

Here are some of the more common questions we have been getting about “returning to play” and the reservation system. We will update this document from time to time, as needed.

Q: Will the Racquet Club help me find people to play with?

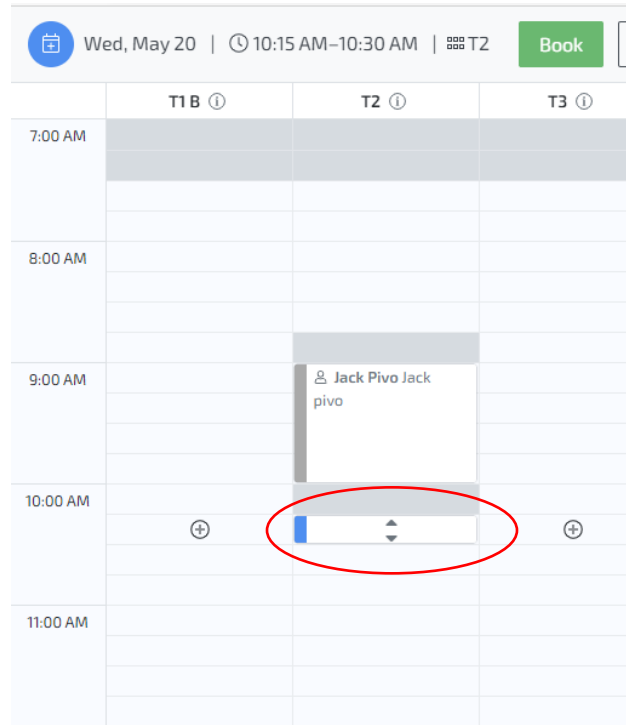
A: The Racquet Club is maintaining a list of people who have volunteered their contact information and level of play. This is posted on the Racquet Club website under the COVID button on the main page (<https://ohccracquetclub.wixsite.com/racquet/available-player-lists>). We look forward to reinstating our drop-in format again in a subsequent phase of reopening.

Q: I don’t think my login for the reservation system is set up correctly – it never asked me for a password.

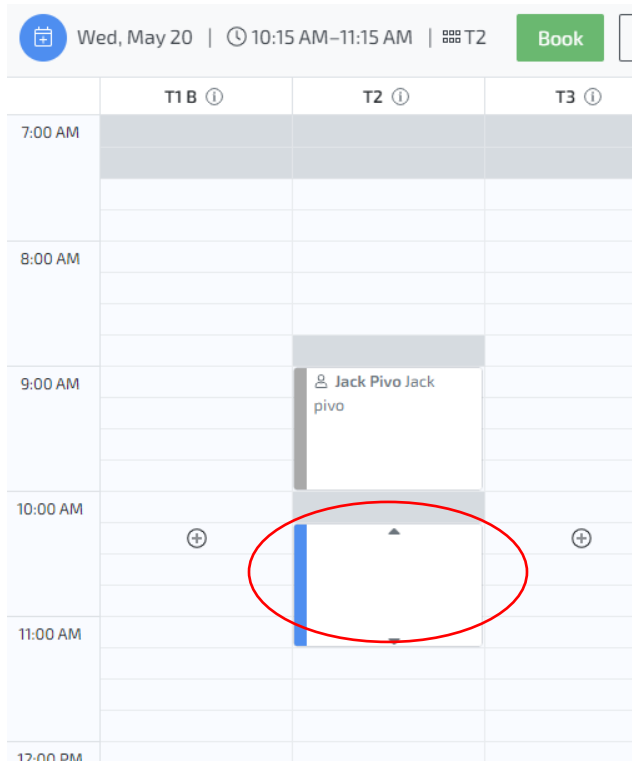
A: Creating your reservation system account is a two-step process. The initial webpage just sets up your e-mail and name within the system. You will be sent an e-mail confirming your registration – follow the instructions in that e-mail to set up your password and finalize your registration. If you are still having problems, send an e-mail to ohrchelp@gmail.com and we’ll figure it out together.

Q: Why is my reservation only 15 minutes long?

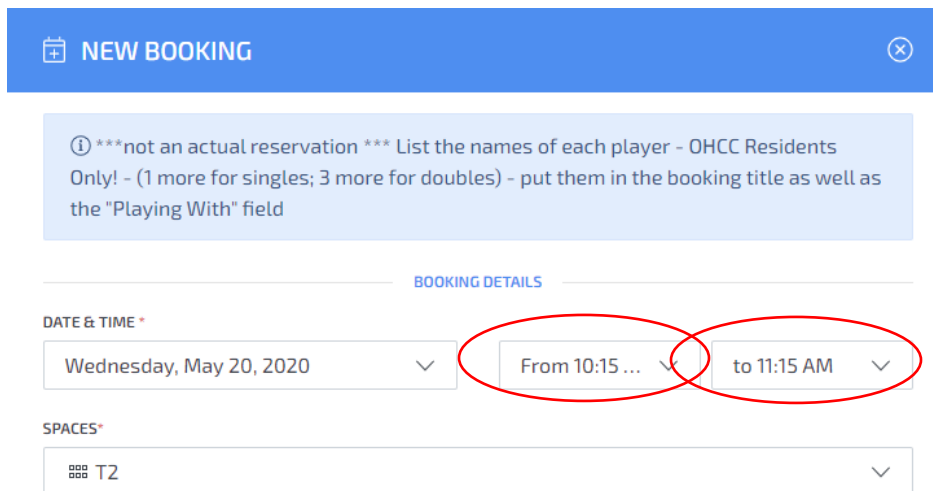
A: Our reservation system operates in 15-minute “chunks”, so unless you take an action when you make your reservation, it will default to only 15 minutes. There are two ways to adjust this. If you make your reservation by clicking in the grid in an open slot, it will first look like this:



Then, drag one of the arrows to make the reservation the length you want (max 60 minutes for pickle/paddle; 90 minutes for tennis) and then click the green Book button



Alternatively, if you make your reservation by clicking the big green Plus sign at the bottom right, you adjust the start and end time to make the reservation the length you want (max 60 minutes for pickle/paddle; 90 minutes for tennis).



Q: What’s the deal with the 15-minute buffer? It’s too long or it’s unnecessary or it’s confusing (because I want all my reservations to start at the “top of the hour”) or

A: The 15-minute buffer is created automatically by the reservation system between consecutive reservations on the same court is a part of helping all players comply with current social distancing requirements. A key requirement from our county government (and our HOA) is to ensure that there is no “congregating” – imagine if we have the three Clubhouse pickleball courts in action with doubles matches on the court and three more doubles matches waiting. That’s as many as 24 people all in the same place at the same time – and a very challenging environment in which to maintain appropriate social distancing from non-household members. So, we suggest dividing the 15 minute buffer in this way:

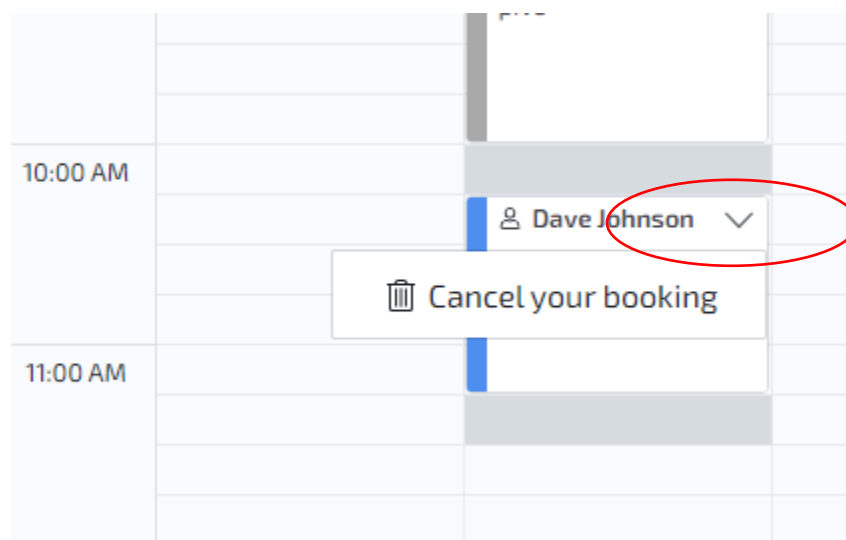
- 5 minutes for the outgoing reservation to wrap up their play, exit the court, do any immediate sanitation/cleaning required, and then depart the immediate area
- 5 minutes of empty court
- 5 minutes for the incoming reservation to arrive at the court and prepare to play

Q: I made a reservation and I need to change it (move the time or change the players). How do I do that?

A: The easiest way to do this is to cancel your reservation and make a new one. If you are unable to do this (please do try first), then send an e-mail to ohrchelp@gmail.com with the changes you need to make and we will be able to update the reservation for you.



Q: I made a reservation and I need to cancel it. How do I do that?


A: You can cancel your booking by clicking on the link in the confirmation e-mail you received or by going to the reservation system directly and clicking the down arrow on your reservation



Q: Why can't everyone see the names on my reservation?

A: This is a limitation in the booking system. The recommended solution is to put this information in your reservation twice – once in the Booking Title (which is a field everyone can see, but is not a required field) and again in the Playing With field (which is a new required field we were forced to add to capture the names of everyone playing just in case we have to do any “contract tracing”). You can use first names or nicknames in the Booking Title field; please use full names in the Playing With field. Here is an example of making a booking in the recommended way:

 NEW BOOKING


 ***not an actual reservation *** List the names of each player - OHCC Residents Only! - (1 more for singles; 3 more for doubles) - put them in the booking title as well as the "Playing With" field

BOOKING DETAILS

DATE & TIME *

Wednesday, May 20, 2020

From 10:15 ...


to 11:45 AM

SPACES *

T2

BOOKING TITLE

Doubles - Dave, Joyce, Patty, Fred

PLAYING WITH: 

Joyce Baker, Patty Coffey, Fred Ostergaard

And here is how that looks in the calendar to everyone else

10:00 AM					
11:00 AM					
12:00 PM					

Q: Will you delete a reservation if it is not filled out correctly?

A: Not initially – we want to give everyone a chance to get used to making reservations. We will reach out (by e-mail) if your reservation is incomplete (missing player names or if all players cannot be confirmed as OHCC residents) when necessary.

Q: I usually have guests (non-OHCC residents) join me for matches. How do I do this in the reservation system?

A: In the initial phase of reopening, guests are not permitted per the HOA. Please refer to the General Rules approved by the HOA that apply to all Racquet Club sports.

Q: I can't get the reservation system to work on my Apple device.

A: Some older Apple devices cannot run the current Apple operating system (iOS 13). iOS13 is required for the Skedda service to run on Apple devices. Contact ohrchelp@gmail.com and we will see if we can assist you with workarounds for this.