex: last name = “Monk – 9917”). The initial password is “Villager” – you will be asked to change it the first time you log in.

If you already have a YourCourts account set up for Bocce or a different club with the same email, you have two options:

1. Recommended: If you use the same password, you will be prompted with a list of clubs that that your account has access. You can choose which club you want to access for that session.
2. If you prefer to use two different passwords, your access is controlled by the password you enter. You should not save your password if you use this method.

## Creating Reservations

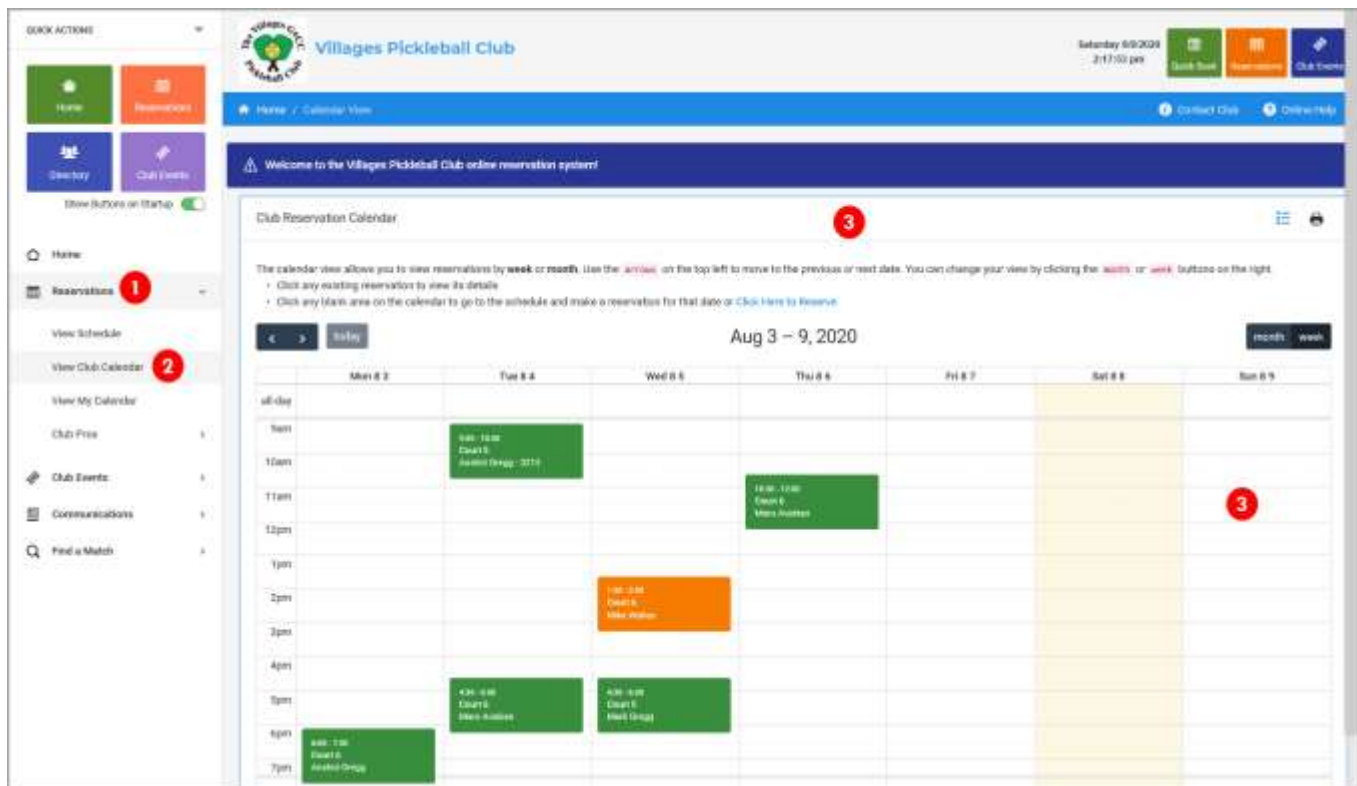
Regular reservations can be made 7 days + one hour in advance of requested time. Example: On Thursday at 8:00 AM, a reservation can be made for the following Thursday at 9:00 AM.

Club Sponsored Group reservations can be made one week in advance of the requested time. Example: If there is a group play scheduled on Thursday 6:00 PM, a reservation can be made *any time* the Thursday before.

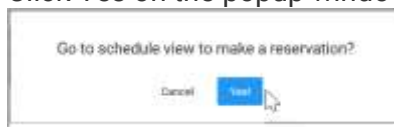
1. Log into the system by entering your registered email address and password. The register button is only used for those who do not have an account, such as registering a guest. [Click here for guest registration instructions](#).



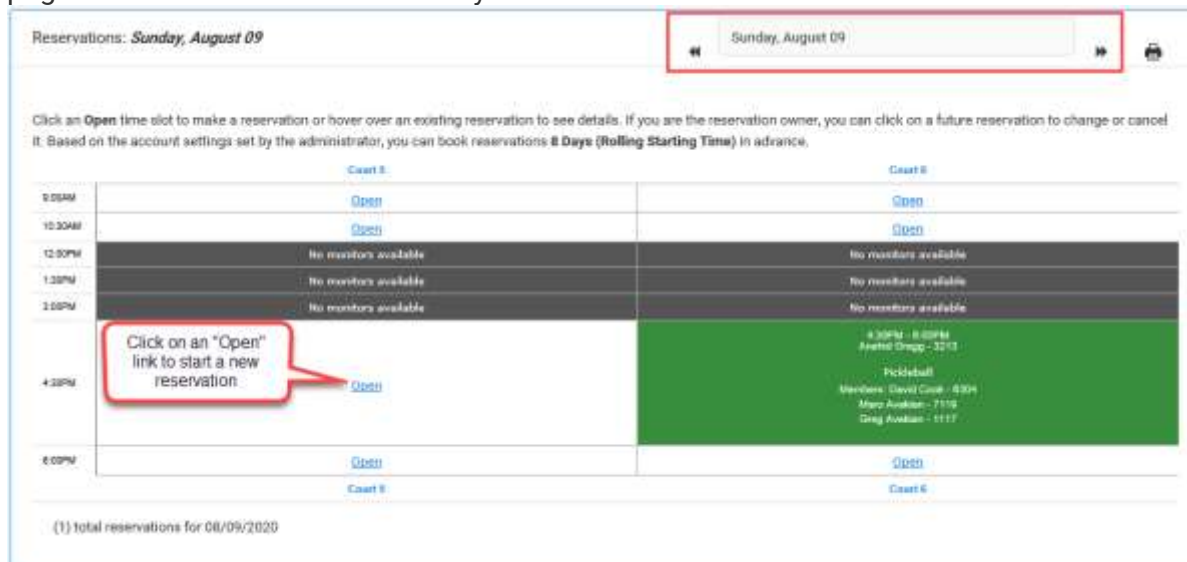
2. The easiest way to make a reservation is to view the Club Calendar under reservations, then click on any black space to create a reservation. The Club Calendar provides an easy visual to determine what date/time a resource is and isn't available. Reservations can only be made on a future day, the current day is shaded in yellow (Saturday, 8/8).



3. Click Yes on the popup window:



4. Click on "Open" to start a reservation. You can also change the date with the arrows at the top of the page to reserve or check another day:



5. The Reservation window opens. Type the first name to see all members who have an account and select at least one other person. Continue to enter letters until the desired name is displayed:

Pickleball - Court 2 (Court Facility) - Friday Jan 15 @ 12:00PM

Reserve Cancel

Type \*  
Pickleball

Duration \*  
90 Minutes

Additional People  
Add other users that have also have an account

Maxine Amundson - 9029  
Prema Anand - 8456  
**Maro Avakian - 1117**  
Maria Bardach - 5357

Reservation Instructions

- Choose the correct reservation **Type**. Reservation type is also a **required field**.
- Choose the **Duration** you need for the reservation. Duration is a **required field** and is limited based on club rules.
- You can add the names of additional players by entering their names in the **Additional Players** field.
- An email will automatically be sent to the reservation owner and any additional players added to the reservation.

6. Click on the name to add to the reservation. The name will be displayed surrounded by a dark background. You can add up to eight members. Click Reserve to save the reservation. The Type should be left as Pickleball, and the Duration cannot be changed from 90 minutes.

**i** All last names are appended with their house number.

Pickleball - Court 2 (Court Facility) - Friday Jan 15 @ 12:00PM

Reserve Cancel

Type \*  
Pickleball

Duration \*  
90 Minutes

Additional People  
Add other users that have also have an account

**Maro Avakian - 1117** X Start typing name...

Type part of the person's name and select from **list**.

Allow Add/Remove

Reservation Instructions

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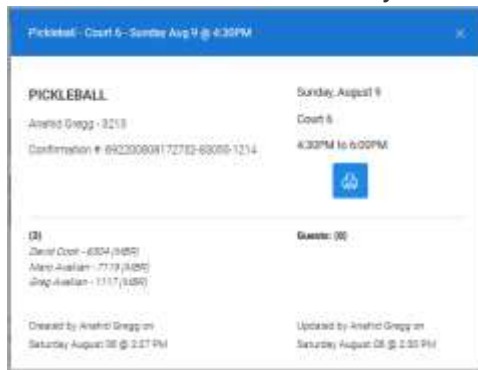
7. An email confirmation (with court/resource and time details) will be sent to you if you have email notifications turned on in your profile

## [Viewing Reservation Detail](#)

If you wish to view the details for a reservation, there are a couple of options.

From the **Club Calendar**, you can click on any reservation and a small window will popup providing you with additional detail. The popup can tell you things like when the reservation was originally created, by whom, and if it's been updated. If you are the owner of the reservation, you'll be able to **Edit** or **Cancel** the reservation; if you are not the owner you can still view the details.

This reservation was made by someone else:



This reservation was made by you:



From the **Reservation Creation** window, you will see the name of the member who made the reservation and all those playing with them. If you are the owner of the reservation, you'll be able to **Edit** or **Cancel** the reservation but if you are not the owner, you can still view the details.

	Court 5	Court 6
9:00AM	<a href="#">Open</a>	<a href="#">Open</a>
10:30AM	<a href="#">Open</a>	<a href="#">Open</a>
12:00PM	No monitors available	No monitors available
1:30PM	No monitors available	No monitors available
3:00PM	No monitors available	No monitors available
4:30PM	4:30PM - 6:00PM Mark Gregg - 3213 Mar # 3213 Pickleball Members: M.A. Smith - 8188	4:30PM - 6:00PM Anahel Gregg - 3213 Pickleball Members: David Cook - 8304 Mark Avakian - 7119 Greg Avakian - 1117
6:00PM	<a href="#">Open</a>	<a href="#">Open</a>
	<a href="#">Court 5</a>	<a href="#">Court 6</a>

(2) total reservations for 08/09/2020

## Editing Reservations

There are times that you may need to edit one of your existing reservations. It might be that you want to switch to a different court or to a different time of day. If you need to edit an existing reservation, you don't have to cancel and create a new one. Instead, you can edit the existing reservation to make whatever changes are needed.

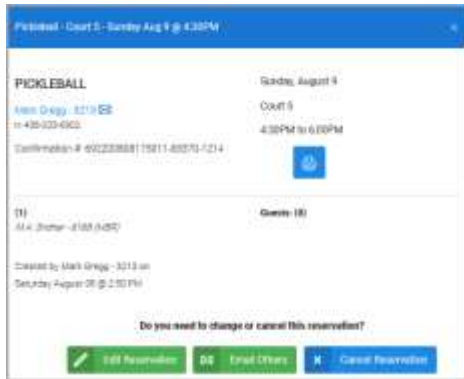
**i** You can only change or edit one of your own reservations. You can't edit or change reservations that belong to other users.

To edit one of your reservations, simply click on the reservation on the schedule and the detail window will be displayed.

	Court 5	Court 6
9:00AM	<a href="#">Open</a>	<a href="#">Open</a>
10:30AM	<a href="#">Open</a>	<a href="#">Open</a>
12:00PM	No monitors available	No monitors available
1:30PM	No monitors available	No monitors available
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(2) total reservations for 08/09/2020

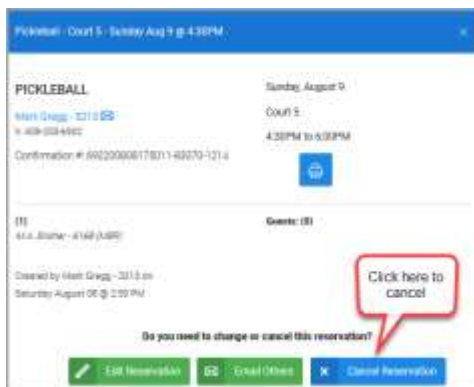
The reservation detail window is displayed and shows additional information. From the detail window, you can choose to **Edit** the reservation, **Email** the reservation information to other players or **Cancel** it. You'll receive a confirmation email if you cancel or change the reservation.



Once you click the **Edit** button, you will see the **Reservation** create screen where you can change aspects of the reservation and click the **Update** button.

## Canceling Reservations

To cancel a reservation, follow the procedures mentioned above for editing and choose the **Cancel Reservation** button from the detail screen.



You will be presented with the **Cancel Reservation** screen which will prompt you for a reason for the cancellation.

 You cannot edit or cancel reservations that are in the past.

## Error Messages

If the system is unable to save your reservation due to any of the underlying system rules, you'll see an error message explaining the reason. For example, if you try to book a reservation that overlaps an existing one, you'll receive an error message like the one shown below.

- **Oh Snap!** The reservation for Court 5 starting at 9:00AM would result in more reservations than your daily limit. ✕
- **Oh Snap!** The reservation could not be booked because the following player(s) would exceed the limit on future reservations: [Mark Gregg - 3213]. ✕
- **Oh Snap!** The reservation could not be booked because the selected reservation type requires between **2 and 4 total players**. Check your entries in the **Additional Players** section. ✕

There are several reasons why you may not be able to **Save** or **Edit/Update** a reservation. The common reasons are shown below:

- Exceeds the maximum # of per-day reservations – players are limited to playing twice per day (regardless of whether you make the reservation or someone lists you as a player).
- Exceeds the maximum # of reservations in one week – players can only play 14 times per week.
- Primetime limitations – For example, players can only have 3 active reservations in the morning or afternoon session (regardless of whether you make the reservation or someone lists you as a player).  
Example: If you are playing Monday, Tuesday and Thursday, you will not be able to play (or be listed on a reservation) until the following week.
- Reservations must contain at least two and no more than eight players. Do **not** enter anyone as a partner without confirming with them!
- Date is beyond the allowed future date (these days are marked as “Not Avail”)
- Attempts to reserve during court downtime, such as work being done on the courts. These times will be indicated accordingly.
- Attempt is made to add a player who already has a reservation on another court in the same timeslot.