Getting Started with your own club/playing group

Mobile app and web guide

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Use this guide to get your first group up and running in 002. Start with the minimum setup for a private playing group or a larger club, then add features as you need them. Online payments are optional. A group in 002 can be a few friends organising a regular hit or an established club with memberships, volunteers and a full programme.

The website provides the fullest setup tools. Use the mobile app for bookings, messages and running sessions. In this guide, club settings also means the settings for a playing group. Detailed role manuals require you to sign in with the relevant permissions.

Minimum setup for a small private playing group

You can start with one Owner, one free membership option, one venue and one session.

1. **Create the group.** Choose a recognisable name and logo, check its location, currency and timezone, and require a group code to keep joining private.
2. **Check the membership.** 002 automatically creates a free membership as the default for your group; review that if you want something different.
3. **Link the venue and arrange courts.** You can pick from one of the existing venues - or add a new one. 002 doesn't facilitate court bookings at venues as of now, so once you have confirmed that a session goes ahead you need to make the actual court booking yourself (unless your group/club has a standing arrangement with the venue or controls the venue access themselves).

4. **Keep settings simple.** Review cancellation hours and eligibility requirements. Use **Keep it simple** under the app controls if appropriate, then save. Only enable a participation gate, rating restriction or waiver requirement when your group needs it and you can help players complete it.
5. **Create the first session.** Enter its date, local times, format, courts and capacity. If there is no charge through the group, use a zero session fee. If collecting money outside 002, select the applicable offline payment workflow and explain the arrangement clearly.
6. **Invite one friend first.** Share the group code, have them join and book from their own account, and check that the booking and messages work. Then invite everyone else.

The Owner can organise everything initially. Paid memberships, Stripe, recurring schedules, coaching and tournaments can wait until they help your group.

Minimum setup for a larger group / an affiliated pickleball club

Before inviting your wider membership, agree who manages the club, sessions and money.

1. **Confirm club details.** Check the club name, logo, contact details, location, currency and timezone. Decide whether people can discover and join publicly or need a group code.
2. **Assign responsibilities.** Keep ownership with the appropriate person. Assign club administration, session management and financial responsibilities using the roles below. Identify who will answer joining and booking questions.
3. **Prepare membership plans.** Review free or paid membership options, prices, validity, advance-booking allowances, session discounts and who should use each plan. Decide whether existing members need their membership details entered or checked before launch.
4. **Link venues and confirm access.** Confirm court bookings or standing arrangements directly with the venues and check their timezones. 002 doesn't facilitate court bookings at venues as of now, so once you have confirmed that a session goes ahead you need to make the actual court booking yourself (unless your group/club has a standing arrangement with the venue or controls the venue access themselves).
5. **Agree booking rules.** Set session fees, capacity, booking windows, cancellation hours and any eligibility requirements. Decide how inductions, waivers and association membership apply to your club.
6. **Choose a payment path.** Use the planning or existing-Stripe sections below. Do not invite players to make online payments until the group's Online payments card says **Enabled**.
7. **Create and review your first sessions.** Check the player-facing details. Duplicate a working session or add a supported weekly schedule once its rules are right.
8. **Run a small launch check.** Have an ordinary member join, book, read messages and withdraw. For a paid launch, review the actual payment, resulting credit and financial records with your Financial Admin before opening to everyone.

Advanced competitions, coaching payouts, optional rating features and extensive reporting can follow your first successful sessions.

Create your club or playing group

Sign in to the 002 website with your existing account, or create an account first. Open **My Account → Profile → Groups** and look for **Want to set up a Club / Playing Group?** Choose **Click here to start**. You can also open Create Club/Playing Group while signed in.

Enter the group name, short name and where it is based. Check the currency and timezone, upload the required logo image and review the setup terms. Choose whether joining requires a **group code**, then select **Create Club/Playing Group**. You become its **Owner**.

If club registration is not available, contact 002 through the contact page. If your club already exists, ask its Owner to give you the appropriate role rather than creating another copy.

Choose tenant roles

A tenant is a club or playing group in 002. Roles apply within that group; they do not grant the same access at another club. One person can hold several roles. Membership plans and staff roles serve different purposes: a paid membership does not make someone an administrator.

Open **Admin → Club settings**, select the group and use **Associated Users** to manage roles for people who have joined.

Role	Use it for
Owner	Overall responsibility, club and session administration, and finances. The creator receives this protected role. Only the Owner can grant or remove Financial Admin.
Administrator	Members, ordinary role assignments, membership plans, settings and session administration. This role alone does not give access to financial reports or discretionary credit adjustments.
Financial Admin	Financial reports, member credit, eligible refunds and reconciliation. Includes Administrator capabilities.
Session Administrator	Creating, editing and scheduling sessions and managing play, without club-wide membership or financial administration.
Duty Manager	Running particular sessions. Operational access depends on an active Duty Manager assignment to that session. Clubs can use their own displayed title for this role.
Coach	Coaching assignments and the coach's own fee information. Coach alone does not grant session administration or Duty Manager access.
Player	Normal participation, bookings, withdrawals and messages under the group's rules.

Venue ownership and venue administration are separate roles. Club ownership does not automatically give you control over an existing venue. See the Administrator manual, Owner manual and Financial Administrator manual for detailed responsibilities available to your account.

Review the key settings

On the website, choose **Admin → Club settings → your group → Edit settings**. Save your changes and reload to confirm them. Session rules also need checking in each session; changing a club default does not necessarily rewrite existing sessions.

Settings area	First decisions
Identity and contacts	Recognisable name and logo, correct address, contact details, currency and timezone.
Joining	Require a group code for an invited group, or allow public discovery. Find the generated code in the group's details or your profile's Groups tab.
Membership plans	Which plan new players choose, price, booking days and discounts. A free plan can support a simple group.
Booking and cancellation	Default free-cancellation hours and each session's fee, opening window, cutoff, capacity and restrictions. Explain late-withdrawal consequences.
General play access	Whether players need clearance before normal play. Enable the gate only with a clear induction or assessment process.
Waivers and association membership	Whether waivers are required and how they are collected. Review any national membership rule if the group is affiliated.
App controls and ratings	Use Keep it simple or individual controls to suit your players. Presets leave automatic beginner-session support unchanged and need saving. Review PIRAT visibility and optional scoring choices.
Communications	Select useful community channels and notification settings. Decide who will publish notices and answer questions.
Online payments and finances	Confirm payment readiness, fee arrangements and relevant tax settings with the person responsible for club finances.

The Community Channels guide, available after signing in, explains automatic audiences and notifications. You can begin with session messages and add channels as the group grows.

Link a venue and create your first session

Start a session for your group and choose **Find or add a venue** beside the venue selection. Search before creating a new venue. If none matches, use **Create a new venue**, enter its address and timezone and check its map location. Creating a venue through this flow links it to the group and gives its creator the venue Owner role.

002 does not currently facilitate court bookings at venues. Once you confirm that a session will go ahead, make the court booking yourself unless your group or club has a standing arrangement with the venue or controls the venue access themselves. A player booking in your session does not itself reserve courts.

On the website, open **Play** and use the create-session action. Choose the group, venue, suitable playing format, date, local start and finish time, court count and maximum participants. Give the session a clear title and description, including meeting instructions and payment arrangements.

Check its fee, booking window, cutoff, cancellation rules, membership restrictions, visibility and scoring options. Save and review the player-facing details. Once it works, **Duplicate** saves repeated setup. Eligible sessions also offer **Schedule this session weekly, 8 weeks ahead**; review the generated dates and any skipped-date explanations.

See the Session Administrator manual for creating sessions and the Duty Manager manual for running them.

If you plan to introduce online payments

You can establish the group and its booking process before turning on card collection. Agree membership prices, session fees, cancellation rules, who handles refunds and who checks bank payouts. Read the current 002 pricing and the payment cost information shown during setup.

When ready, an authorised club representative with management access should open **Admin → Club settings → your group** and find **Online payments**. Choose **Enable Online Payments** and complete the Stripe setup steps. Have the club's relevant organisation, representative and bank details available for the information Stripe requests.

Return to 002 and check the Online payments card. If it says **Setup pending**, choose **Continue Stripe Setup** and resolve the outstanding requirements. A stored Stripe account ID alone is insufficient: Stripe must enable both charges and payouts before 002 can accept online payments for the group.

Only begin collecting online fees once the card says **Enabled**. Check a real booking and its records with the member and Financial Admin. Review withdrawals and club credit before promoting paid sessions widely.

If your club already uses Stripe

First check whether Stripe is already enabled **for this group in 002**. If its Online payments card says **Enabled**, review the associated account, club details, fee arrangements and financial responsibilities before launch. If setup is pending, continue that setup and resolve the listed requirements.

An existing Stripe account used on another website or booking service is not automatically connected to 002. Before starting a separate setup or changing an account ID, contact 002 support to confirm the supported arrangement for your club. Do not assume that existing customers, membership subscriptions, historical transactions or balances will transfer.

Agree a transition date and tell members which service to use for each booking or renewal. Check existing commitments and balances with your financial administrator so that the same fee is not collected twice. Recording membership details or a club-credit adjustment in 002 does not itself move money between services.

Understand club credit and refunds

For paid bookings, eligible withdrawals return the paid fee as **credit with that group**, under the booking's cancellation rules. Available club credit is applied to later eligible bookings before any card remainder. Late withdrawals may receive no automatic credit.

Club credit is separate from a bank-card refund and cannot automatically be spent at another club. Owners and Financial Admins can inspect member account histories, record offline receipts and authorised adjustments, and process eligible original-card refunds. An account adjustment does not itself transfer money.

Have your Financial Admin review receipts, outstanding offline charges, refunds and payouts. Bank reconciliation in 002 is optional if your club handles it elsewhere. Use the Financial Administrator manual for the full workflow.

Check readiness before inviting everyone

Ask someone using their own ordinary player account to join the correct group and select the intended membership. Have them find a session, book, check the confirmation, read a message and withdraw within the published rules. An administrator's successful booking does not prove that ordinary members have the same access.

For a paid group, check the payment breakdown and resulting club credit with the Financial Admin. Confirm who handles player questions and who will run each session. Share the group code or joining instructions alongside Getting started as a player.

You are ready to invite the wider group when members can join and book as intended, court access is confirmed and organisers understand the payment and cancellation arrangements. Add further features as your programme grows.