



Cloud 11 Tournament Guide

At **Cloud 11**, we're all about the players. Our goal is simple: create the best possible experience for players, fans, and everyone in the pickleball community!

We have created a handy guide to make things easy for you and answer any questions you might have.

If you would like to play a Cloud 11 tournament head to pickleballtournaments.com and search keyword "Cloud 11"

Your Tournament Directors: Unless otherwise noted, all Cloud 11 tournaments are directed by Devin and Char Schmidt.

What to Expect

- **4-Game Guarantee:** Every player is guaranteed at least four games, and if you make it to the playoffs, you could play even more! All matches are entered automatically into DUPR, unless noted otherwise.
- **Top Notch Venues:** We have hosted tournaments in world class facilities such as Side Out Tsunami, Side Out Everett, and Pik N Pad in Nuevo Vallarta, Mexico.
- **Saturday Player Party:** Every tournament includes a free Saturday party with food, and great vibes—our way of saying thank you for coming out. Typically at 11:30 AM until the food runs out! Don't miss out!
- **Free Raffles:** Paddles, gift cards, bags, and other awesome prizes are up for grabs all weekend. Players and fans can stop by the desk to enter. :)

- **Snacks & Goodies:** Light snacks and freebies will be available throughout the tournament to keep you energized.
- **Medals:** Winners receive custom logo medals!
- **Amateur Double Gold Bonus:** Any amateur player who wins two gold medals in the same tournament receives **\$250 cash, DOUBLE GOLD custom hat, and free entry** into next year's tournament. Select tournaments have even higher bonuses!
- **Surprises:** We always have a few unique surprises at each tournament!
- **Smooth Scheduling:** We have a system in place to minimize wait times and keep you on the courts. While some delays are unavoidable, we dedicate countless hours before and during the event to ensure everything runs as smoothly as possible.
- **Pro Prize Money:** Many Cloud 11 tournaments feature Open/Pro divisions with cash prizes. Past winners include Pickleball Hall of Famers, APP Tour Champions, PPA Quarterfinalists, Senior National Pro Winners, Canadian National Champions, Top Ranked Juniors and countless 5.5+ players.

Tournament Basics

First tournament, new to tournaments or just need a refresher? Don't worry—we've got you covered. Most questions can be answered on our detailed tournament page on pickleballbrackets.com, but if you need help, we're here to respond as quickly as possible via email.

Things To Know:

DUPR Account: Don't have one yet? You will need one before registering for our tournaments. Create a free account at dupr.com (paid version is NOT required). After registering for a tournament, simply link your DUPR to your Pickleballbrackets.com account.

Register Early: Register early to save money and guarantee your spot, as our tournaments fill quickly! You can find more details about registration on each individual tournament page.

Waitlist: If a division is full you can register for the waitlist at no cost. Fully registered teams will have priority if a spot opens up. If a spot becomes available you will be notified by email to complete registration.

Rules: We follow the USAP rule book.

Paddles: Both USAP and UPA approved paddles are allowed.

Official Ball: Franklin X-40

What to Bring

- Paddle (and maybe a backup)
- Water bottle and sweat towel
- Change of clothes (socks, shirts, etc)
- Snacks (bananas or light foods are perfect)

No need to bring balls—we have plenty for everyone!

FAQ:

Start Times

We know how important start times are, and we aim to share them as early as possible. However, scheduling is one of the most complex parts of running a tournament. We have to wait for brackets to fill and then spend significant time building a schedule that ensures a smooth and fair experience for all players.

Start times are typically released 2–3 weeks in advance, and players will be notified via email as soon as they are live.

How Long Do Events Take?

While we can't predict exact finish times, most divisions typically wrap up within 3–5 hours after play begins. Some events may finish sooner or run longer depending on match length, bracket size, and how far teams advance in the tournament.

Communication

Please make sure your **email and text notifications** are turned on in your Pickleballtournaments.com profile. We use these to send important updates, reminders, and tournament information.

How to Contact Us

The best way to reach us is through the “Contact Tournament” button on your specific tournament page on pickleballtournaments.com this sends us an email and tells us directly which tournament you are inquiring about.

If you don't receive a response within 48 hours, feel free to email us directly at info@cloud11pb.com. If you email directly please mention which tournament you are inquiring about.

Food and Beverage

In addition to the free Saturday player party, food, beverages, and alcohol will be available for purchase throughout the tournament weekend

Bracket Combination

If a bracket does not have 4 teams we combine with the closest skill/age to ensure a fair bracket to compete.

Registration Cost & Refund Policy

Please check the tournament website for registration cost and refund policy.

DURING THE TOURNAMENT

Check-In

- Arrive **at least 30–45 minutes early**
- Check in at the tournament desk

How will I know when my next match is?

You will receive a text notification with your court assignment for each match. We recommend players keep their phones handy when not on court.

How many timeouts?

Each team has 2 timeouts per game. Each timeout is 1 minute.

How can I check my matches and standings?

Your tournament page on PickleballBrackets.com will have everything you need—matchups, results, and live standings—so you can stay up to date throughout the event.

“How do the round robin and playoffs work?”

Top teams from round robin advance into medal rounds (format varies by event). Check the tournament page for specific bracket formats.

PRO TIPS TO MAXIMIZE YOUR EXPERIENCE

- Arrive early → get comfortable, warm up properly
 - Bring extra gear → paddle, grips, hydration, snacks
 - Please **do not** wear neon yellow or neon green tops. They can make the ball difficult to see.
 - Keep phone handy when off court
 - Play hard, have fun!
-

CLOUD 11 STANDARD

When you play a Cloud 11 event, you can expect:

- Organized brackets
 - Clear communication
 - Competitive matches
 - A fun, energetic atmosphere
 - An amazing community of new and seasoned players
-

Stay Connected: Socials: [@clou11pb](#) [@the_schmidt_show](#)

Upcoming Events: [cloud11pb.com](#) **Email:** info@cloud11pb.com

CLOUD 11TM
PICKLEBALL