

# Cheat Sheet for Love Our Club (LOC)

Love our club is the membership platform that we use to book courts and events and notify you of last minute news items. When you become a member of the Kamloops Pickleball Club your name and registration information is uploaded to the system by one of our many volunteers (this is not automatic). Once your information is uploaded, you are sent an invitation to register and create your own login and password. Your login email must be the same email that you used to sign-up with Pickleball Canada.

The information below will help you create bookings and register for events. Each of the venues have their own specific requirements on Love our Club. We hope this information helps you navigate Love our Club and our venues more easily.

## Payments

- You may save your credit card information or enter each time. KPC does not have access to your credit card information
- Members tab balance must be sufficient to cover the entire cost of the booking or event registration. If the tab balance is insufficient, the transaction will be processed through the credit card. The LOC payment system will not process two entries for one transaction i.e. tab and credit card
- Prices for events and bookings are subject to change as venues may increase prices .

## Waitlist

- The scheduling committee has decided to cancel the waiting list option at this time as it is not working the way it was intended.

## Cancellations

- Please cancel your spot as soon as possible if you are unable to attend. There are many people who would like to play.
- To cancel, go to your event or your booking and click on the 'Cancel Registration' or 'booking tab'.
- Members will receive a refund to their tab in the event of a cancellation as follows.
  - If a member cancels outside of 24 hours, they will receive a full refund to their LOC Tab.
  - If a member cancels the day of their booking or registered time slot, no refund will be issued.
- Refunds will be made to a **member's tab only** and not to their credit card.
- Tab payments will NOT be reimbursed to the member at the end of the indoor season - no exceptions. Members should keep an eye on their tab balance throughout the season
- **Tabs will return to zero** at the end of the indoor play season.
  - If you do not have sufficient funds in your tab to pay for a booking, you can add money to your tab to equal the booking amount. i.e. if you have a \$3.00 tab and you want to pay \$6.75, add a payment of \$3.75 to your tab so the payment will come from your tab for your next transaction.
- These policies are effective November 28, 2022, no exceptions

## News items

- There is a **forced news** feature on Love our Club that will be used in the event of time sensitive/important information that needs to be brought to your attention.

- When you open your LOC, news items will be displayed. Please read through them carefully, then click the “READ” checkbox and the news item will no longer be displayed.
- The majority of our information for members is on our website [kamloopspickleballclub.ca](http://kamloopspickleballclub.ca). However, changes to schedules, event announcements, etc., may arise of which you need to be aware. KPC also uses emails/newsletters to keep members informed and up to date.

Venue Specifics	Booking Calendar	Event Calendar
<b>Tournament Capital Center - TCC</b>		
<ul style="list-style-type: none"> <li>• Only bookable courts</li> <li>• 4 courts available</li> <li>• Max 1 time per week</li> <li>• 7 day advance booking</li> <li>• Mondays and Wednesdays 9 to 11</li> <li>• <b>Can book within 24 hours of play if spots available</b></li> </ul>	<p><b>TO BOOK A COURT</b></p> <ul style="list-style-type: none"> <li>• Go to <b>“Bookings”</b></li> <li>• From the drop down menu choose Tournament Capital Center</li> <li>• Must book whole court (\$25.00) and collect from other players</li> <li>• Please add names of all members joining you on the court</li> </ul>	<p>No events held at TCC so nothing will appear for TCC on the Event Calendar</p>
<b>Thompson Rivers University Gym - TRU</b>		
<ul style="list-style-type: none"> <li>• Both reservable courts and events available at TRU.</li> <li>• Please note: <b>“THERE IS NO PLAY AT TRU GYM FROM DEC 1 to 20 AS THE GYM WILL BE USED FOR EXAMS. PLAY RESUMES DEC. 21/2022</b></li> <li>• Do not park at TCC as you may be towed. Park in public parking at TRU or walk over from Superstore or Walmart.</li> </ul>	<p><b>TO BOOK A COURT</b></p> <ul style="list-style-type: none"> <li>• Go to <b>“Bookings”</b> on the LOC app or to the <b>“Booking Calendar”</b> on the website</li> <li>• From the drop down menu choose Thompson Rivers University</li> <li>• Must book the whole court (\$22.00) and collect from other players. The court is yours to play on during the entire time slot - you do not need to rotate off.</li> <li>• Please add names of all members joining you on the court.</li> <li>• Coaches are also instructing on designated bookable courts at various times at TRU.</li> </ul>	<p><b>TO REGISTER FOR AN EVENT</b></p> <ul style="list-style-type: none"> <li>• Go to <b>“Events”</b> on the LOC app or the <b>“Event Calendar”</b> on the website.</li> <li>• The event calendar is a monthly overview of all play at both the t TRU and KTA courts.</li> <li>• Click on the event you want to register for.</li> <li>• Click on the event you want to register for.</li> <li>• Events include: <ul style="list-style-type: none"> <li>○ coach facilitated drills</li> <li>○ Drop in play divided into 2.5 to 3.49 and 3.5+</li> <li>○ Play is drop in and play rotation is done through the honor system or members present may choose to use a round robin format. RR sheets are in the bin in the locker.</li> </ul> </li> </ul>
<b>Kamloops Tennis Association - KTA</b>		
<ul style="list-style-type: none"> <li>• Reservable courts on Sundays only. Working members are given priority access until the Thursday before play. After that time</li> </ul>	<p><b>TO BOOK A COURT</b></p> <ul style="list-style-type: none"> <li>• Go to <b>“Bookings”</b> on the LOC app or to the <b>“Booking Calendar”</b> on the website</li> <li>• The court is yours to play on during the entire time</li> </ul>	<p><b>TO REGISTER FOR AN EVENT</b></p> <ul style="list-style-type: none"> <li>• Go to <b>“Events”</b> on the LOC app or the <b>“Event Calendar”</b> on the website.</li> <li>• The event calendar provides</li> </ul>

<p>any open courts can be booked by other members.</p> <p>If you notice within 24 hours that there is space available for play <b>within your skill level</b>, you can sign up for play and this will not count toward your maximum bookings.</p> <ul style="list-style-type: none"> <li>• Maximum 2 registrations per week.</li> </ul>	<p>slot - you do not need to rotate off.</p> <ul style="list-style-type: none"> <li>• From the drop down menu choose Kamloops Tennis Association - KTA</li> <li>• Must book whole court (\$35.00) and collect from other players</li> <li>• Please add names of all members joining you on the court.</li> </ul>	<p>an overview of events at TRU and KTA.</p> <ul style="list-style-type: none"> <li>• Click on the event you want to register for.</li> <li>• Maximum 2 registrations per week.</li> <li>• Play is drop in and court rotation is done through the honor system or the members present may choose to use a round robin format. RR sheets in the bin by the nets.</li> </ul>
---	--	--