

Southeast Pickleball Sud-Est

80 Lockhart Avenue
Moncton, New Brunswick

PLAYER HANDBOOK - 2026

It's always a good day when you play pickleball!



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Welcome to Southeast Pickleball Sud-Est (SEPSE)

Whether you are stepping onto a pickleball court for the first time or you are a seasoned player, SEPSE is a place where everyone belongs. We are committed to building a community that is welcoming, competitive, inclusive and fun for players of every skill level.

This handbook outlines the expectations we hold for all passholders. Please read it carefully and refer back to it whenever you have questions about court etiquette, behaviour, or our policies. As a participant, you agree to uphold the standards described here.

Contact Us: Have a question or just want to connect? We're always happy to help. Reach us at sepickleball@curlmoncton.ca or join the conversation on our [Facebook Group](#)!

Facility Hours: The courts are open daily from 8:00 AM to 10:00 PM, any closures will be listed on Playtime Scheduler. Annual passholders use their key fob for building entry - it's your ticket to the court any day of the week!

Our Club Values

- Respect - for fellow players, volunteers, and staff.
- Inclusivity - provide all players; beginner, experienced, young & old, community participants, disabled and able-bodied with fair access to play, learn, and enjoy pickleball.
- Safety - it's everyone's responsibility, we all have a role in the goal, 'Safely In and Safely Out'.
- Sportsmanship - compete with integrity, win with grace and lose with dignity.
- Community - support and encourage one another on and off the court.
- Fun - it's why we play and why we say, 'It's always a good day when you play pickleball'.

Quick Reference: Court Do's & Dont's

DO	DON'T
Respect your court time - get on when your session starts and get off when it ends.	Walk on or near a court that's already in use.
Introduce yourself before a game.	Refuse to abide by the player selection schedule.
Call the score clearly before every serve.	Serve the ball before all players are ready.
Give opponents the benefit of the doubt on line calls.	Question calls on your opponent's side.
Call 'Ball' when balls are out of bounds.	Ignore a 'Ball' call, you must stop playing.
Rotate courts promptly after your session.	Hold a court beyond your time.
Offer encouraging words to all players.	Use offensive or demeaning language.
Take your water bottle and gear with you.	Leave the court without thanking all players.
Wear protective eyewear and indoor court shoes.	Bring food or snacks into the playing area.

Joining SEPSE

SEPSE offers a variety of options for the community to play pickleball on our 6 indoor courts.

NOTE: all fees are non-refundable

Category	Description	Typical Access
Annual Passholder	Everyday play	All session types for your level
Drop In, Visitor/Guest	Pay-per-session	Open play, if space permits
Junior and Youth Pass	Ages 17 and under	Designated times

Post-Secondary Student Pass	Student ID Required	Designated times
Community/Corporate Pass	Pre-arranged booking time	Designated times
Introduction to Pickleball	1 introduction session	Designated times

Know Before You Play

This section covers everything you need to know before stepping onto the pickleball court.

- Do not leave valuables unattended in the lounge, bring all valuables courtside.
- Facility Hours - open daily from **8:00 AM to 10:00 PM**, door FOB access starts at 7:45 AM.
 - When inclement weather is forecasted, the Curl Moncton General Manager will determine if the club should be closed for daytime play, (notice sent 7 AM) or evening play, (notice sent 3 PM); notices will be posted on the Facebook group.
 - If a session is cancelled or no session exists, doors to the courts will be locked.
- Parking: 80 Lockhart Avenue
- Overflow parking: Kiwanis Park, 80 Limerick Street - there is a pathway in between the ballpark and gymnastics club, taking you to the Southeast Multiplex Sud-Est facility.

Clothing and Equipment

- Indoor court shoes (do not wear them to come in or run out to your car)
- Protective eyewear is mandatory while on the courts. Regular glasses are acceptable but sports goggles offer superior protection.
- Regulation pickleball paddle.
- Comfortable clothing - playing area is warm in summer and cool in winter
 - Slogan-bearing clothing or equipment must comply with the Code of Conduct.
- Water Bottle - there is a refill station on site.
- Consider attaching your Pickleball Canada membership card onto your bag, include an emergency contact number on the back.

Session Types

- Self-Rated: go to [Pickleball Canada](https://www.pickleballcanada.com) website to determine your play level.
- '3.5 Rated' sessions are available to players who have a valid rating.

Session Sign Up

- All SEPSE sessions are listed on the Playtime Scheduler App, look for our bubble.
 - Registration opens 5 days prior to a session for Annual Passholders.

- Drop-In sessions open 2 days in advance for all participants.
- Find the level of play that matches your skill level and register for that session.
- Please register for only 1 session per day to give all participants access to play.
 - Additional session registrations are allowed within 2 hours of the start time (subject to change based on passholder numbers).
- Each session has a defined capacity limit, including Players and Wait Listed Players.
 - Only 'Registered' players are eligible to play.
 - 'Wait Listed' players are not eligible to play.
 - 'Wait Listed' players are notified and registered automatically when previously 'Registered' players remove their name.
- 'Registered' players must unregister once they know they cannot make a session.
 - A minimum 12-hour cancellation notice is required.
 - Cancellations made within the 12-hour window will be recorded, multiple occurrences may result in registration restrictions.
- 'No Shows' are a Code of Conduct violation as it negatively impacts others.
 - First 'no show', verbal warning. Second 'no show', temporary restrictions.
 - Third 'no show' session sign-up suspension.

Fair Access Controls

- All Passholders have equal access to court times at their play level, however every player has different circumstances that may limit when they can play (ie. working hours).
- SEPSE will monitor Playtime Scheduler to determine if 'Fair Access Controls' are required.
- Let's work together to give all players an opportunity to play; if you cannot play, unregister in a timely fashion.

Playing Pickleball at SEPSE

Good sportsmanship and etiquette are the foundation to a positive pickleball experience. These guidelines apply to all players at SEPSE; if in doubt, go to [this rulebook](#). Try the [Player Rules Quiz](#).

Arrival

- Warm up and stretch in the lounge area before your session.

- Do not enter the playing area until your assigned session time begins.
- Check that your equipment is in good condition: paddle in sound shape, clean indoor court shoes, protective eyewear in place.
- Silence your mobile phone or set it to vibrate while on the court.
- Food of any kind is not allowed in the court area. Only water is allowed in the seating area.
- For Drop-In players, doors will open 15 minutes prior to the start of a session and be locked 15 minutes after the session has begun. (ie. doors open for an 8:30am session at 8:15am).

Entering and Leaving the Court

- Most sessions will be led by a Session Coordinator.
- A quick 5-minute warm-up on the courts starts the session.
- Introduce yourself to new players on the court.
- The Session Coordinator will then conduct a roll-call and confirm session play format.
- Never step onto or cross an occupied court while a rally is in progress. Wait for the point to end, make eye contact with a player, and quickly move to your desired location.
- If a ball rolls onto your court from another court, OR your ball rolls onto another court, call BALL to immediately stop play, balls will be returned to the correct court and the point replayed.
- Once the game has ended, approach the net and acknowledge the other players, put the ball onto the net ring, and quickly go back to the group area to be ready for the next game.
- Once the session has ended, ensure all balls are put away in the hoppers.

Serving and Score Calling

- The server is responsible for calling the full score before every serve: server score, receiver score, and server number (in doubles). For example; '4-2-2'.
- Call the score loudly and clearly enough for all players to hear: use hand signals as required.
- If there is a disagreement about the score, discuss and agree on the most reasonable score.
- Wait until your partner and your opponents are ready before serving.

Line Calls

- Each team is responsible for making calls on their own side of the court.
- Do not call line calls on your opponents' side unless they request your help.

- Always strive to make correct calls, but remember if there is any doubt, call the ball in.
- Call 'out' promptly and clearly. A late call, made after you have begun to play the ball - should be treated as good.
- Kitchen (Non-Volley Zone) violations: any player may call a foot fault in the NVZ if they clearly observe it. Call it immediately and without hesitation if observed; do not call it retroactively.
- Accept your opponents' calls graciously. If you believe a pattern of incorrect calls is occurring, raise the issue calmly between the rallies or ask the session coordinator to observe.

Between Points During Play

- Positive encouragement and acknowledging great pickleball play is always welcome.
- Avoid giving advice or instruction to your partner on game play unless it is requested.
 - Partners are encouraged to discuss strategy before play begins.
- Excessive celebrations or taunting remarks of a player's errors are not acceptable.
- Do not argue with calls during a rally. Discuss disagreements calmly after the point.

Equipment and Facility Care

- Paddles must comply with current [Pickleball Canada](#) standards for all sanctioned play.
- Do not lean on the nets.
- Be sure to take all your personal items with you when leaving the court area.
- When leaving the facility, take all your personal belongings with you.
- Garbage bins are in the court area and lounge, please ensure all debris goes in the bin.
- Report damaged nets, mats, or facility issues to the Session Coordinator.

Progressive Discipline Framework

The program follows a progressive discipline approach to address conduct and policy violations.

Infraction	Action
Minor violation/first offence	Verbal warning from Curl Moncton General Manager
Repeated minor violation/offence	Written warning from Curl Moncton/General Manager
Significant misconduct	Temporary suspension

Serious misconduct/harassment	Immediate suspension pending review: possible permanent ban
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Minor Violation is any behaviour or action that is disrespectful, unsportsmanlike, or contrary to facility rules, but does not pose a safety risk or cause significant harm to others such as: food or outside shoes in the court area, inappropriate language, or excessive displays of frustration.

Significant Misconduct includes behaviour that causes harm, distress, or disruption to others, or that represents a deliberate or repeated disregard for club policies but does not rise to the level of serious misconduct.

Serious Misconduct includes physical aggression, harassment, intimidation, discrimination, or any violation of applicable law. These matters are escalated to the Curl Moncton General Manager immediately, regardless of the player's offence history.

The Curl Moncton General Manager may suspend a player on the spot in instances involving severe misconduct, physical aggression, or violations of the law, pending a full review. All players are subject to the Curl Moncton Code of Conduct.

Grievances and Appeals Process

Any player can contest a disciplinary decision, do so by following the steps below:

1. Submit a written appeal to the General Manager of Curl Moncton, manager@curlmoncton.ca
2. The Curl Moncton General Manager will review the appeal and make a final determination.
3. The Curl Moncton General Manager's final determination will be provided to the appellant within 10 business days of receiving the appeal.
4. The decision of the Curl Moncton General Manager is final and binding.

Any active suspension remains in effect throughout the appeals process.

Complaint Policy

Southeast Pickleball Sud-Est and Curl Moncton take all complaints seriously and are committed to addressing them in a fair, timely, and confidential manner.

Who handles complaints: All formal complaints are submitted to and managed by Curl Moncton. If needed, the Executive Board will step in.

How to submit a complaint: Complaints must be submitted in writing to the Curl Moncton General Manager and should include the following: the name of the person filing the complaint; a clear description of the incident or behaviour; the date, time, and location of the incident; and the names of any witnesses, if applicable.

What to expect: Upon receiving a complaint, Curl Moncton will acknowledge receipt within 5 business days. The matter will be reviewed and, where appropriate, investigated. Both the complainant and the respondent will have an opportunity to provide their account of events. A written outcome will be communicated to all parties within a reasonable time frame.

Confidentiality: All complaints will be handled with discretion. Information will only be shared with those directly involved in the review process.

Good faith: All complaints must be made in good faith. Frivolous or bad-faith complaints may themselves be subject to review under this policy.

Acknowledgement

By participating in any Southeast Pickleball Sud-Est activity, all participants acknowledge that they have read, understood, and agree to abide by the standards set out in this players handbook.

Questions about this handbook may be directed to SEPSE at sepickleball@curlmoncton.ca or to the General Manager of Curl Moncton at manager@curlmoncton.ca

A Note from the Curl Moncton Board

Pickleball is one of the fastest-growing sports in Canada, and our community is a beautiful example of why. People from every walk of life have found common ground on the pickleball court - and that is something we do not take for granted.

This handbook is not meant to be a list of restrictions. It is a shared agreement - a promise we all make to each other that we will show up not just as players, but as good neighbors and good sports.

We are grateful you are part of this group. See you on the court!

Curl Moncton

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