

# FLEX - Frequently Asked Questions

Last updated 3/21/2022

## **Does a bathroom have to be available at my facility?**

No. During the COVID-19 epidemic California is enduring, facilities may prohibit bathroom accessibility due to sanitary concerns/safety precautions.

## **Does drinking water have to be available at my facility?**

No. During the COVID-19 epidemic California is enduring, facilities may prohibit drinking water accessibility due to sanitary concerns/safety precautions.

## **Does my facility have to permit non-members?**

Yes. In order to play out of your chosen facility, the facility must permit non-member entrance. If your facility currently prohibits non-members, please find another facility to play FLEX League matches out of within the area you registered for unless you wish to pay the non-member fees for your opponent.

## **How do I record a third set score?**

A 10-point match tiebreak is the default format; a full third set is not played unless both parties agree. Entering a score will always be 1-0, 1 going to the winner and 0 going to the loser, regardless of whether a tiebreak or a full third set was played.

## **How do I schedule matches?**

Be sure to fill out your player availability on your profile and keep it current throughout the season. This lets your opponents know when you prefer to play, but please be prepared with a variety of times that you can play.

Contact all of your opponents early in the season to get a match date on your calendar. Don't wait for them to contact you and don't wait until the week of your match to start communication.

Use the comment box in player availability to give your opponents added information, such as dates you'll be out of town, best playing days/times, alternate facilities, directions, etc. If you're using a court for the first time, check it out in advance for availability, lights, parking, fees, water accessibility, bathroom accessibility and alert your opponent.

## **Who is responsible for scheduling match dates/times/locations?**

As soon as the schedule is published, both parties (home and away) are responsible for initiating contact.

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## What should I do if I can't reach an opponent?

Communication is the most important aspect of FLEX League. Acknowledge your opponent's calls, texts or emails even if you're unavailable to play at the proposed date and time. If you're leaving town, let your scheduled opponents know that you'll contact them when you return.

Our philosophy is to emphasize playing the match whenever possible. Therefore, we offer the whole season to play all the scheduled matches and at least one extra week at the end to complete your schedule if possible. However, things happen and sometimes opponents seem to be unreachable or unavailable.

If you are unable to make contact with your opponent after three tries (two via email and \*one via phone):

1. Report the incident by contacting your FLEX administrator
2. Record the match as a default win (6-0, 6-0)

\*If their phone number is not listed then reach out via email three times.

If your opponent communicates after you've taken steps one and two that they would like to play, it is your choice to reinstate the match. Contact your administrator to reset the match.

After three reports of a player being non-responsive; the player will be contacted, remaining matches will be scored as defaults wins for their opponents and the player is suspended from playing the next season.

## Can I play in more than one level?

Yes. FLEX League assumes that the individual has the best idea of their availability and if they can participate in multiple flights within the same season. You can play 0.5 above your rating. We monitor feedback and hope that we see a high level of enjoyment and good competition. Many players are between two NTRP levels and can offer a competitive match at either level. We do not allow players to play below their current NTRP rating and do ask players to remember the need for integrity in placing themselves in this program.

## Can I play in more than one area?

(Example: Playing in San Francisco and South Bay)

Yes. FLEX League assumes that the individual has the best idea of their availability and if they can participate in multiple flights within the same season. The players must be willing to play their matches within each of the league boundaries.

- I.e., Your matches from the San Francisco flight need to be played within the San Francisco boundaries and your matches from the South Bay flight need to be played within the South Bay boundaries.