

Pickleball Community Volunteer Group (PCVG) Frequently Asked Questions (FAQs)

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1. How do I learn about what the Pickleball Community Volunteer Group offers?

A: You can explore everything the PCVG has to offer by visiting our website at <https://www.pickleballcommunity.com>.

The PCVG is a fully volunteer-run organization. We're here to help you grow in the sport! We provide a variety of progressive programs designed for players at every stage:

1. Instructional Program: Beginners Series – Start with the basics and get comfortable with the fundamentals.
2. Instructional Program: Skills Clinics Series – Build on your skills with specialized clinics tailored to help you progress.
3. Get Rated: Attend our PCVG Ratings Clinic or DUPR Camp to get your official rating. It helps set goals, measure progress, and unlock new opportunities.
4. Drill & Play + Pickleball Warriors: Strengthen your game through drills and practice. These sessions are designed to improve muscle memory and keep you fit for play.
5. Join Leagues: Engage with the community, challenge yourself, and continue to develop your skills in a fun, competitive environment.

Feel free to explore each option to see which suits your goals, and don't hesitate to reach out if you have any questions. We're excited to support your pickleball journey!

2. Who is eligible to participate in PCVG activities? Can guests participate?

A: A Villages residency is required. If someone rents, they may have different types of "guest passes". One type of guest pass is free and must be renewed every 30 days. Another guest pass requires a fee for a "Temporary Villages ID" which gives the holder every right that a Villages' resident has (use of sports pools, championship golf course discounts, etc.). You must have a "Temporary Villages ID" to participate in PCVG activities, not a 30-day guest pass.

3. I understand there is a \$20 annual service fee. What PCVG activities are included in this \$20 fee?

A: These PCVG activities are included:

- Leagues
- Drill & Play
- Pickleball Warriors
- PCVG Rating Clinics
- DUPR Camps
- PCVG 4.0 Weekly Competitive Tournament (WCT)

4. What PCVG activities can I participate in without paying the \$20 PCVG service fee?

A: The Beginner Instructional Program will continue to be free of charge as these are entry level activities that are overseen by The Villages Recreation & Parks Department. The Beginner Instructional Program includes:

- ✓ Beginner Mentored Play
- ✓ Introduction to Pickleball Part 1
- ✓ Introduction to Pickleball Part 2

The following activities are currently free of charge but may require the service fee in the future:

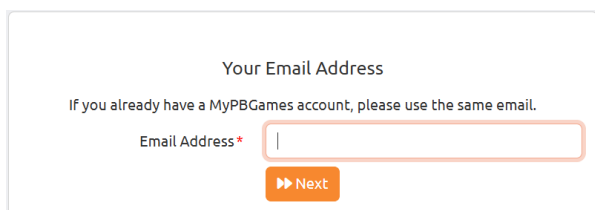
- ✓ Non-Volley Zone
- ✓ Full Court Concepts
- ✓ Partner Development Concepts
- ✓ Strategy Play Concepts
- ✓ Moving Beyond 3.5 Clinic
- ✓ PCVG Referee Training

5: What is MyPBGames

A: MyPBGames is a centralized system that manages most of our activities. To get started, simply create an account by clicking [here](#). It's easy!

6: How do I join the MyPBGames?

A: If you already have a MyPBGames account, you will see this dialog box. Type your email address into the box. Follow the prompts for secure payment of your annual fee. If you already joined the Competitive League (TVCP), please use the same email address for both PCVG and TVCP. This will allow you to view PCVG and TVCP activities from one MyPBGames dashboard.



The screenshot shows a web form for creating a MyPBGames account. At the top, it says "Your Email Address". Below that, a note reads: "If you already have a MyPBGames account, please use the same email." The form has a label "Email Address*" followed by a text input field. Below the input field is an orange button with a right-pointing arrow and the text "Next".

7. How often do I pay the \$20 service fee? Will I be notified of renewal?

A: The MyPBGames service fee is a “rolling” fee. This means your one-year registration period begins on the date you pay your fee. For example, if you pay your initial fee on September 1, 2025, it will expire on August 31, 2026. Your renewal service fee is due on the anniversary of your MyPBGames join date, ensuring you always receive a full year of benefits — no matter when you sign-up.

8. When can I join the MyPBGames?

A: You can join MyPBGames at any time and pay the service fee at <https://mypbgames.com/join/PCVG>.

9: How will I pay for the service fee?

A: All payments will be handled online. When you join the MyPBGames, you will be asked to make your \$20 service fee payment online via a credit or debit card. Accepted cards are American Express, Discover & Diners Club, Mastercard, and Visa. Other methods such as PayPal, Venmo, cash, gift cards, and checks are not accepted.

10: Is there an alternative for those who are not comfortable paying online?

A: Payment online, via the secure site is the only option currently available.

11: Why do we need to charge a service fee for players to participate? I thought we had sponsors who donate funds to the PCVG. And, what keeps the PCVG from working to raise the needed amount through sponsors each year?

A: The \$20 service fee is to cover the expenses that the PCVG incurs to run the programs it provides.

Sponsors vary from year to year. There is no guarantee that we will continue to have sponsor support. In 2025, we lost all sponsors from the previous year (a loss of \$1200 in revenue). We cannot become reliant upon sponsors to cover PCVG costs as we need to provide a constant income source to ensure PCVG costs are covered.

Some parts of PCVG’s budget needs are unclear as we implement the MyPBGames software. Also, parts of the PCVG’s expenses are coming to light as volunteers clarify what they’ve been providing for free. The PCVG Board felt that the \$20 service fee is sufficient and is in line with the many other organizations/clubs in The Villages. The PCVG Board will monitor the incoming dollars and expenses and adjust fees accordingly.

12: What costs are incurred by the PCVG?

A: The PCVG incurs the following costs: State & Federal filings, website software, web domain name fee, Mailchimp (our large-scale email service), SignUp Genius, MyPBGames, office supplies to support our activities, league medals, supplies for Rating Clinics and DUPR Camps, and shirts for our volunteers.

In past years, Board members have paid for these expenses using their personal funds. This approach is not desirable nor is it sustainable.

13: Who oversees the PCVG funds?

A: The PCVG is led by a 12-member Board of Directors. Our Treasurer manages all of the PCVG Organization's income and expenses, with any purchase over \$100 requiring full Board approval. Our goal is simple: to cover the costs of running and supporting our activities. As a nonprofit organization, we're not here to make a profit—we're here to keep the Organization strong, sustainable, and enjoyable for everyone.

The PCVG budget and Treasurer's Report are reviewed and discussed at each Board meeting, which is held on the second Monday of every month at Seabreeze Recreation Center – 3 pm. These meetings are open to the public, and anyone is welcome to attend.

14: Since the PCVG is a lifestyle group under the Recreation & Parks Department, why can't the Recreation & Parks Department fund our costs?

A: The PCVG has approached the Recreation & Parks Department about funding software costs and other expenses. They cannot fund these expenses, nor do they do so for any of the many other clubs and lifestyle groups.

15. Why are our monthly Village's fees not contributing to this program?

A: The Villages' fee that we pay is not associated with any of the many, many organizations and clubs within The Villages. Just as the Recreation & Parks Department cannot absorb organization and club fees, our Villages' fees cannot either as that money is allocated for other items.

16. How many people participate in PCVG activities?

A: This is a difficult question to answer. Why? The PCVG has not had a Club Management System or a central database of all those who register for PCVG events. Some PCVG Activity Leaders use SignUp Genius to register players; some use Google forms to register players; some simply use Excel spreadsheets. It is difficult to merge the information from these systems together because one player may register using two

different names (Susan Smith/Sue Smith,) and they may even use a different email address each time they register.

MyPBGames will resolve this issue. A player is in the system under one name and one email address. We will be able to keep stats, view trends, and plan for future events.

It is estimated that we have 500 unique people who participate in PCVG leagues each year. When the other events are taken into consideration, it is estimated that we have anywhere between 1,000 to 1,500 active unique participants (this number includes the 500 league players).

17: What happens to my \$20 if I am not drafted into a league?

A: If you are not drafted into a league, you may be added to the sub list. Your paid service fee opens the door to all the other activities offered by the PCVG. The \$20 service fee is not refundable under any circumstances.

18: I currently play in The Villages Competitive Pickleball Club (TVCP) and pay \$6 per league session. Will these leagues be part of the MyPBGames that the PCVG Uses?

A: The TVCP and PCVG are separate organizations. The TVCP will continue to charge \$6 per league.

19. If I join the MyPBGames, can I participate only in drills, or will I be required to register for a league?

A: Once you join the MyPBGames, you can play in any PCVG activities. You do not have to participate in leagues if you choose not to do so.

20: Can guests join the PCVG leagues and activities?

A: At the time of league or activity registration, you must have a permanent or seasonal Villages ID. If you move in after the leagues have started, we will be happy to put you on the sub list until the next league season opens.

Guests are allowed if there is an opening in the activity, or the resident can sign up and then the guest takes the resident's place. Both the resident and the guest need to go to the clinic for check in, and then the resident can leave if desired.

21: When do the leagues start?

A: Every league has different start dates. Check the *League* section of the PCVG website (<https://www.pickleballcommunity.com/leagues>) and be sure to subscribe to our email for updates. Click here to→ [subscribe](#).

22: Are all the leagues DUPR?

A: Each league is different. Check the league's webpage for details. A summary view is available on the PCVG website <https://www.pickleballcommunity.com/leagues> - click the

ALL LEAGUES

button or the button specific to your level or interest.

23: How do I get rated?

A: Find everything here: <https://www.pickleballcommunity.com/ratings/pcvg-ratings-clinic>.

24: How do players sign-up for PCVG activities?

A: There are currently 2 systems in use 1) MyPBGames and 2) SignUp Genius.

- 1) MyPBGames is used for the activities that are part of the paid service fee.
- 2) SignUp Genius is used for the activities that do not require a paid service fee (i.e. Instructional Program and PCVG Referee training).

25: What is SignUp Genius?

A: SignUp Genius is the app we use to manage sign-ups and communicate about PCVG Instructional Program events. To get started, simply create an account by going to <http://www.signupgenius.com>. It's easy!

To learn how to use SignUp Genius including getting answers to frequently asked questions, click [here](#).

26: How do I sign up for PCVG Instructional Program activities?

A: To make sure your registration is properly linked to your SignUp Genius account, follow the steps below. For more information on the Instructional Program and Signup Genius, click [here](#).

1. **First, Sign-In to SignUp Genius – this is an important step.***
Log in to your SignUp Genius account before clicking on any event links. This ensures your registration is connected to your account.
2. **From the PCVG website, Instructional Program page, find the activity you want.**
Once you're signed in, go to the PCVG website and click the link for the event you'd like to register for. This will direct you to the event registration page on SignUp Genius.
3. **Why Sign-In First?***
Signing in before registering guarantees that your event registration is linked to your account. This is important for receiving reminders and any system-generated updates, like event changes or cancellations.

4. Even if the Waitlist appears to have a lot of people, if you want to attend the session, put yourself on the Waitlist.

People cancel, right up to the morning of a session, for a lot of different reasons. We sometime find ourselves chasing around for a person to fill a last-minute opening. Also, if we have a large Waitlist, we may be able to find an additional coach and add slots to the session. Finally, we use the size of the Waitlist to gauge interest in the events. We use this information to help determine where to put our resources.

5. Please do not attempt to sign up two people in one slot.

We control the number of people in the class using these slots. If you attempt to use one slot for two people, we will only let one of you in the class. The second person should sign up for the waitlist and frequently, someone will cancel and the person at the top of the list will automatically get moved into the class.

*If you don't sign-in first, SignUp Genius will prompt you for your email address. When entering it, there's a risk of a typo. If there's an error, SignUp Genius will still accept the incorrect email, but it won't link to a valid address. As a result, you won't receive a confirmation email, won't see the sign-up in your account, won't be able to cancel, and won't get the reminder email.

By following the steps above you'll stay up-to-date and avoid any registration issues.

27: Can an ASL interpreter be provided?

A: When *The Villages Community Development District* is the sponsor or co-sponsor of an event, requests for ASL accommodations fall under their purview. The Instructional Pickleball Program, for example, currently falls under this umbrella as well as any tournaments sponsored by the Recreation Department. However, since the PCVG is a non-district sponsored Resident Lifestyle Volunteer Group, an ASL interpreter is not provided. The participant is responsible for securing an interpreter at his/her own expense. Alternatively, the player can use a voice-to-text app on the phone—something other participants have done successfully—to receive instructions and follow along with the PCVG events.