



PACIFIC NORTHWEST

## Frequently Asked Questions

### USTA Pacific Northwest Play to Learn & Family Friendly Tennis Programs

#### General Information

##### **How do we register for a program?**

All registrations are accepted through the Play to Learn & Family Friendly program website at [http://www.pnw.usta.com/ff\\_ptl\\_programs/](http://www.pnw.usta.com/ff_ptl_programs/). Find the city that applies to your area and the click on the registration link. If this is your first time registering for a program, click on “New User” and follow the steps. If you are a returning user, type in your E-mail and Password and complete the remaining steps to register.

##### **What will I need to register?**

To register for an account, you will need a valid e-mail address, a user name and a password. To pay the registration fee, you will need a major credit card (VISA, MasterCard, or Discovery) or checking account to pay by ECheck. Every city’s program page has a schedule and description of the classes. Please take a look at that before registering so you know what you class you want to participate in.

##### **How long does it take to register?**

New users take 5 to 10 minutes to register while returning users take no longer than 5 minutes as important information is already saved including e-mail and participant information.

##### **Is there a confirmation e-mail sent after we have registered for a class?**

Yes, you will receive a confirmation notice by e-mail immediately after completing the online registration. We strongly recommend that you keep this e-mail for your records.

##### **Why did I not receive an e-mail confirmation?**

There are several reasons why: 1) Your e-mail address was entered incorrectly. Go to your Online Account to confirm your e-mail address; 2) Your e-mail may have been blocked by a spam filter or by your security settings; or 3) Your online registration may have been incomplete and you need to go back to finish registering. A button to access your Online Account is located at the bottom of the registration homepage.

##### **Why is it important to have up-to-date account information?**

The USTA/PNW staff may need to contact you regarding class modifications and/or cancellations. To update your information, please log into your account using the Online Account button at the bottom of the registration homepage.

##### **Can I register with the instructor at the first day of class?**

We strongly urge you to register online the Friday before a class begins. We will be pulling registration lists for each class then. If there is still room, you may register late or sign-up on site. We staff our programs based on registration so for safety reasons we can only accommodate a certain amount of participants in each program.

**Do you have a wait list?**

Yes. A limited number of names will be accepted per class. Contact your local USTA/PNW staff member if a class is full and you would like to be added to the wait list.

**Do you have any registration discounts?**

There is a special 5% Thank You discount offered for Military Families registering for Play to Learn and Family Friendly tennis programs. The discount will be applied during the checkout step of registration. Any family signing up for Family Friendly receives a \$20 discount signing up for four (or five in some areas) sessions together.

**Do you accommodate special needs/requests?**

We welcome all participants that are in the appropriate age group class of all skill level abilities and special needs. If any extra accommodations are needed, please make a note on your registration and/or contact your local USTA/PNW staff member.

**For convenience sake, may we enroll our two kids in the same Play to Learn class even though their age group is different?**

We do not recommend mixing up the age groups primarily for safety reasons.

**How many students are generally in a class?**

Classes have a minimum of 4 to 6 students depending on the age and follow a common ratio for instructor to student for each program:

1:8 for 8 years old and below

1:10 for 9-12 years old

1:12 for 12 years old and above

Family Friendly programs can hold more students on youth courts and less on older teen/adult courts. Each city location varies in capacity depending on court space and instructor capacity.

**Equipment****What should participants wear and bring to class?**

Participants should wear comfortable play clothes and rubber soled closed-toed shoes. Participants should bring a water jug or water bottle, sunscreen, and a hat.

**I have an old racquet, should I bring it to class?**

You can bring it to class and ask the instructor if it is suitable.

**Do we need to bring our own racquets and balls?**

We provide loaner racquets and balls.

**Should we buy our own racquet?**

You may, but before investing in a new racquet we suggest you discuss the type of racquet you need with your instructor. Some local sporting goods stores have a racquet 'demo' program. We highly recommend demo of a racquet before buying it except in the case of junior racquets where demos are rarely found. We have more junior racquets than adult racquets in stock to loan during classes.

**What is 10 and Under Tennis?**

10 and Under Tennis is a format of tennis that tailors the game for children age 10 and under but can be used for players of all ages. Right size equipment, scaled courts and modified scoring make the introduction to the game easier.

## **Inclement Weather**

In the event of rain or inclement weather causing a Play to Learn or Family Friendly Program session to be cancelled, USTA/PNW will make arrangements to provide the customer with a make-up session. In the event that a make-up session cannot be offered, a credit for a future program will be applied.

## **Refund Policy**

To be considered for a refund, notification of cancellation must be received by the USTA/PNW office to [hbauer@pnw.usta.com](mailto:hbauer@pnw.usta.com) a minimum of five business days prior to the start of the respective class. A 10% transaction fee will be applied to each refunded class. You can be transferred to a different class for no fee or given credit for a future program in place of a refund.

## **Play to Learn & Family Friendly Tennis Program Help**

**If I need assistance with registration and/or have questions where can I find help?**

Follow the steps in this order:

- 1) Review the above FAQ's first as many of the most commonly asked questions and their answers may be found here.
- 2) Contact your local USTA/PNW staff member by locating their contact information here:  
[http://www.pnw.usta.com/About-Us/staff\\_directory](http://www.pnw.usta.com/About-Us/staff_directory)
- 3) Contact the USTA/PNW Play to Learn & Family Friendly Tennis Program desk during business hours, Mon.-Fri. from 8am-5pm at 503-718-3328 or [hbauer@pnw.usta.com](mailto:hbauer@pnw.usta.com). If all else fails, for an urgent matter, contact 971-777-2918.