



COURT MONITOR MANUAL

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WHAT IS A COURT MONITOR?

Out of all of the positions in a trampoline park, the court monitor has the most interactive and dynamic role. Upon first glance, one might presume they are the “lifeguards” of the courts - but they are far more. Instead of being stationed off to the side, observing and engaging only when someone breaks a rule or requires assistance, they are part of the park’s high-energy atmosphere. This role is exciting, fun, and rewarding! Court Monitors keep the courts safe and actively contribute to the fast-paced experience.

COURT MONITOR RESPONSIBILITIES

For the trampoline park to provide consistency for the customer, the court monitors have to take a leading role. This requires each court monitor to exhibit the ability to fulfill each aspect of court safety and customer service:

- **COMMUNICATION** - Each court monitor must be able to project their voice to the jumpers, articulate the rules and guidelines for jumping in a concise and engaging manner, dialogue with customers of all ages, and interact with other employees in a respectful and professional way. Each monitor has to be able to communicate well and be outgoing.
- **ENDURANCE** - Monitoring a court, engaging with customers, enforcing rules, and staying mobile makes this position the most demanding out of all the roles in a trampoline park. Court monitors must show up prepared physically and mentally.
- **POSITIVITY** - Customers come for the unique and exciting experience a trampoline park provides, but they will return if they felt joy while jumping on the courts. No one wants to see a monitor with a negative disposition. Each monitor must keep a positive attitude as they watch over the courts, even in dealing with rude customers.

COURT MONITOR RESPONSIBILITIES

- **AUTHORITY** - As the caretakers of the courts, the monitors must realize they have the authority to enforce the rules to all jumpers. This requires each monitor to know how to correct and uphold the guidelines in a kind and gentle way. They must also be able to direct and instruct jumpers who are older in a respectful manner.
- **HUMILITY** - On a busy day, the facility can feel at times almost overwhelming. Each monitor must be ready to help in any circumstance, even if it is outside of their normal duties. Any responsible court monitor is a team-player.
- **INITIATIVE** - Any number of incidents can occur without warning while on the courts. This requires monitors to understand proper procedures and the ability to take initiative. Whether it is replacing a trampoline, tying pads, preparing a court for a private party, or helping a hurt customer, each monitor must be able to handle the quickly changing environment.
- **KNOWLEDGE** - At any given time, a court monitor may be asked questions about the facility by customers. Each monitor must have a basic understanding of the park's departments, services, hours of operation, and special events. In the instance where they do not know the answer, they need to be able to direct them to a manager or leader who can provide the information.

After reading this list, one might think it takes a particular personality type to be a court monitor. That may be true in part, but all of these responsibilities can be learned quickly in a setting such as a trampoline park. The high-energy environment can be demanding, but it can also be an extremely fun place to work! With the proper leadership, the courts will run smoothly and make the experience enjoyable for the employees as well.

COURT LEADERS

For the flow of each shift to be orderly and smooth, it is beneficial to have “court leaders” present. Court leaders are monitors who have proven to work with consistent excellence and integrity. These leaders help with:

- Preparations of courts for birthday parties (See **Working With Birthday Parties** section on page 14)
- Maintain the court monitor rotation (See **Rotation** on page 7)
- Initiate a cleaning or maintenance on any court
- Help maintain a break schedule for all court monitors
- Directly work with the Court Manager in reports (See **Reports** on page 7) and monitor evaluations

The court leaders can be the “eyes” and “ears” for the Court Manager. The number of leaders required for each shift varies on the size of the facility. It is ideal, however, to have at least one court leader present on the main jumping court while another is in the rotation.

For minor problems with customers on the courts, the court leaders should be able to respond quickly and professionally. If a jumper has been repeatedly corrected by a court monitor and will not comply, the court leader should remove the jumper for a short period of time. All instances that are regarding customer complaints or more complicated problems should be directed to the Court Manager.

REPORTS

Each week a court inspection must be completed by a court leader, and a report must be filled out for any major repairs that are made. As trampolines and pads are replaced, they will notify the Court Manager and help with keeping track of the inventory of court supplies.

In the event a jumper is injured on the courts, a court leader (or the Court Manager) will complete a report of the injury. Many times it is a minor injury, but will require the court leader to get the jumper's information from the parent or legal guardian. In the instance the injured jumper is 18 years of age or older, the court leader can get the required information directly from the jumper. This report is very important, and can be hard to complete if the injured party is in pain. It is important to remember the customer's comfort is more important than completing the report. The leader must be compassionate and patient, not demanding the information. For proper procedure with injuries, see the Injury **Procedure** section on page 17.

ATTIRE

Since each court monitor is a point-person for the facility, they need to always be in uniform and easy to recognize by any customer. The park's shirt is required for each shift, as well as proper shorts/pants and shoes according to the dress code laid out by the managers. Court monitors cannot wear excessive jewelry, large earrings/bracelets/necklaces, or studded belts in case they must enter the court to help someone.

Since court monitors are representing the whole trampoline park, they must also be professional in their appearance and practice good hygiene. Their hair should be well kept, and men's faces must be shaven or their facial hair well maintained. Each court monitor should look like someone a customer can approach!

WEEKDAY AND WEEKEND SHIFTS

A typical shift will begin 15 minutes before the park opens (30 minutes for court leaders) or 10 minutes before the first shift ends (For example, if a Saturday's first shift ends at 3pm, the second shift would arrive at 2:50pm). Arriving slightly early allows court leaders to brief and prepare the monitors for any large parties, special events, changes in policies, or special needs for the day. Due to the intensity of the responsibilities of a court monitor, shifts on busy days (predominantly Friday-Sunday) should be slightly shorter than on weekdays.

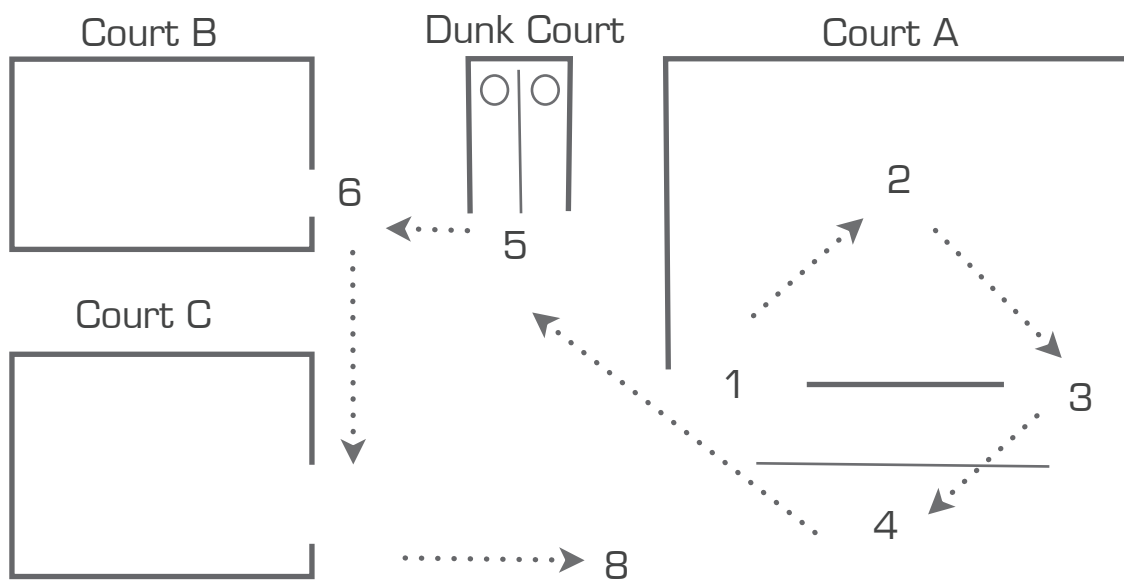
No matter the day or the shift, court monitors play a vital role in keeping the facility clean. Every shift should begin and end with cleaning. An opening shift will check the courts for any pads that need tying, springs that need replacement, and any general maintenance needs. Every closing shift will be responsible for sanitizing the courts and helping with any facility cleaning needs.

ROTATION

Once a shift has begun, the court leaders determine which leader will be first to stay on the main court to maintain the rotation, and who will be first to rotate with the monitors. A rotation is best done every twenty or thirty minutes to keep each monitor sharp and fresh. As they rotate from each position, they get a different view and/or group to watch over. Each rotation ends with a position called the "floater", who is able to clean or help with any off-court needs. This gives the monitor a chance to refresh after time engaging in the action! After floating, the monitor would return to the first station.

ROTATION

An example of a typical rotation may look like this:



NUMBER	POSITION IN ROTATION	COURT / LOCATION
1	Platform - Entrance/Exit	Court A
2	On Main Court	Court A
3	Platform - Entrance/Exit	Court A
4	Rules Presentation	In front of Court A
5	Basketball Monitor	Dunk Court
6	Dodgeball/Private Party	Court B
7	Volleyball/Private Party	Court C
8	Floater	Cleaning Duty

THE GUIDELINES OF SAFETY

With the nature of this kind of recreational facility, playing at a trampoline park can be risky. However, if the rules are followed by everyone, the chances of injury are extremely low! Every guideline and rule for jumping at each court exists to ensure absolute protection - for the jumpers and the equipment. Every monitor should know every rule, and which rules apply to which courts.

Before Entry (applies to all courts):

- Jumpers should not be wearing large or loose jewelry, studded belts, or anything that could damage the trampoline or hurt another jumper
- Jumpers should be wearing appropriate trampoline shoes/grip socks or bare feet - no stockings, hose, or socks without approved grips
- Jumpers should be wearing their jump pass (sticker) in a place easy for monitors to see, and should be on the court only during their purchased time
- Pockets should be empty
- No gum or candy in the jumpers' mouths
- Monitors should make sure there are no jumpers under the influence of drugs or alcohol (If a monitor suspects that someone is under the influence, then they should tell a court leader or the Court Manager immediately)
- Recommend anyone wearing glasses to either wear goggles over the glasses or go without glasses (if possible)

Main Court Rules:

- One person per trampoline (or on larger trampolines, no two jumpers with disparate weight - including parents and their children)
- No running
- No racing
- No climbing up the walls
- No tricks over pads (from trampoline to trampoline)
- No sitting down or resting on the court
- No more than (2) flips in a row
- Jumpers should never exceed max capacity (see Capacity on page 9)
- Keep jumpers separated by size

THE GUIDELINES OF SAFETY

Basketball / Dunk Court Rules:

- One person at a time, and each person gets one chance per turn
- No hanging on the rim
- No booing or negative words/actions towards another jumper
- Adults and teenagers should not use the lane with the lower rim

Foam Pit Rules:

- Depending on the size of the pit and the distance between each jumper, there should be no more than (2) people jumping into the foam pit at a time. Only one person should be jumping into most foam pits at any time.
- Jumpers must land in the foam pit feet first
- No double flips
- No head-first / diving
- No back flips or “gainers” (backflips while jumping forward)
- No one can jump in to the foam pit until the previous jumper from their lane is back on the platform
- No “running starts” allowed (the customer could collide with the rear wall of the pit)

Dodgeball / Volleyball / Smaller Court Rules:

- Jumpers should never exceed max capacity (see Capacity section on page 9)
- Each game / round should be done by age or size separation (adults should not be playing dodgeball with children)
- Unsportsmanlike conduct can result in removal from the court, or in extreme cases, removal from the facility
- No name-calling or foul language allowed
- Though particular rules may vary by the choices of management, the court monitor should act as referee when stationed at a smaller court

THE RULES PRESENTATION

As noted on the diagram and chart on page six, position “4” is stationed in front of Court A as the Rules Presentation. This position is generally around the largest court. This monitor welcomes the jumpers as they wait for their jump time to start, and also presents the guidelines of safety. The court monitor stationed here must be able to convey the rules in such a manner that doesn’t detract from the exciting atmosphere around them. This requires the presenter to set forth the rules loudly, concisely, confidently, and with a smile. Moving hands, gestures, and other body movements help keep the listeners’ attention.

Each monitor needs to let their personality shine at this station. It’s a chance to interact with the customers and add a “WOW” factor to the trampoline park experience. Each presentation can sound different and look different, but the majority of the rules should be included. The presentation should be adapted according to the age group that is listening (for example, you would share the rules with adults differently than you would with a group of 8 year olds). Most importantly, each monitor should do it with their own personal flair. The customer should leave the presentation feeling excited, not discouraged about “all of the rules”!

An example rules presentation may sound something like this:

“Hi everyone, welcome to our park! My name is Simon, and I’m one of your court monitors for the day. I need to go over some of our guidelines before anyone can get on our courts. All of our rules are to protect you, and also the equipment! First, please empty your pockets and also remove any large jewelry you are wearing. Make sure you don’t have any gum or candy in your mouth. Please also remember only one person per trampoline at a time, no running or racing, and no climbing up the court walls. While jumping, please be aware of other jumpers, and jump around those who are around your same size. If you want to do any tricks, please do not do them from trampoline to trampoline. If you need to rest at any point, please don’t do it on the court - someone might land on you! We have places to sit off the court so you can catch your breath! And... the most important rule is to have lots of fun! Please let me know if you have any questions.”

THE RULES PRESENTATION

Not every rule was included in the presentation, but it was concise and gave the listeners a clear understanding and foundation for the flow of the courts. By stating his title, Simon was also letting the jumpers know that the monitors are there to make sure everyone was jumping safely. After a rules presentation, new jumpers should be able to understand the proper jumping guidelines and locate other court monitors. It is ideal that every jumper is certain the monitors are there to maintain the greatest play experience for everyone.

COURT CAPACITY

Every court monitor should take into consideration each court's max capacity. On the main court, only one jumper is allowed per trampoline (walls do not count). For every 20-25 jumpers, there should be one court monitor. For example, on a main court with 60 trampolines, there should be at least three court monitors. If a main court seems to be over capacity, it is the court monitor's job to direct extra jumpers to another court in the facility.

On smaller courts, generally used for dodgeball, volleyball, or private parties, the capacity can be determined by management. It is normal for smaller courts to be maxed at 1.5 people per trampoline. For example, if a smaller court has 18 trampolines, then there can be a max of 27 people on that court at any given time.

To maintain court capacity is extremely important for the safety of the jumpers and the protection of the equipment. The capacities of every court should be clearly understood by all employees of the trampoline park, especially court monitors.

COURT MONITOR INTERACTION

While on the courts, monitors are watching jumpers, upholding the rules, and adding another level of energy to the atmosphere. This requires monitors to stay moving and vocal. Here are some helpful points to remember for interaction with customers:

- Jumpers should not be wearing large or loose jewelry, studded belts, or anything that could damage the trampoline or hurt another jumper
- If a monitor is asked questions while they are watching the courts, they should keep their eyes on the jumpers at all times.
- Complimenting people on their dunking tricks or their flip into the foam pit is a great way to stay interactive with the customers (remember to use only affirming and positive statements!)
- Monitors should be friendly while interacting with anyone playing any games on the smaller courts. It is helpful to be vocal and to make the players feel like you are part of the game!
- All rules should be enforced in a way that doesn't embarrass a customer or make them feel ashamed.
- Body language will always speak volumes. Monitors should not be slouching or leaning. Always make an effort to smile when speaking or being spoken to.
- If a customer is belligerent or being antagonistic towards employees or other customers, monitors should notify a manager immediately.
- In an instance where a manager is required, the monitor must never leave their position in watching the courts. If that is not an option, they need to call for a replacement or close their court for a few minutes (if they are at a smaller court, foam pit, or dunk court).

WORKING WITH BIRTHDAY / PRIVATE PARTIES

In the event that someone has rented a court (or part of the main court), court leaders and monitors need open communication with any Event or front-of-house (FOH) staff concerning each party/event. Before any shift during which a party will be taking place, the court monitors need to already be aware when the special event is starting and how long it will be. If a court has been rented, the monitor should work with the customer in keeping the party private. To keep the court exclusively for the party, a court monitor must, when a rotation occurs, inform the one replacing them who is in the party.

The Event / FOH staff should be present and available for the customer, but the court monitor plays a supporting role. Unity within the departments will give the customer a sense of relief and comfort, allowing them to enjoy their time at the trampoline park. Court monitors should be prepared for each party, and able to work with Event and FOH staff to ensure it goes smoothly. Replacing them who is in the party.

COURT INSPECTION

While jumpers may be the most important focus of a court monitor, the courts and equipment must be a close second. Each court monitor should be able to examine the equipment and respond to any basic repairs required. For a court monitor to maintain a safe environment, they must be able to inspect courts thoroughly before and during a shift. Every court monitor should look for and know how to service:

- Springs that need replacing
- Pads that need to be re-adjusted and retied
- A tear in a trampoline
- Gaps between pads
- Unstable points on a platform
- Problem areas around entrances and exits to a court
- Gum, trash, or anything similar on a court

COURT INSPECTION

Urgent Court Issues

If a monitor sees a “run” or tear (or fraying of the material) in a trampoline, they should notify a court leader or Court Manager immediately. If the tear is smaller than an inch, it should be carefully watched throughout the shift. If the tear is larger than an inch, chances are the trampoline should be replaced, or another trampoline layered beneath it immediately. Matters concerning trampoline problems should be taken seriously. Gaps on courts, or severe rips on a pad, should also be handled with urgency. If a pad needs to be retied or a trampoline replaced, that court (or a large area around it) should be closed off throughout the entire time of repair. If a repair is made on a main court, at least one court monitor should be standing on the perimeter of the repair area to keep jumpers away. Repairs during business hours can be dangerous if not done properly!

Surrounding Area Cleanliness

Areas around courts, behind fences, and underneath courts should not be eyesores. Any areas visible to customers should be always kept clean and tidy. It is quite normal to need a bi-weekly sweeping under and around courts, but it must be done when a court is closed or when the park is not open to the public. Do not attempt to sweep under or around a court that has customers jumping!

Other Areas of Concern

The dunk court and foam pit can at times be problematic because of the nature of their use. The rims on the dunk court should be properly padded and covered, not exposing any sharp edges. The foam in the foam pit will be compressed as jumpers continually land on the material. The foam pit should be continually “fluffed” throughout the day. On busy days, it could require fluffing every rotation. Monitors should pull up the foam pieces that are below the surface of the pit so they can re-expand. The level of the foam should be at equal height with the trampoline bed or higher. The foam pit should not be used when the top of the foam is below the height of the trampoline.

Because of the padding of the foam pit, customers may feel more safe attempting things they wouldn’t normally try. Therefore, it is extremely important for the monitors to be attentive and vocal at this particular station in a trampoline park. To ensure everyone’s safety, every monitor and manager should uphold these additional matters at all times:

COURT INSPECTION

- The foam pieces should be discarded and replaced periodically, observing the exact instructions from the foam cube manufacturer. After months of use, the foam will inevitably be compressed in size and potentially begin breaking apart.
- It is important to carefully inspect the protective mat or trampoline beneath the foam pieces when the foam pit is not being used. The mat/trampoline holding the foam should be at least 6" above the floor. If the mat or trampoline is closer than 6" to the ground, the defective springs holding it to the structure should be replaced until the 6" minimum is met.
- Monitors should actively observe the jumpers as they approach the foam to make certain they have enough momentum to clear the edge of the trampoline and mat.
- Court monitors should never have their back to the foam pit. The monitor needs to ensure the jumpers are landing in the foam feet first. If they see a violation of this guideline, they must remind the customer of this important rule as they are exiting the foam.
- While the court monitors are facing the foam pit, they should also be aware of the customers who are preparing to enter the pit. The monitors should stop any customer who appears to be attempting a "running start". When it is possible, monitors should stop a violation of a rule before it happens.
- In an instance with an incapacitated jumper, emergency extension ladders (for an assisted exit from the pit) should be available near the foam pit.
- No monitor should enter a pit with an incapacitated jumper, unless that jumper is believed to be not breathing or unconscious.
- If a jumper becomes incapacitated and there is another jumper already in the foam pit, the court monitor needs to instruct the able jumper. If the competent jumper is within 8 feet of the incapacitated jumper, they should not attempt an exit until the paramedics arrive. If the competent jumper is more than 8 feet away from the incapacitated jumper, they may exit the foam pit very slowly and carefully.
- An annual training time concerning foam pit extraction with local paramedics is highly recommended.

INJURY PROCEDURES

The most important responsibility for every court monitor and court leader is to prevent injuries from occurring. Giving a proper rules presentation, enforcing rules quickly and clearly, and proper court maintenance all help with preventing injuries.

Court Monitor Manual However,

Even the best court monitors will see an injury from time to time. In most cases where the court monitors are all efficiently working, an injury is out of their control. In those cases, the injury is the result of either the jumper not knowing their own limits or misjudging a jump. In those moments, the monitors need to be ready to come to the aid of any injured party. However, there are times a person is injured because of repeated attempts at a trick they do not have skill to do. **Monitors should stop a jumper who is clearly jumping outside their ability.** Court monitors are not only working to prevent injuries, but should also be able to respond if one occurs.

There are three levels of injury, and how a monitor responds depends on the extent or level of the injury. It is important to determine which level of injury has occurred before taking any action. These levels are:

- **MINOR** - the injured party is able to walk off the court and seat themselves. This might include a bloody nose, a minor pain in the knee, foot, or ankle, or anything that doesn't keep them from continuing to jump later on.
- **MEDIUM** - the injured party may need help getting off the court. This might include a sprained ankle or anything that will not allow the jumper to finish their jump time.
- **MAJOR** - the injured party will need professional medical attention immediately. This may include a broken bone, joint dislocation, or anything that requires the jumper to leave the facility immediately.

For each level of injury, similar precautions and procedures must be carefully conducted. Every court monitor must know what to do in any scenario. These procedures fall mostly on court leaders and the Court Manager, but every monitor must be ready to act in unity to provide swift and efficient care for an injured jumper. A monitor should remain with the injured party until they leave (in extreme cases) or are cleared to continue jumping (in minor cases).

MINOR INJURY PROCEDURE

Minor Injury Procedure

- Step 1. Remove any jumpers from around the injured party (if injury involves blood or bodily fluid and it happens on a smaller court, foam pit, or dunk court, temporarily close the court for clean-up)
- Step 2. Make sure injured party safely exits the court
- Step 3. Notify nearby court monitors / get assistance from court leaders
- Step 4. After court leader arrives, clean court (if necessary) and reopen court
- Step 5. Court leader notifies parent (if jumper is under 18) and assists in injury care (help them to the bathroom if it's a bloody nose, or gets an ice pack if requested)

Medium Injury Procedure

- Step 1. Clear area around injured party (or close the court if necessary). Until the jumper is able to exit the court, it is best to keep other jumpers at least two trampolines distance away
- Step 2. Notify nearby court monitors and court leader
- Step 3. If jumper is under 18, one monitor stays with child while another notifies parent or legal guardian
- Step 4. When the injured jumper is ready, assist them off of the court. The court or closed-off area can then be re-opened
- Step 5. Court leader talks with parents and/or jumper and fills out injuryinjury report. Another monitor can retrieve an ice pack if requested

Major Injury Procedure

- Step 1. Clear and close the court (If main court, then close half of the court)
- Step 2. Notify nearby court monitors and court leader to get a manager
- Step 3. Stay with injured jumper while another monitor goes to find the parent, legal guardian, or someone who came with them

MINOR INJURY PROCEDURE

- Step 4. Once the manager arrives, they will determine if an ambulance should be called
- Step 5. Keep area clear until paramedics arrive or until the jumper is able to leave for the hospital

Etiquette

Being injured on a court can be an embarrassing moment! Court monitors should remain discrete and respectful while responding to an injury. While an injured party is being assisted, monitors should be encouraging and comforting. How a monitor responds to a hurt customer, and how the customer feels during the process, may make or break the chances of that customer returning to the trampoline park.

It is also important to note that court monitors should never try to diagnose an injury. It is only appropriate to let the injured jumper describe their pain or problem - monitors should then only determine if it is minor, medium, or major. All actions to assist a medium or major injury should be done with permission from the jumper (and/or the parent or legal guardian). In extreme cases of a major injury, a manager should be involved with the entire process.

CONCLUSION

Court monitoring is a fun and exciting job, especially when all monitors work together as a team. There are myriad scenarios that can occur on site, so unity is a vital role in every trampoline park. Many situations cannot be taught from a manual, so it is very important for proper on-site training by court leaders and the Court Manager. And always remember:

If a monitor is having fun on the job, the customers will have fun too!