



Drop-In Pickleball Frequently Asked Questions

Winter 2022

Q: What is the Winter 2022 drop-in schedule at Mid-Sun Community Centre?

A: Wednesday, January 12 – Friday, March 18, 2022* * subject to change*

Know before you go! Visit <https://www.midsun.org/programs/>

- Wednesday 1:00 pm – 2:45 pm (36 players)
- Friday 10:15 am – 11:45 am (32 players)
- Friday 12:00 pm – 1:30 pm (32 players)

Additional times will not be added due to lack of gym space.

Q: Do I need to be a resident of Midnapore or Sundance to register for drop-in play?

A: No, everyone is welcome to register for drop-in at Mid-Sun.

Q: How many courts are available?

A: Mid-Sun has 6 courts available. 3 courts are for Beginner / Advancing Beginner players and 3 are for Intermediate / Advanced players.

Q: When can I register?

A: You will be able to register for the week of play **only** using the ActiveNet online system. Registration opens 6 days before the drop-in date at 7:00am online only; no phone calls or in person requests please.

- Each Wednesday drop-in registration open on Thursday at 7:00 am
- Each Friday drop-in registration opens on Saturday at 7:00 am

Q: Where can I register?

A: Registration is only available online through the Mid-Sun website at <https://www.midsun.org/programs/> and select the red REGISTRATION button. You will need to create an account to register for drop-in pickleball. Registration is not available over the phone or in person.



Q: How do create an account with the Mid-Sun ActiveNet online registration system?

A: Step by step instructions and diagrams are available at <https://www.midsun.org/programs/> and click on the CREATE AN ACCOUNT button.

Q: I've tried to create an online account and I need some help to complete the process; what can I do?

A: If you are stuck, please work through the CREATE AN ACCOUNT instructions with a family member or friend first and if you still need assistance we prefer in person consultations to work through the setup with you rather than phone calls. The Center is closed on Friday December 17 at 2:00pm and reopens at 9am on Tuesday January 4. Registration for Wednesday January 12 begins on Thursday January 6 at 7:00am online.

Q: Do I have to pay right away?

A: No. Your payment is made at the Community Centre before you enter the gym. Drop-in passes are available for purchase and will be stamped each time you drop-in to play. Credit cards, debit or paper bills only (no coins) are accepted.

Visits	Price
1	\$5
5	\$15
7	\$20
11	\$30

Q: Is any instruction available?

A: A volunteer Mentor may be available for the Beginner / Advancing Beginner side. They are open to questions about rules, play, and paddle purchase (desirable characteristics) and can also offer suggestions to improve your performance. Please treat these volunteers with the respect they deserve.

Q: Can I just drop-in on the day of play?

A: No, pre-registration is required. DO NOT arrive at the Centre to play without a reservation on the ActiveNet system – you will be turned away.

Q; Do I have to check in upon arrival?

A: Yes, you must check in with the front office, pay, and then proceed to the courts.



Q; Can I register as a single player or do I need a group of 4 players?

A; Registration is for single players only. Make sure you and your family / friends sign up for the same day.

Q: Can I cancel my registration if my schedule changes?

A; Yes, cancellations can be made online or by calling 403 254 8058 extension 221 and speaking with a staff member or leaving a message.

Q: Is there a penalty if I register and do not show up?

A: Yes, your registration privileges will be suspended if you do not show up twice without cancelling.

Q: Is there a waitlist:

A: No, first come first serve. Please check the online registration system for availability as space might become available if other players cancel their registration.

Q: Can I borrow equipment?

A: Balls are provided but you will need to provide your own paddle.

Q: I am a brand new player; is drop-in pickleball suitable for me?

A; All players need to know how to score, be familiar with hitting a ball and have played pickleball before joining a drop-in session. You are encouraged to sign up for lessons and use drop-in play to practice your skills. Please email Caroline at programs@midsun.org or call 403 254 8058 extension 232 to discuss your current level of play.

Q: Where can I park when I have a playtime at Mid-Sun?

A; Our parking lot at 50 Midpark Rise SE has space for most cars, and ample protected street parking is available on Midlake Blvd.



Q: Is my punch pass from 2021 still accepted?

A: Yes, passes never expire and are transferable to other players.

Q: What are your COVID protocols?

A:

- **Masks** are required to be worn in the foyer and in the gym when not playing a game.
- **Sanitize** your hands upon arriving at the Centre.
- **Arrive** 1 or 2 minutes before your booked time to avoid foyer congestion

Q: How do I get onto a court when other players are waiting?

A: A paddle rack is used for fair access to courts for all players. Place your paddle in the rack and enter the next available court when your paddle comes to the front of the rack.

Q: Who do I contact if I have a question?

A: Please email Caroline, Mid-Sun Recreation Programmer at programs@midsun.org. or call 403 254 8058 extension 221.