

BECOMING A PLAYTOMIC LEVELING CLUB

Agenda

1

How to level players in my Club?

- Standardized process
- What to do to verify a coach?
- Maximum reachable level
- How to send info to Playtomic

15
min

2

Open Matches

- Benefits
- How matches work
- Basic rules
- Success cases

10
min

3

Certification Exam

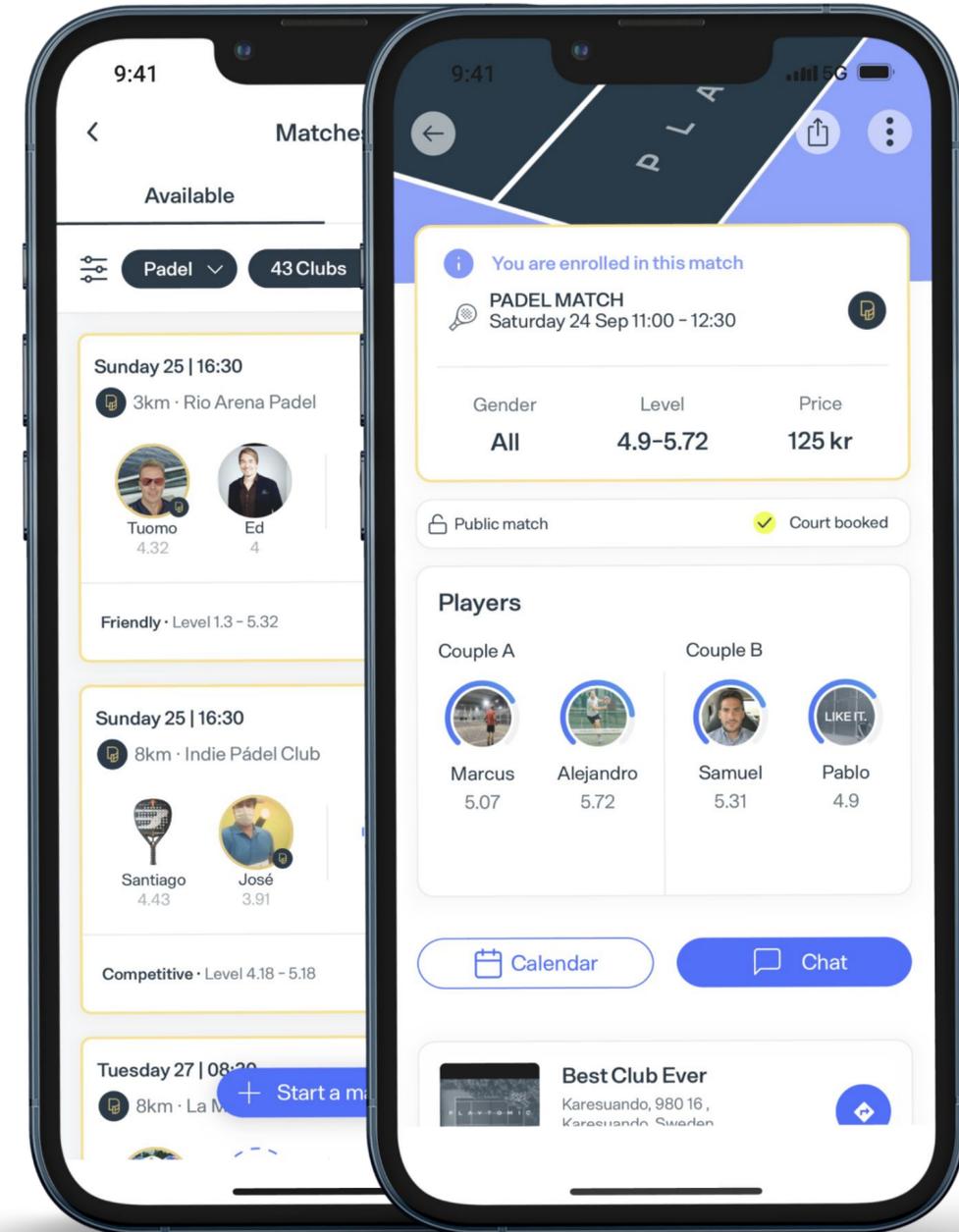
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HOW TO LEVEL PLAYERS IN MY CLUB?

In order to have **fair levels** in your Club and arrange **better Open Matches**, you can set the right level for players by verifying your coach/es and hosting levelingn sessions with your community.

BENEFITS OF INTRODUCING LEVELING IN MY CLUB

- Increase revenues**
With more activity and more returning players to your venue, you will generate more revenue from court fees but also related to your other services and offering such as equipment, consumption, classes or memberships.
- Increase occupancy rate**
Leveling sessions is the perfect activity to cover off-peak hours.
- Boost players' acquisition**
Diversify from your competitors, offering an exclusive service. More than 10.000 players joined a leveling session worldwide in 2023.
- Build long-term growth**



STANDARDIZED PROCESS

We aspire to be the ultimate platform for racket sports enthusiasts. While proud of our product and the Playtomic Level, we recognize the potential to significantly enhance the user experience.

To achieve a consistent, global standard, we have developed a standardized process. This new approach enables you, as a Playtomic Partner, to actively contribute to delivering this exceptional experience.

STANDARDIZED PROCESS



1

Playtomic will verify Clubs and coaches

- FREE online resources and webinars
- Test to get an online certification
- Clear processes
- Guidelines and content

2

Verified coaches will host Leveling Evaluations

- Creating a public class in Playtomic Manager
- Coach proactively involved in court
- Providing clear explanation to players about levels
- Promoting Open Matches and the importance of a community of leveled players at the Club

3

Playtomic will update player's level

- From verified coaches only
- Following the correct procedure, when communicating new levels
- On the same day the new level is communicated

4

Playtomic will conduct audits

- To ensure the procedure is followed
- To avoid any cheating
- Sending surveys to players
- If not following the rules, Club certification will be immediately revoked

WHAT TO DO TO CERTIFY A COACH?

Coaches can review [documentation](#) for self-study of the leveling methodology. The final slide includes a link to begin the certification exam when they are ready.

A Club is **ineligible** to host a leveling session until **at least one** of its coaches is certified.

RECOMMENDED PROCESS INSIDE THE COURT

LEVELING SESSION



1 coach



1 court



1 hour



3 players

**MINIMUM
PRICE:
10€ or eqv
in local
currency**

Always using Public Classes



LEVELING SESSION

The process involves three players on the court, allowing the coach to thoroughly assess each player's skills.

To capture player information, the coach will use a dedicated phone template. This template facilitates the collection of email addresses and provides space for notes on the players' provisional and final skill levels.



LEVELING SESSION

1

The initial phase of evaluation requires the coach to conduct a comprehensive 360-degree assessment of all strokes for each player. This thorough testing will determine the player's tentative skill level.

2

The session should conclude with approximately 30 minutes dedicated to match play, with the coach aiming to include every participant. This match format allows the coach to assess each user's skill level by observing them both as a teammate and an opponent during actual gameplay.



LEVELING SESSION

3

In the final part of the activity, the match, the coach has the opportunity to introduce specific scenarios to challenge the players and evaluate their skills.

For example, Team A could begin serving with a score of 0-30.

4

Upon conclusion, the coach **MUST** detail and justify each final level assigned, highlighting the potential positive impact of Open Matches on those levels.

Pro tips:

- *Avoid promoting this activity as a lesson or training session.*
- *Clearly explain to players that the purpose is to confirm their level within the app.*
- *Manage expectations: Players probably won't learn anything new.*
- *Be prepared for some individuals who may be unhappy with their newly assigned level.*





MAXIMUM LEVEL THAT CAN BE ASSIGNED

Considering [Playtomic Leveling Scale](#), there is a maximum level that can be assigned during a leveling session.

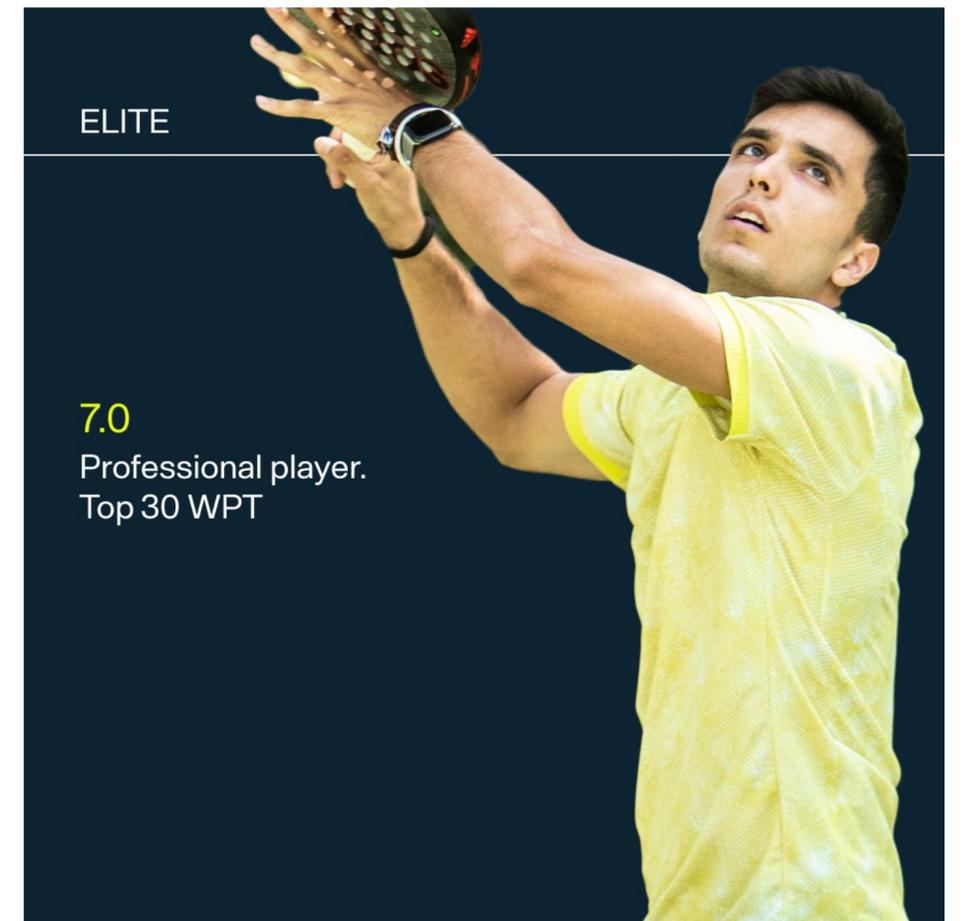
Once a coach communicates the new level, reliability of that user **will be changed to 50% too**, assuming that the level is accurate and validated from a coach following Playtomic's protocol and guidelines.



In order to establish a worldwide scale and allow players to play everywhere with the same profile, we need to understand Playtomic levels. The **maximum level** a player can achieve from a Club evaluation test is **5.6**, given that level 6 to 7 is reserved for professional players.

A player reaches this maximum by receiving a tentative level of 5 and then adding 0.2 points for each of the following factors: focus, competitiveness, and player's condition, as each factor can add or subtract 0.2 points.

This process aims to synchronize player levels across Clubs to prevent players with incorrect levels from having negative experiences in places where the level is already established.



HOW TO CREATE A
LEVELING SESSION
IN PLAYTOMIC MANAGER

CREATE A PUBLIC CLASS IN PLAYTOMIC

- Schedule
- Customers
- Rewards & Offers
- Payments
- Bookings
- Matches
- Academy**
- Tournaments
- Leagues
- Store
- Billing

1. [Log into Playtomic Manager](#)
2. In the left-hand menu, click on [Academy](#)
3. Go to the window [Public Classes](#). Click on the blue button Create class on the right side of the screen
4. Follow these instructions to guarantee that your session is created properly:
 - For what concerns the main settings, name of the event should contain the word “**Leveling**”
 - In order to guarantee a proper evaluation, activity should take between 30 and 60 minutes
 - In order to guarantee a qualitative session, minimum price of the event is set in 10€ (or equivalent in your currency)
 - In order to guarantee a proper evaluation, a maximum of 4 players are accepted on court during the session
 - We strongly recommend to update the description of the event with the following: *“This is a leveling session hosted by a certified Playtomic Coach. In this session, one of our coaches will review your abilities on the court analyzing several aspects and your performance during a brief match exhibition. Your level will be updated after the session according to what expressed on the court. Remember that also your reliability index will be updated and set to 50%.”*
 - Click on the final blue button “**Create public class**” after having completed the configuration

Name	Date ▼	Deadline	Duration	Price	Players
Leveling Playtomic	Nov 11, 2025, 12:00 PM	Nov 10, 2025, 12:00 PM	60 min	€10.00	0 / 4

NEW FEATURES OF PUBLIC CLASSES

Block a Court for the Activity
Select the specific courts where you will host the leveling session. Only courts that are available at the time of creation can be selected.

Coach assignment
Clubs have now the possibility to select a coach for the activity [feature **available only with a Champion subscription plan**].

Personalized price for members
You will now have the possibility to display a personalized price for members and categories. This custom price should still comply with minimum pricing rules set for your country.

Courts available

Select the courts to block for the public class. Only those available on the previously selected dates can be chosen.

Indoor Panoramic Single

Single Pálya

Indoor Panoramic Double

Pálya 1

Pálya 2

Pálya 3

Coach selection (Optional)

Search coach

+ Add coach

Custom price

Custom prices for benefit groups
Only club members or players under a category will enjoy special prices

Benefit group	Price
Staff Discount	10 €

+ Add custom price

HOW TO UPDATE YOUR LEVELING FILE



Upon passing the exam, your Club will receive a Google Sheet file in the inbox of the email address provided during the exam. Emails are sent every day at 6 pm (CET).

Columns A,B,C are automatically updated by Playtomic. Clubs will have the possibility to update only column D **new_level**, selecting one of the levels available in the drop down menu. In a couple of minutes, the level of the player will be updated by Playtomic automatically.

A	B	C	D
start_date	user_id	player_name	new_level

SUMMARY OF THE PROCESS



- In order to create a leveling session, Clubs should use the feature **Public Classes**, available in the Academy section. **Private classes won't be considered as valid Leveling sessions.**
- Name of the event should contain the word “**Leveling**” [mandatory].
- Recommended number of players for the activity is 3, with a maximum of 4 players accepted on court. **Events with more than 4 players won't be considered as valid Leveling sessions.**
- Recommended duration for the activity is 60 minutes, to divide between technical assessment and match exhibition. **Events with a duration lower than 30 minutes won't be considered as valid Leveling sessions.**
- Players must register online, they cannot be invited by the Club. **This activity cannot be paid onsite at the Club.**
- There is a minimum price to consider for the activity, 10€ or the equivalent in your local currency.
- The day after the leveling session, if the event has not been cancelled, players who joined will automatically appear in the Google Sheet file shared by Playtomic.
- If they don't appear in the file, any of the rules explained above has not been respected.
- To communicate the new level, you will just update the column D “**new_level**”.

OPEN MATCHES

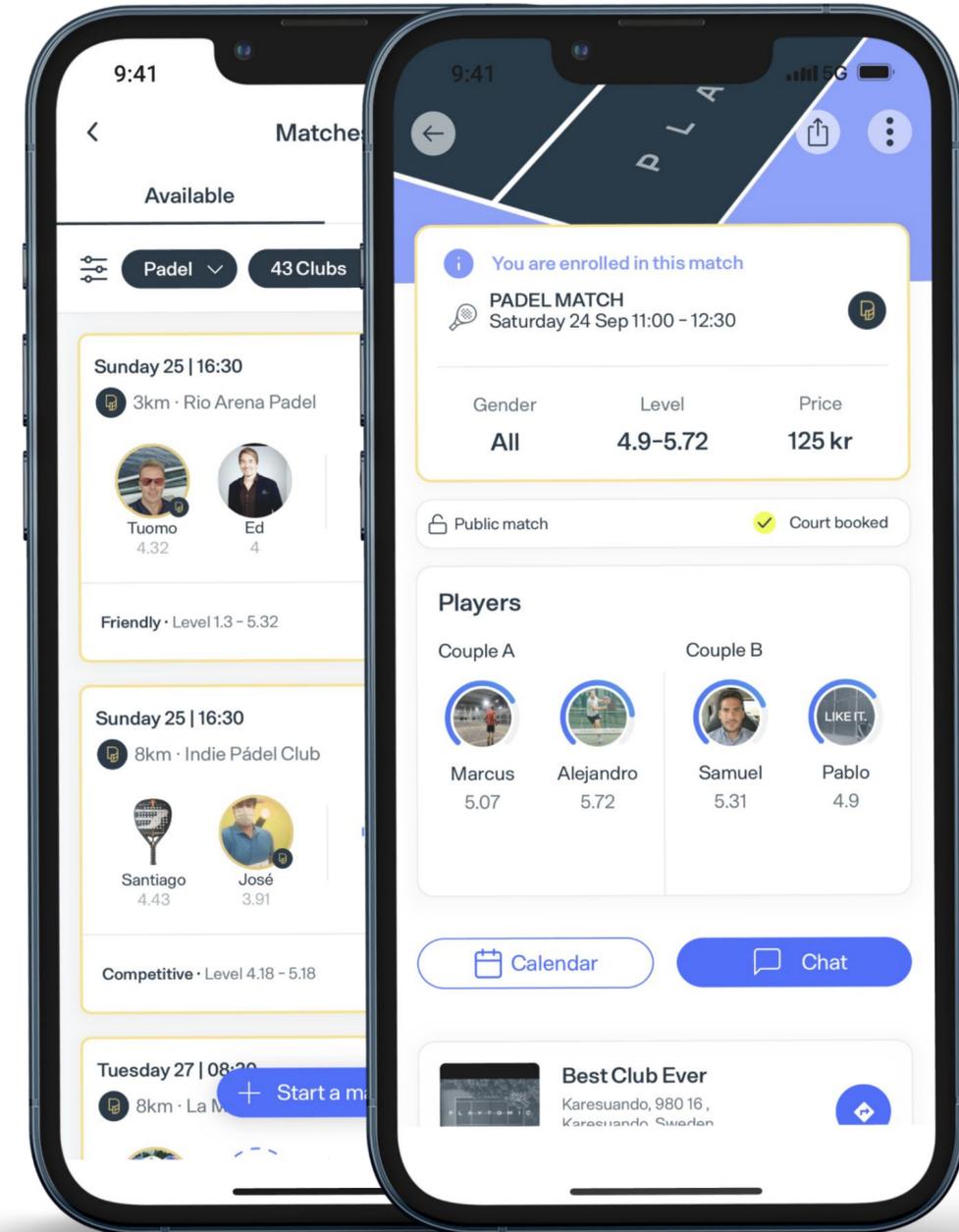
A dark, moody photograph of a tennis court. In the center, a tennis ball sits on the court surface. To its right, the head of a tennis racket is visible, lying on the ground. The background shows the white lines of the court on a dark surface. The overall lighting is low, creating a dramatic and focused atmosphere.

Open Matches feature is the ultimate tool to enable players to play more and increase their joy of padel - all based on their requests, requirements and desires.

NO MORE HASSLE **FOR PLAYERS**
ORGANISING GAMES AND FINDING
PEOPLE TO PLAY WITH

BENEFITS

- **Increase venue occupancy**
Open matches is a powerful tool for populating off peak hours.
- **Propel new player acquisition**
Help new players to find their way in to your venue through open matches. You will also find players promoting your Club to others.
- **Grow revenues**
With more activity and more returning players to your venue, you will generate more revenue from court fees but also from your other services such as equipment, consumption, classes or memberships.

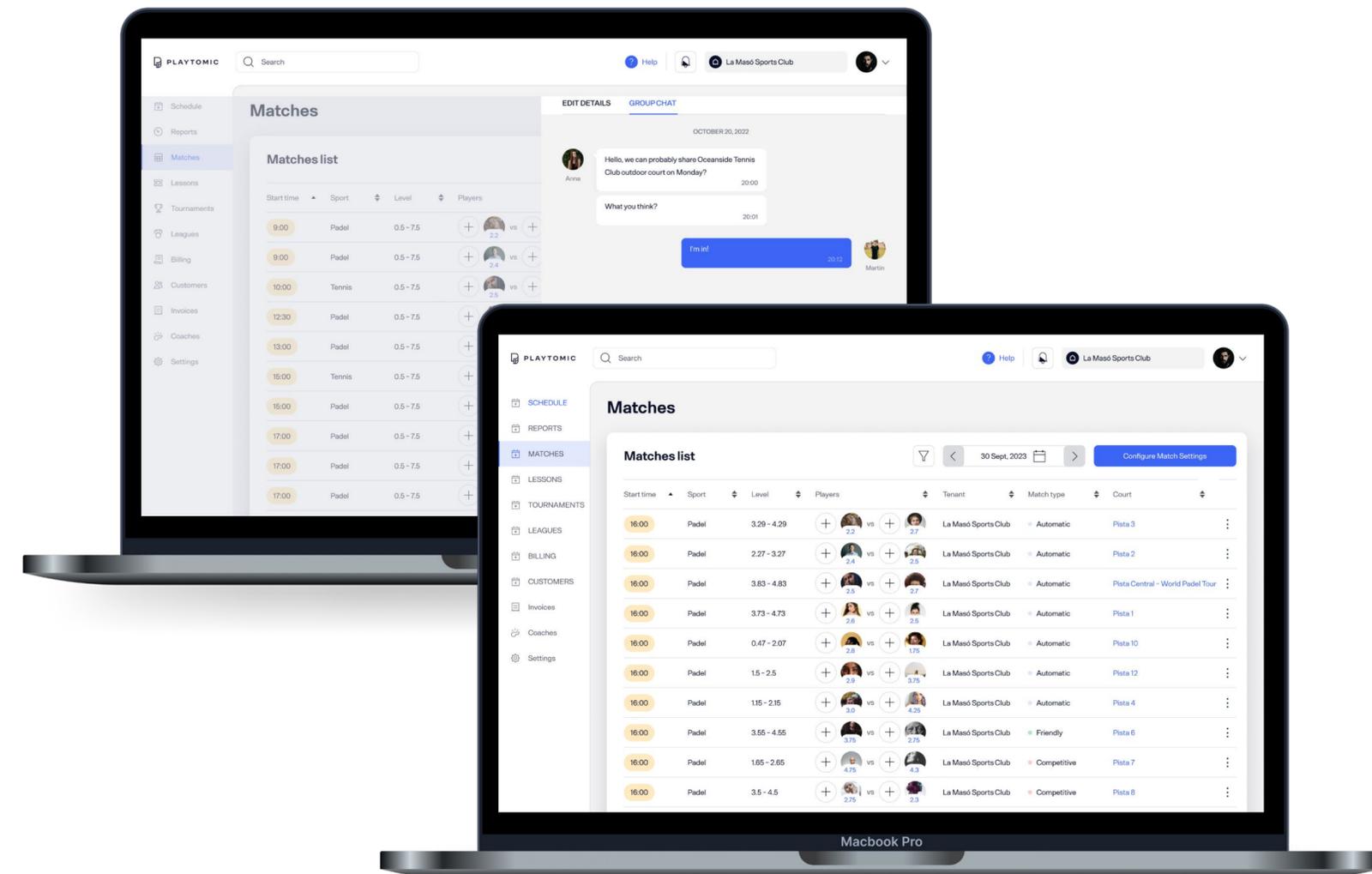


PROMOTE AND MANAGE OPEN MATCHES
TO **DRIVE CLUB'S GROWTH**
THANKS TO OUR POWERFUL
MATCHMAKING ALGORITHM

Use the **open matches marketplace** to list your available slots, leveraging players to promote the match and your venue.

Club managers will still have full control of Open Matches:

- Booking a court for the match
- Canceling the court
- Starting a chat in the match with players
- Sharing the match with their community
- Managing the activity from mobile



BASIC RULES

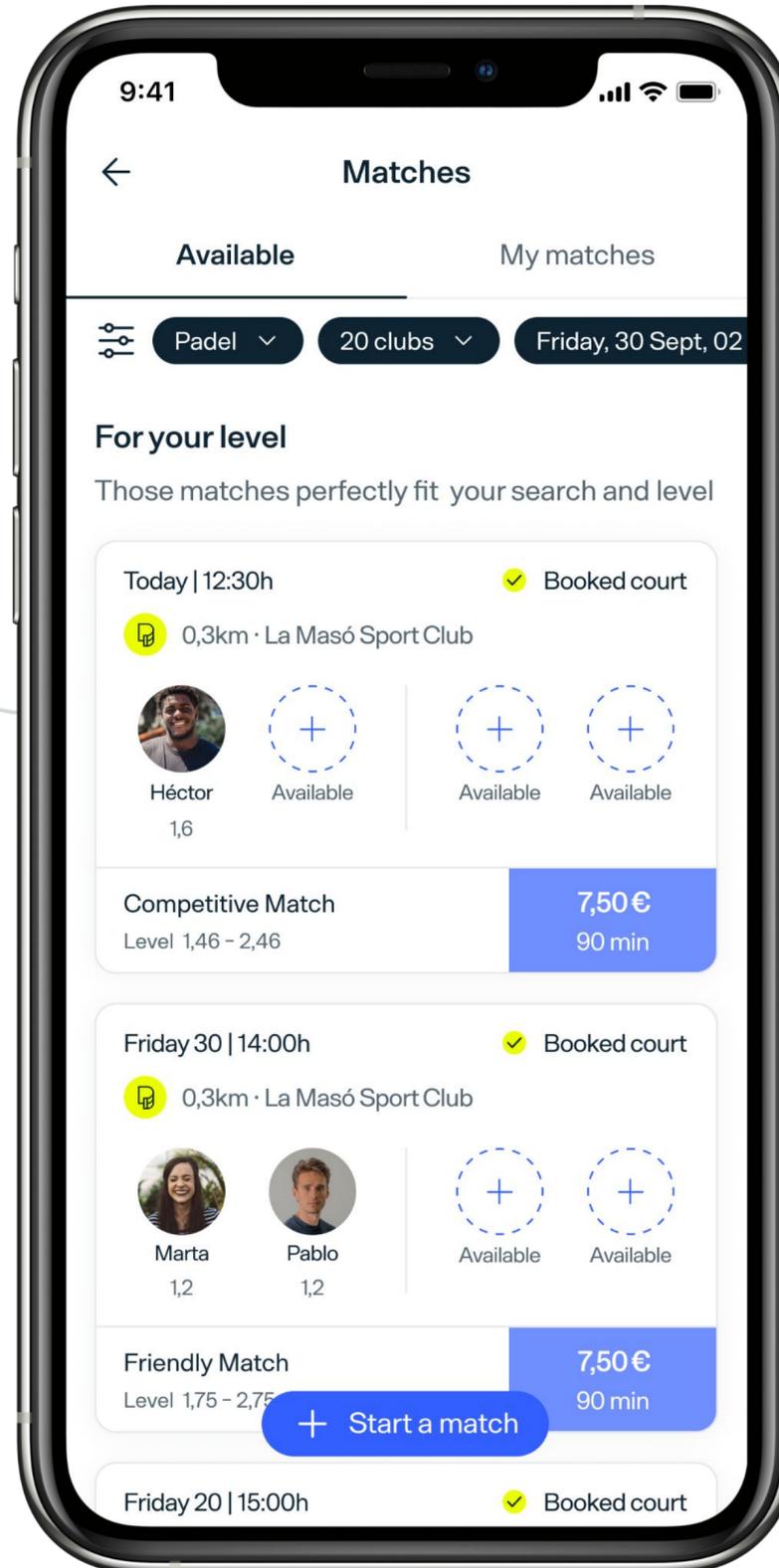
Reservation in Club's calendar

1 player - ***NO Reservation**

*Unless the player is a Playtomic Premium user

2 players - **Reservation**
in Club's calendar until **12h**
before the match starts.

* If there is no 3rd player
before those 12h, reservation
will be removed but the
match will remain active in
app for players until 1h
before match starts.



Active match in app for players

1 player - Match auto
cancelled
1h before match starting
time or **no court available**

2 players - Match auto
cancelled
1h before match starting
time or **no court available**

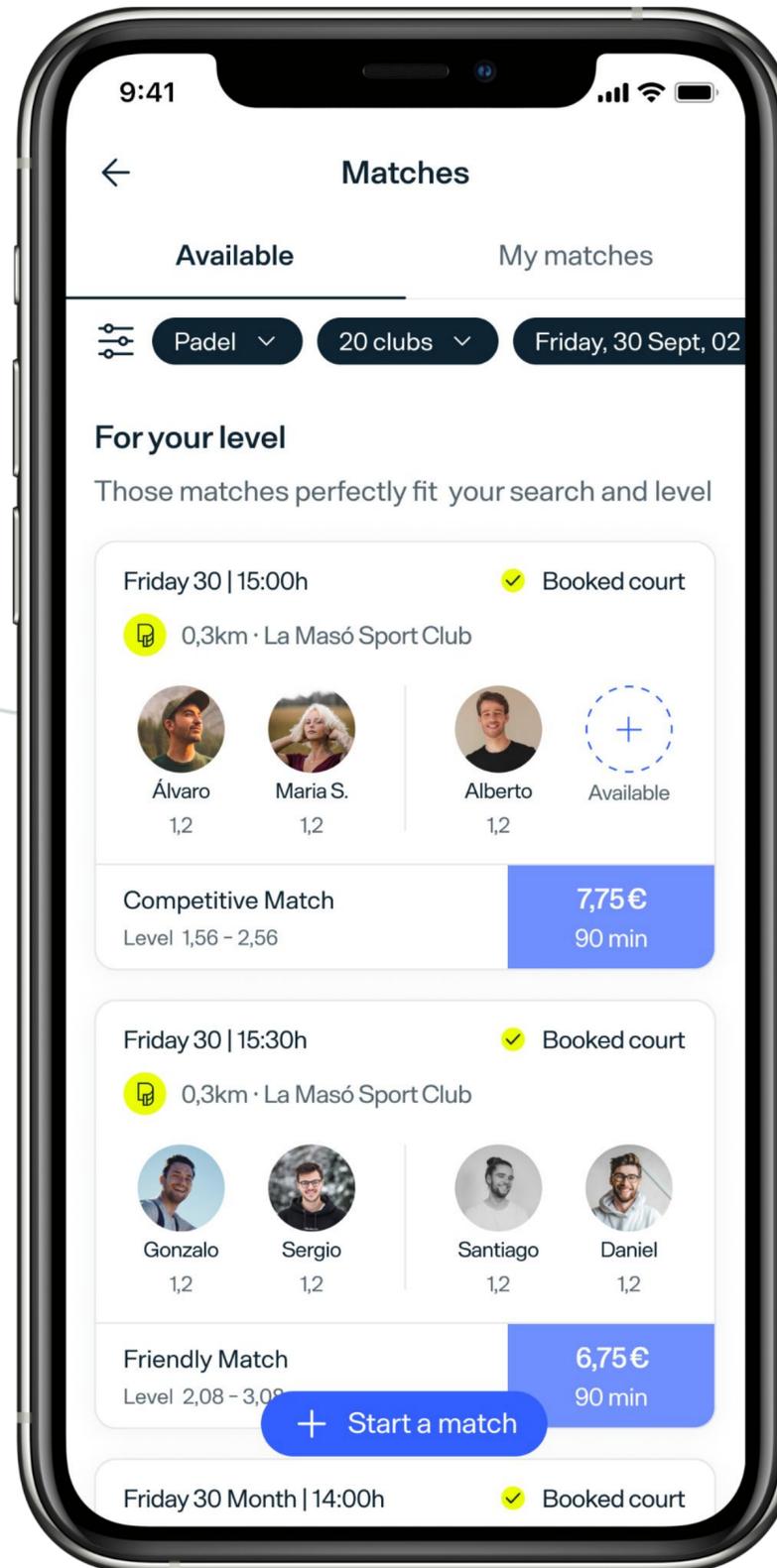
BASIC RULES

Reservation in Club's calendar

3 players - Reservation
in Club's calendar until **4h**
before match starts.

* If there is no 4th player
before those 4h, reservation
will be cancelled but open
match will remain active in
app for players until 1h
before match starts.

4 players
COURT BOOKED! ✓



Active match in app for players

**3 players - Match auto
cancelled**
1h before match starting
time or **no court available**

4 players
MATCH CONFIRMED! 🎉

Grow **revenue**,
increase **occupancy rate**,
propel **new player acquisition**,
and secure strong **long term growth**



PLAYTOMIC

READY FOR
THE EXAM?

THANK YOU