



WILLOBEES

HOSTING MANUAL

Version 4.3

Keeping our sessions safe, welcoming, fair and well organised

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1 Welcome to WilloBees Hosting

Thank you for volunteering to host at WilloBees. Hosts play a vital role in keeping our pickleball sessions safe, welcoming, fair, and well organised.

This manual reflects current venues, procedures, and policies as at Version 4.3.

2 Host Responsibilities

Hosts are expected to:

- **Know the Rules** — be familiar with the Rules of Pickleball and scoring.
- **Arrive Early** — check players in on OpenSports, inspect courts for hazards, and ensure equipment is ready.
- **Be the Go-To Person** — direct questions and feedback to yourself first and share relevant updates in the WhatsApp Host Group where appropriate.

3 Booking & Payment

- Players must be booked through OpenSports.
- **No cash payments** — all payments are processed via OpenSports.
- Hosts do not need to book themselves into sessions.

4 Membership Check – Host Responsibility

Players are permitted to attend one (1) session before being asked to become financial members of WilloBees. Exceptions apply.

Hosts must ensure that all players attending are financial members, unless they qualify under an approved visitor exemption.

4.1 Trial & Visitor Policy

Local new players

- May attend one (1) session only before joining WilloBees.

Overseas and interstate visitors

- May attend up to three (3) sessions, provided they are genuine short-term visitors.

After these allowances, players must become financial members to continue participating.

4.2 Members Only Events

Some events may be flagged as Members Only. For these events, all players must be financial members.

4.3 How to Check Membership

Anyone can download the OpenSports app and book into WilloBees sessions. This does not mean they are a financial member.

Use the Pickleball Australia member finder: revolutionise.com.au/pickleballaus/member-finder

If unsure:

- Welcome the player if they are within their allowance
- Collect their details
- Forward them to play@willobees.au for follow-up

5 Session Management

- Welcome players and outline the session format
- Encourage players to assist with setup and pack-down where required
- At session end, check courts for personal items and damaged balls

5.1 Session Capacity & Court Planning

2-Hour Sessions (120 minutes)

- 5 players per court
- 1 player resting per rotation

90-Minute Sessions

- 4 players per court
- No planned rest breaks

Hosts may adjust rotations for heat, safety, uneven numbers, or venue constraints.

5.2 Player Rotation – General Guidance

Rotation systems may vary depending on the host and venue. Common approaches include:

- 12-minute timer rotations
- Winners split and move up; second place moves down
- Round-robin draws or other formats

Some hosts use a whiteboard; others manage rotations verbally or on paper. The objective is fair court time and smooth flow, not rigid process.

6 Equipment

- Check equipment at the start of the session (paddles, balls, nets)
- Ensure all equipment is accounted for at the end of the session
- If equipment is missing or damaged, post a note in the Hosts WhatsApp group

Hosts are responsible for ensuring sufficient equipment is available for their session. If equipment is missing or insufficient for upcoming sessions, it is the host's responsibility to collect it in advance (e.g. from the nominated equipment coordinator, Nicky Dunn). Equipment delivery should not be assumed.

7 Juniors & Children Policy

Age Guidance

WilloBees sessions are generally intended for players aged 14 years and over. Final participation decisions rest with the host's discretion, taking into account the child, session type, and safety considerations.

Under-18 Players

If a player is under 18, a parent or guardian must play as their partner for the duration of the session, unless all players on court agree otherwise.

Hosts may decline participation where a junior player is not suitable for the session format or standard of play.

8 Host Substitution & Handover

If a host is unable to run a scheduled session, they must:

- Privately find another host, or
- Post in the Hosts WhatsApp group

A proper handover must be conducted, including keys and equipment.

The Hosting Manager (**Tony Soffer**) must be notified via WhatsApp so the back-office calendar and OpenSports listings can be updated.

The committee is not responsible for supplying equipment to last-minute replacement hosts.

9 Venue Responsibilities & Relationships

All venues are hired and managed centrally by WilloBees. Hosts and members must not independently negotiate with venues regarding:

- Court bookings
- Additional courts
- Session changes

Venue Liaison

Requests for changes, additional sessions, or venue issues should be directed to the Vice President via the club email.

Public Issues

If issues arise with members of the public, hosts should notify the committee rather than escalating directly to venue staff.

Venue-Specific Exceptions

- **St Leonards Park:** Contact the Council Ranger if required
- **Naremburn:** Use the nominated venue contact number for public issues or lighting problems

10 Venue-Specific Instructions

Listed alphabetically. Venue-specific access codes and contacts are shown in each panel.

Crows Nest (Bear Cave)	• Do not enter courts before session start time • Wait in upstairs waiting area or adjacent grandstand • Request storeroom key for equipment • Return equipment as directed • Computer score station may affect the middle court — a let may be called • First-aid ice available near the front desk
Galuwa – Lane Cove Rec Centre	• Do not enter courts until approved • Wait away from court area • Ice available from front desk • Hosts are required to bring balls and paddles
House of Pickle – Frenchs Forest	• Follow venue procedures • Coordinate with staff if unsure • Ice available from front desk
Naremburn Park	• Equipment stored on-site • Ensure storeroom and lockbox access and know the password • Fencing must be set up and secured using the chain and access code • Leave gaps near the walkway for public access • Council contact: 02 9777 1000
St Leonards Park	• Bring lockbox key unless confirmed otherwise

	- Secure lockbox after session - Council Ranger: 02 9936 8100
Willis Park	- Bring hosting box - You may require the gate access code to enter the courts - Court access code: 8972# - Contact clubhouse if required
Willoughby Leisure Centre	- Centre staff provide balls and paddles - Centre staff manage net setup and pack-down

11 Ball Etiquette & On-Court Conduct

- Call **"Ball!"** loudly if a ball enters another court
- Do not retrieve balls during active play
- Servers raise a hand when requesting a ball return
- Line calls are made by the receiving side; if unsure, call it **IN**
- Tap paddles, thank players, vacate courts promptly

12 Social Play Expectations

WilloBees sessions are social, inclusive, and developmental. Hosts should encourage:

- Play the ball, not the person
- Hitting to stronger players when appropriate
- Considerate play with new or less mobile players
- Discouraging repeated targeting of weaker players purely to win

Pickleball NSW Code of Conduct: [view the Code of Conduct \(PDF\)](#)

13 Guidelines for DUPR Sessions

DUPR is used for selected sessions only.

Key Points

- All players must have a DUPR account
- Players must be linked to WilloBees on DUPR
- New players generally require games with at least two rated players for results to count
- Website: dupr.com

- Hosts must inform all players when scores are being recorded for DUPR
- Some sessions advertise a recommended or required DUPR range purely to attract a particular standard of play. These sessions may not be DUPR events where scores are recorded
- Only designated hosts may submit scores to DUPR. A dedicated DUPR Hosts WhatsApp group is available to assist with score submission

14 Safety, First Aid & CPR

- Encourage 5–10 minute warm-ups
- Complete an Accident Report Form if an injury occurs
- Venue staff may be first-aid trained

First Aid & CPR Requirements

- All hosts should hold current First Aid & CPR certification
- Certification is **mandatory for outdoor venues**

Defibrillator (AED) Awareness

Hosts must:

- Know AED locations
- Be familiar with basic operation

15 Accident & Incident Reporting

If any injury, accident, or incident occurs during a WilloBees session, an Accident / Incident Report Form must be completed.

- The form must be completed as soon as practicable after the event.
- Hosts must follow the instructions provided on the form.
- The completed form must be emailed to play@willobees.au.

This applies to:

- Player injuries (minor or serious)
- Accidents involving equipment or facilities
- Any incident that may pose a safety, insurance, or liability concern

Reporting is required even if the issue appears minor at the time.

16 Hot Weather Safety

- Player wellbeing always takes priority
- Check bom.gov.au for temperature and humidity
- Modify, shorten, suspend, or cancel sessions as required

Apply the [Pickleball Australia Heat Policy \(PDF\)](#)

17 Wet Weather Safety

- Hosts determine court suitability based on safety
- Use squeegees or paddle pushers where appropriate
- Wet weather decisions should be made around one (1) hour before the session, not earlier, using BOM forecasts and current conditions
- **Sessions should not be cancelled too early**, as the club still pays for courts in wet weather
- If conditions worsen during play, hosts may suspend or cancel the session on safety grounds
- All cancellations or changes must be communicated to players via OpenSports and to the Hosting Manager via WhatsApp

Wet Weather Credits

- **If more than half** of a session is completed, no credit applies
- **If less than half** of a session is completed, a full credit is issued

18 Booking into the Correct Session – Host Discretion

Hosts may apply reasonable judgement to ensure session suitability, particularly for DUPR-rated or advanced sessions. Hosts are supported when acting in good faith.

It is the host's responsibility to ensure that players do not deliberately book into sessions that are not appropriate for their level or rating. Communicate if necessary, via an OpenSports message.

19 Communication & Support

- Hosts should be added to the WhatsApp Host Group
- WhatsApp is the primary channel for swaps, updates, and support

20 Key Contacts

Tony Soffer	Hosting Manager	0403 595 413
Nicky Dunn	Equipment	
Donna Jay	Venues	
Donald Proctor	President	

A1 Appendix 1 – Accident & Incident Report Form

The WilloBees Accident / Incident Report Form is now available through the Hosts web page at <https://www.willobees.au/hostpage>. Click on the Report and Incident link enter the password, fill in the details and that's it.

