

FREQUENTLY ASKED QUESTIONS

PicklePlanner Court Reservation System

Updated 10/1/2025

Q: What's Changing?

A: As of April 1st, 2025 courts will be reserved using Pickle Planner and Sign Up Genius is no longer in use.

- Courts are now available from 8am - 8pm until November 1st when we change to our off-season hours 9am – 5pm through March. All Play, ball machine and walk on courts offered daily with no reservation needed.
- Court reservations for the ENTIRE DAY are now available at 9am 3 days before instead of staggered throughout the day.
- Players can now select specific players to be added to their reservation or allow players to join.
- Club emails will arrive in your inbox from Pickle Planner. Email Subject headers will include CF Pickleball for easy identification.

Q: When will I be able to reserve a court?

A: You will still be able to reserve courts three (3) days in advance of your court time. HOWEVER, courts will be available for the entire day beginning at 9am three days prior. For example:

- To reserve a court for 8am on Tuesday, April 1st, you can reserve that court beginning at 9am, Saturday, March 29th

Q: How do I get my new account and login so I can reserve a court?

A: Go to: <https://cfpickleballclub.pickleplanner.com/> or open:



Please set up your account right away. Follow the prompts or click [here](#) for instructions.

Q: Do I need to sign up for All Play or Club Socials?

A: No. All Play and Club Socials are designed as open play time for anyone to join. All Play and Club Socials are clearly marked on the reservation [calendar](#).

Q: How do I reserve a court on Pickle Planner for a Privately Arranged Game?

A: **Open Reserve Court** to the day wanted using arrows beside date or click on date to see calendar view

Select the 2-hour time slot and court(s). HINT – click individually on each court desired and if not consecutively numbered courts you must make separate reservations.

Players can reserve courts and add players from a drop-down list of members who have accounts. Click “Add a Player” and select pre-loaded players. Click “Complete”. Those members get notified by email. You can only add a player who has a PicklePlanner account.

or

Create a Joinable Event where a player can book courts, specify number of players and click “Allow Others to Join”. Players simply click the “Join” button. An automatic waitlist is created once your maximum player threshold is met and the next player on the waitlist will automatically be added and will receive an email notification.

- If you DO NOT want to be notified each time a player joins or removes themselves from the game, click on “Show More” and uncheck “Notify Me on Joins”.
- Once you click “Complete”, the system will ask you if you want to “Send Invites”. The system defaults to “yes” so click “no” unless you want the invitation to go to ALL players in the club.

If you are reserving 2 or more courts (3 MAX)

- o Include players names and don't forget to TELL your players that you have them booked!
- o BY 6PM THE EVENING BEFORE YOUR RESERVATION, as a common courtesy, please delete courts with less than 4 players. Here's how:

- Go to “reserve court” or "My Reservations" and click on your reservation
- Click on the “pencil icon” to edit
- Click on the reservation slots in the calendar and select the new number of courts for which you have at least 4 players
- Click “Update”
- The players who have already joined will remain on the updated reservation

IMPORTANT: If you have signed up or are notified you have been invited to play and you CAN NOT play, please go in and delete yourself from the reservation asap so the next person on the waiting list is notified. If you can't delete your name, let whoever entered your name know so they can remove you from the reservation.

Q: Is there a limit on the number of courts I can reserve in a time slot?

A: Yes. The club policy is a 3-court limit unless prior approval by the board for recurring joinable events.

Q: How do I edit or cancel a reservation?

A: After logging in, click on reserve a court, select “My Reservations” on the left-hand side of the screen. From that screen, you can share the reservation, edit players, edit the reservation or delete it. For Joinable Events, from the landing page, scroll down to the event and simply click the trash can button next to your name.

Q: What happens if two people try to reserve the same court slot at the same time?

A: PicklePlanner has the capability to prioritize the player who completed the court reservation first. This should eliminate issues we have had in the past when two players were given the same court.

Q: How does Waitlist work?

A: Pickle planner automatically offers a waitlist feature. Once the maximum number of players for a reservation is reached, additional members can add themselves to the waitlist. This ensures that if a spot becomes available, the next person on the waitlist is notified and is added to the reservation. If you are notified and you can NOT play, you must go in and delete yourself from the reservation asap so the next person on the waiting list is notified.

Q: What is a Club Joinable Event?

A: A Joinable Event is an opportunity for club members to participate in different types of play WHEN SIGN UPS ARE REQUIRED. Occasionally the club may host mixers, Glow Pickleball, clinics, skills and drills etc. where members will need to register for the event.

Ladies RR is a joinable event. All Play and Club Socials are NOT considered a joinable event since no sign-ups are required.

Q: How will I be notified of Club Joinable Events?

A: Upcoming Joinable Events will be listed on the [CF Pickle Planner Joinable Events](#) page and announced through email blasts as they are scheduled.

Q: When can I sign up for Club Joinable Events?

A: Due to the flexibility of our new system, sign up lead times for Joinable Events can vary, allowing adequate time to plan. The sign up time will be listed on the event listing on the [CF Pickle Planner Joinable Events](#) page.

Q: How do I sign up for an upcoming Club Joinable Event

A: You can register directly from the [CF Pickle Planner landing page](#) or [CF Pickle Planner Joinable Events](#) once you are logged in. Simply click the JOIN button. A confirmation will be sent to your email.

Q: Why aren't I getting notifications about Joinable Events?

A: Login to Pickle Planner, click on your name in the left hand column, select the notifications tab a. Click on Notifications Tab . Make certain **Connestee Falls Pickleball Club “can send me emails” is checked.** The Club will use this platform for ALL Club communications going forward. If you turn this notification off, you will NOT receive any communications from the CF Pickleball Club. If you want to be notified anytime someone, including the Club, schedules a joinable event (such as Ladies RR, Glo Pickleball, mixers etc.) or court reservation, **Click “All” for Event Notifications. Click Save**

Q: What if I need more players to fill spots for a privately arranged game?

A: Players can reserve a court, specify the number of players wanted and select “allow others to join”. You can specify in your request the type of player in the Event Details. For example - “Looking for male players level 3.0 - 3.5” After you hit “complete” the system will ask if you want to send an email invite. If you do not change it to “no” the email blast goes to the full club distribution list.

Q: Can I add a court reservation directly to my phone calendar?

A: Yes. Depending on your phone or computer, you should be able to click on the date and time in your confirmation email and add the reservation directly to your calendar.

Q: Why am I no longer receiving emails from the Connestee Falls Pickleball Club?

A: Login to Pickle Planner, click on your name in the left hand column, select the notifications tab . Make certain **Connestee Falls Pickleball Club “can send me emails” is checked.** The Club will use this platform for ALL Club communications going forward. If you turn this notification off, you will NOT receive any communications from the CF Pickleball Club. If you want to be notified anytime someone, including the Club, schedules a joinable event (such as Ladies RR, Glo Pickleball, mixers etc.) or court reservation, **Click “All” for Event Notifications.**

Click Save

Q: Does Pickle Planner have an app?

A: Currently Pickle Planner does not have an app however is mobile friendly and available on any device including desktops and laptops. You can save their website to your Favorites or Bookmarks for easy access or follow these steps to install a Pickle Planner shortcut on your phone

For iPhone users:

Open Safari on your iPhone and go to the website you want to add.

1. Tap the **Share icon** (the square with an arrow pointing up) at the bottom of the screen.
2. Scroll down and select **Add to Home Screen.**
3. You can **edit the name** if you want, then tap **Add** in the top right corner.
4. The shortcut will now appear on your Home Screen

For Android users:

1. **Open Chrome** (or your preferred browser) on your Android device and go to the website you want to add.
2. Tap the **three-dot menu** (:) in the top-right corner.
3. Select **Add to Home screen.**
4. You can **edit the name** if you want, then tap **Add.**
5. Choose **Add automatically** or **drag the icon** to place it where you want on your Home Screen.