

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, so please be kind – 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: Intro to Pickleball – Start with the basics and get comfortable with the fundamentals.
2. Instructional Program: Clinic 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.
6. Compete in Tournaments: Step out of your comfort zone and test your skills in a real competitive setting.

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 Membership fee. What PCVG activities are included in the \$20 club membership fee?

A: These PCVG activities are included in your membership:

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

4. What PCVG activities can I do without paying the \$20 PCVG Club membership fee?

A: The PCVG activities listed below will continue to be free of charge.

The Instructional Program activities will not be included in the club membership, and they will continue to be free of charge as these are entry level activities that are owned by The Villages Recreation & Parks Department.

The Instructional Program includes:

- Beginner Mentored Play
- Introduction to Pickleball Part 1
- Introduction to Pickleball Part 2
- Non-Volley Zone
- Full Court Concepts Clinic
- Partner Development Concepts Clinic
- Strategy Play Concepts Clinic
- Moving Beyond 3.5 Clinic

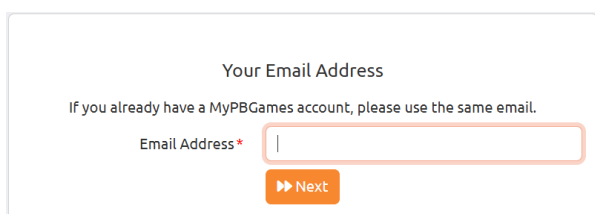
Plus, PCVG Referee Training will also continue to be free of charge.

5: What is MyPBGames

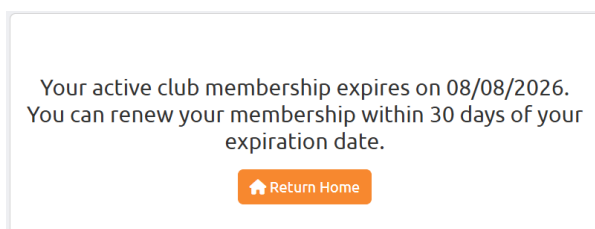
A: MyPBGames is the app we use to manage sign-ups and communicate about activities associated with PCVG membership. To get started, simply create an account by clicking [here](#). It's easy!

6: How do I join the PCVG using 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 dues.

A screenshot of a web dialog box with a light gray border. At the top, it says "Your Email Address". Below that, a smaller line of text reads "If you already have a MyPBGames account, please use the same email." Underneath is a label "Email Address*" followed by a text input field with a red border and a cursor. Below the input field is an orange button with a right-pointing arrow and the text "Next".

Once you have paid, you will see this message.

A screenshot of a web message box with a light gray border. The text inside reads: "Your active club membership expires on 08/08/2026. You can renew your membership within 30 days of your expiration date." At the bottom center is an orange button with a house icon and the text "Return Home".

7. How does the membership work?

A: MyPBGames memberships are “rolling” memberships. This means your one-year membership begins on the date you join. For example, if you start your membership on September 1, 2025, it will expire on August 31, 2026. Renewal fees are due on the anniversary of your join date, ensuring you always receive a full year of benefits — no matter when you sign-up.

8. When can I pay for my PCVG Club membership?

A: Ready to join the fun? Register and pay today at <https://mypbgames.com/join/PCVG>

Remember, only paid members can take part in all the exciting activities included with membership—so don't miss out!

9: How will I pay for my PCVG Club membership?

A: Paying is quick, easy, and handled securely online. When you join MyPBGames, simply pay the \$20 membership fee with your credit or debit card. We accept American Express, Discover & Diners Club, Mastercard, and Visa—making checkout fast and hassle-free. Please note that PayPal, Venmo, cash, gift cards, and checks aren't 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 are we charging for membership? We never had to in the past. Are there no other options for raising the necessary funding?

A: The PCVG is a completely volunteer organization. While we have no personnel costs, we do have other expenses, the most significant being the applications that support scheduling and sign-up. We have had sponsors to help with these costs, but those sponsors can come and go. A nominal membership fee is the best way to ensure we can continue to support the PCVG programs.

Many Villages clubs charge membership fees. The PCVG is now at a scope and scale that requires we do so as well.

12: What costs are incurred by the PCVG?

A: The PCVG has a variety of expenses, including state and federal filings, website software and domain fees, Mailchimp (our large-scale email service), SignUp Genius, MyPBGames, office supplies for activities, league medals, materials for Rating Clinics and DUPR Camps, and shirts for our instructional volunteers.

In past these costs were covered personally by PCVG volunteers leading the activities. This approach is neither sustainable nor appropriate for the long-term health of the club.

13: Who oversees the PCVG funds?

A: The PCVG is led by a 12-member Board of Directors. Our Treasurer manages all of the Club'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 club 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 – 3pm. These meetings are open to the public, and members are welcome to attend.

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

A: If you are not drafted into a league, you are automatically added to the sub list. And your membership opens the door to all the other activities offered by the PCVG. The \$20 fee is not refundable under any circumstances.

15: I currently play in The Villages Competitive Pickleball Club (TVCP) and pay \$6 per league session. Will these leagues be part of the \$20 PCVG club membership?

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

16: 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.

17: 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](#).

18: 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  button or the button specific to your level or interest.

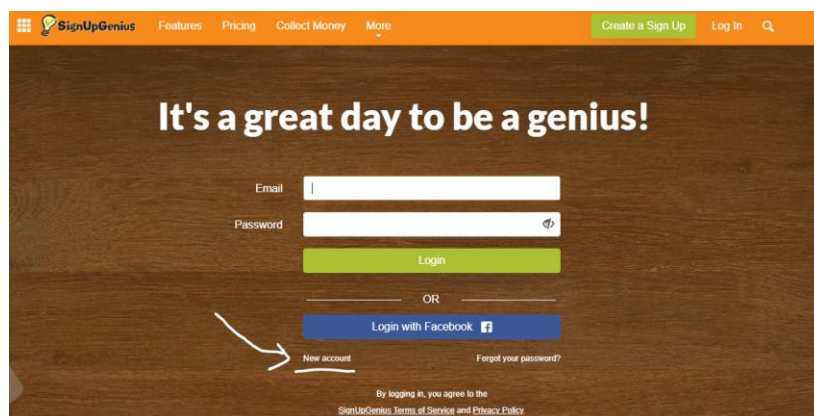
19: How do players sign-up for PCVG activities?

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 membership.
- 2) SignUp Genius is used for the activities that do not require a paid membership.

20: 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!



21: How do I get rated?

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

22: 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 these steps:

- 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.

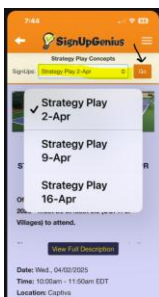
*If you don't sign-in first, SignUp Genius will prompt you for your email address. When entering it, there's a risk of a typo. If there's an error, SignUp Genius will still accept the incorrect email, but it won't link to a valid address. As a result, you won't receive a confirmation email, won't see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

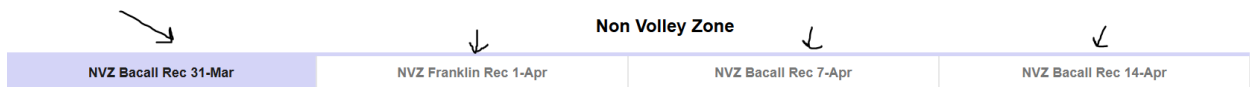
23: All I see is last week's event on SignUp Genius. How do I get to the SignUp for the correct event?

A: Look at the date of the event in the header or tab

On the **Mobile App** it looks like this: Click the date (highlighted), **pick the date you want** and click GO! Now the event on the correct date is active and ready for you to sign-up.



On a device with a larger display, the various dates are on Tabs that look like this:

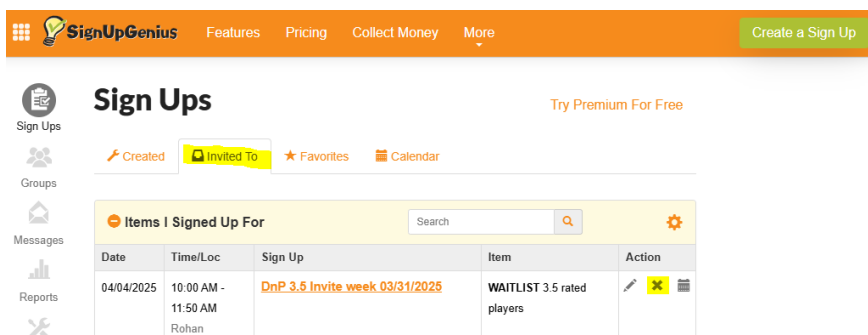


24: I have a schedule conflict. How do I cancel or remove myself from the waitlist?

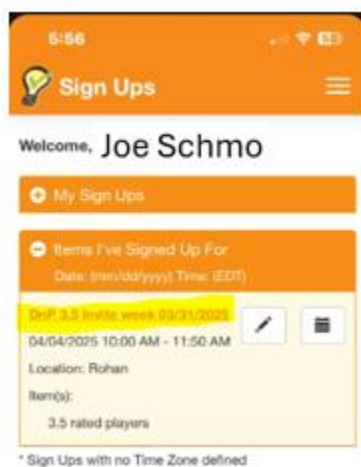
A: SignUps close at 4pm the evening before the event.

If you need to cancel, and the **SignUp is still open:**

1. From the **Web App**: Sign-into your SignUp Genius account. Go to the “Invited to” tab. See the screen shot below. Click the **X** and follow the rest of the system prompts.

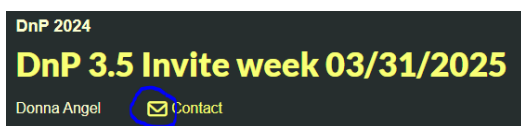


2. From the **Mobile App**: See below screen shot. Click the event name hyperlink and go to the SignUp event. Then click the Delete button.



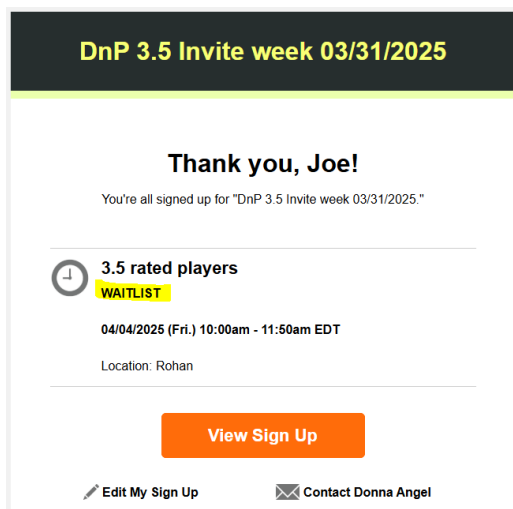
If you need to cancel, and the **SignUp is closed**:

From the **Web App or the Mobile App**: Click the **envelope** next to the Contact and follow the rest of the system prompts to email your cancelation notification to the PCVG Admin responsible for the event.

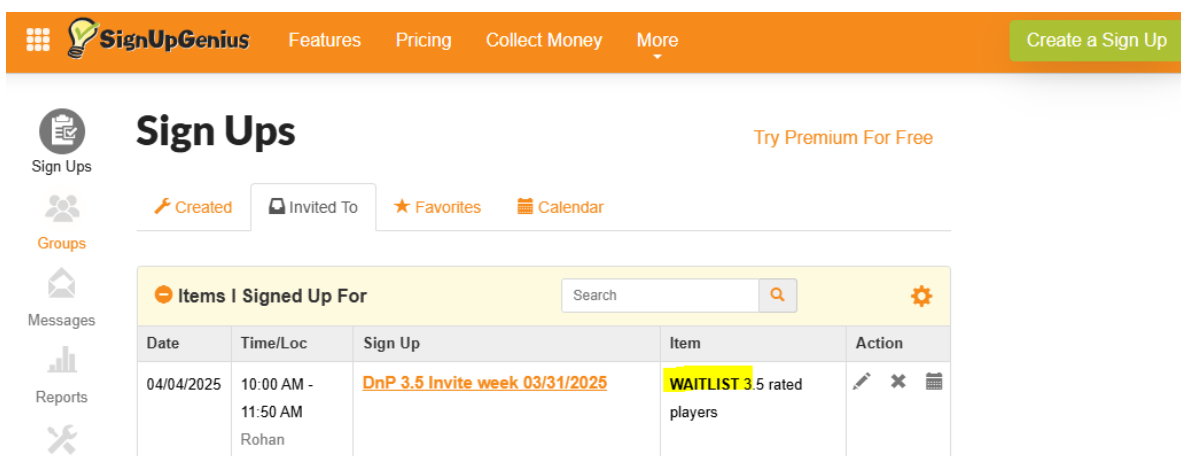


25: How do I know if I got into the event or that I am on the Waitlist?

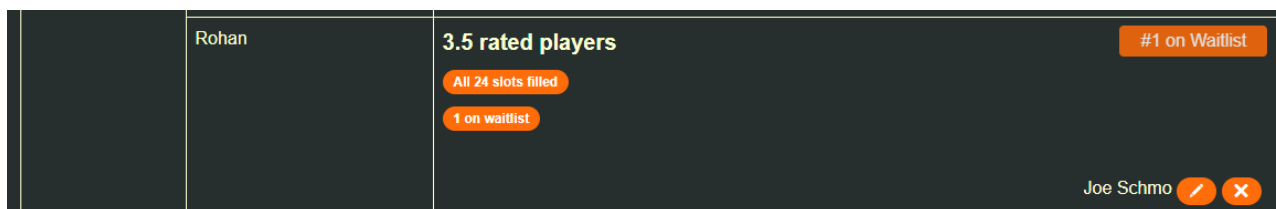
A: Immediately after you sign-up, SignUp Genius sends an email confirmation. See sample below says Waitlist.



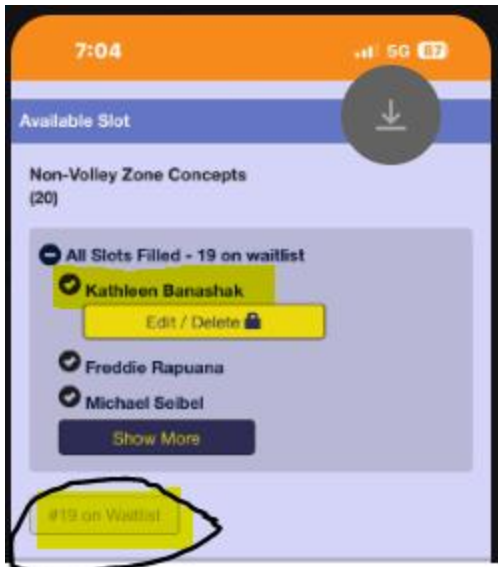
To keep a watch on your status as the event approaches, on the **Web App**: Sign-into your SignUp Genius account and go to the “Invited to” tab. See example below.



Click on the event name hyperlink. See screen shot below. It says #1 on the Waitlist; this means YOU are #1 on the Waitlist.



To keep a watch on your status as the event approaches on the **Mobile App**: Sign-into your SignUp Genius account and see the section that says “Items I’ve Signed Up For”. Click the event name hyperlink. Notice you can edit or delete your SignUp, and lower down it shows (in very faint lettering) your position on the Waitlist (in this case #19). See example below.



26: How will I know if a spot opens and I am confirmed for the event?

A: You will receive an email from SignUp Genius once you're removed from the Waitlist and your spot in the event is confirmed. Please keep an eye on your email up to the morning of the session, particularly if you are #1 or #2 on the Waitlist. Also, if you are #1 or #2 on the Waitlist, feel free to loiter around the courts that morning. There is always the chance of a “no show”.

27: I struggle to get into a very popular event. It seems like the same people are getting in each week and I always end up on the Waitlist. What gives?

A: All events open at their scheduled time automatically, as this is controlled by the system—there's no manual intervention. Some events fill up within seconds, especially during the "high season" (January to March). Every entry on SignUp Genius is time-stamped, and players are confirmed as soon as they press <ENTER>. Once an event reaches capacity, players are added to the Waitlist. Factors like network speed, whether you're using the mobile or web app, and your typing speed all influence how quickly you can secure a spot. With so many events available, don't get discouraged—just try signing up for another one!

28: Are the classes meant to be one and done, or should they be repeated?

A: The Intro to Pickleball Program follows a defined progression, with players moving step by step through each class until they “graduate” into the broader range of programs.

The Clinic Series also follows a structured progression. For these clinics, players may sign-up as often as they'd like, with spots filled on a first-come, first-served basis.

Instructors may suggest repeating a class to reinforce skills, or they may recommend moving forward when repetition is no longer helpful.

In some cases, limits are placed on how many times a player can repeat a class to ensure everyone has a chance to participate. If spots remain available within two days of the session, and you meet the participation requirements, you're welcome to sign-up again.

29. Clinics are typically 1 hour and 50 minutes long. I noticed there is a new one that is 2 to 55-minute sessions. Why is this?

A: The lead instructor designs each program around clear objectives, drawing on their expertise to determine the best ways for players to achieve the objectives. For the Moving Beyond 3.5 clinic, the shorter session format is intentional, for two key reasons:

1. Players can better absorb new information when it's delivered in smaller, more manageable segments.
2. It allows for twice as many participants!

30. I missed an event and forgot to cancel my SignUp. What happens now?

A: If you're unable to attend an event, please cancel in advance via the app or by notifying the event Contact. Instructors plan for four players per court, and there may be others on the waitlist eager to participate.

Failure to **cancel or notify the event Contact in advance** is considered a "No Show." In such cases, the PCVG Admin will inform you of a temporary restriction on signing up for any PCVG event. During the restriction period, if a spot is available the day before an event, you can email the event Contact to inquire about filling the spot or show up at the courts in case of a No Show.

31. An event I have been enjoying is not available next week. What's up?

A: The event schedule varies by season. During the fall and winter months—when The Villages sees its highest population—events are held more frequently. From May through September, they occur less often. There are also short breaks between seasons and periodic Rec Center maintenance can interrupt the schedule. For the most up-to-date schedule, visit the [PCVG Instructional Series](#) website.

32. 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.

33. I have a guest visiting. Can they attend the PCVG activities?

A: 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.