

PICKLEBALL FAQ's

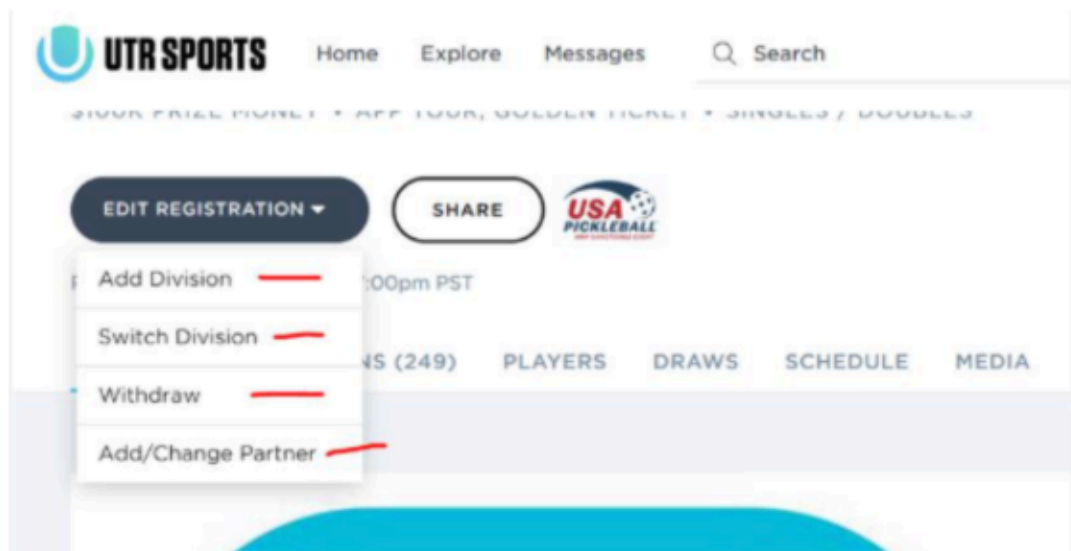
****please DELETE the UTR Mobile app****

What ball will be used in the tournaments?

For APP Tour Tournaments - All matches will be played with the yellow Franklin X-40 - the official ball of the APP Tour.

For the APP Women's Open presented by The James - the official ball will be the OWL Sport CK-40 is the official ball and will be used for ALL matches - you can purchase on [Amazon.com](https://www.amazon.com)

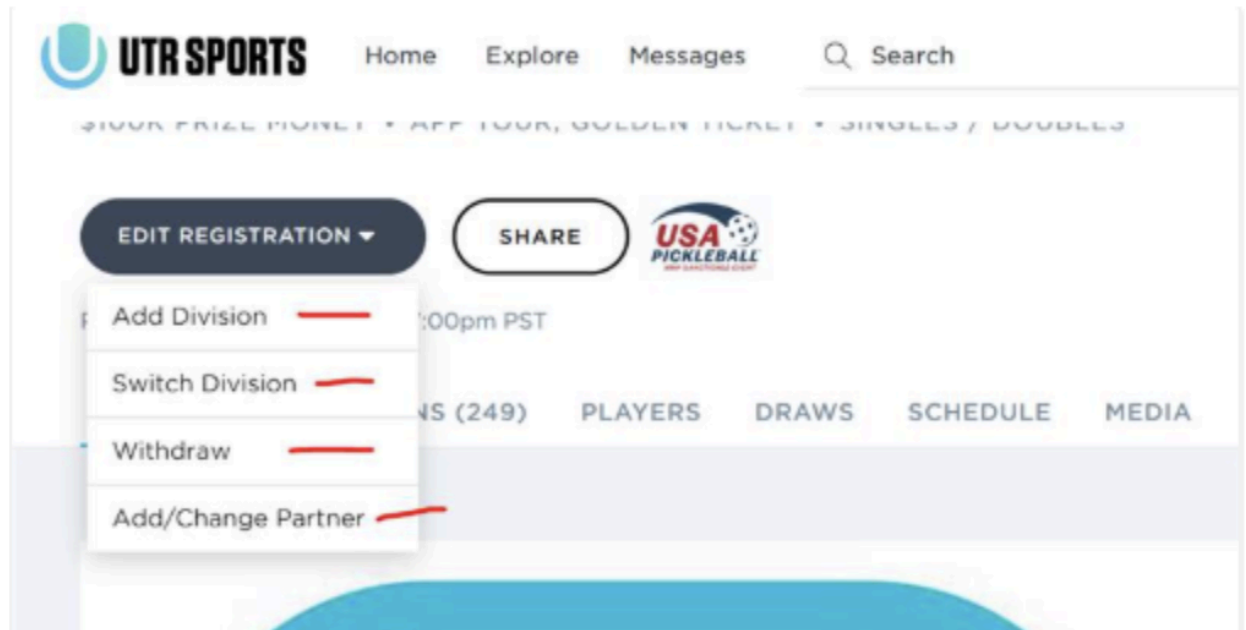
Add Division/Switch Division/Withdraw/Add/Change Partner



Can PRO's also play in amateur events?

Anyone participating in a PRO division will no longer be able to play in amateur events starting with The New York City Open as there have been increasing scheduling conflicts as our tournaments continue to grow in size.

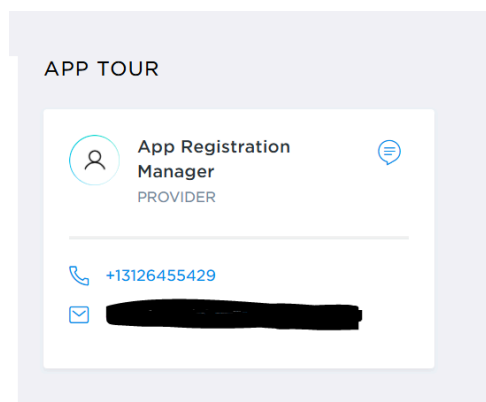
Add Division/Switch Division/Withdraw/Add/Change Partner



Before you ADD a partner that you do not know, please message them through UTR and request permission to ADD them as your partner.

The contract to play as a team is between the players and it is their responsibility to comply with the tournament requirements to participate. *Every player* is responsible for knowing what skill/age division they are registered for in each category (singles, doubles and mixed doubles).

If you have trouble adding your partner or editing your registration, please email our specific TOURNAMENT email address found on the Tournament website -



Player receives an error message...

So sorry you're having trouble. Please email a screenshot to the above email address for the tournament so that we can better assist you in troubleshooting.

What if there aren't enough players?

If there are not enough players then we will combine brackets to create a playable bracket - if this is a USAP Golden Ticket tournament, Golden Tickets will be awarded based on the division you/your team registered to play in.

Refund Question

1. Refunds prior to the cancellation deadline are processed through the tournament software and should show on your statement within 7-10 business days.
2. If you registered for a division and never had a partner, you will receive a refund for that division.
3. If you or your team never makes it off the waitlist, all applicable fees will be refunded within 7-10 business days after the last day of the tournament.
4. All refunds after the tournament are processed within 7-10 business days after the last day of the tournament.

USAP Membership Level

In order to compete in a USAP sanctioned tournament, you must be a **Champion or Challenger level member**.

You can *upgrade* by logging into your account, selecting "View Profile" then "Individual Membership."

From there, click on the three dots on the right of your membership and you will see the option to Change or Upgrade your membership.

From there if you follow the prompts, you can upgrade to a Champion from there.

If you need additional help upgrading, here is a tutorial on how you can do that:

<https://vimeopro.com/user44435707/usa-pickleball-member-tutorials/video/9519923>

For Auto Renew Issues:

You will need to go through the renewal process to extend your membership as opposed to the auto renewal process.

If you log into your account, choose "View Profile," the "Individual Membership."

From that page, click on the three dots on the far right of your membership, and cancel your auto renewal. Then if you click on your membership again, it will give you the option to "Renew."

After that if you follow the prompts and checkout, you will be able to extend your membership.

Here is a tutorial to help with the renewal process:

<https://vimeopro.com/user44435707/usa-pickleball-member-tutorials/video/951992255>

PRO Questions about acceptance lists/dates for qualifiers

Many of your questions can be answered by viewing the PRO Player information [link](#) found on the tournament website that is mandatory reading for all players competing in a PRO division to understand acceptance list, qualifiers and policies to follow for PRO and amateur play. If you have further questions after reviewing this information, please email the APP Pro Player liaison at ProPlayerServices@theAPP.global

Start Times

Our policy is to set the schedule 5 days after registration closes. We do ask that all players leave the entire day(s) open that they are scheduled to play.