

# **SANCTIONING WEBINAR:**

2025 CALENDAR YEAR

# THANK YOU!

You and your efforts in hosting USTA sanctioned events in North Carolina is very much appreciated. For 2025, we have created several videos along with this slide-deck in hopes of creating a comprehensive, step-by-step guide for our providers. We ask that you take the time to watch and read over everything as there are several new processes that have been implemented.

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\*clickable links

# SANCTIONING PERIOD

- **NOW THROUGH OCTOBER 31, 2024** - Priority sanctioning
- **NOVEMBER 1, 2024 TO DECEMBER 1, 2024** - Remainder of the submission window
  - **AFTER DECEMBER 1, 2024** - Any additional sanction requests will be reviewed case by case

**PRIORITY** = means that the event you are submitting for approval (that is to be hosted on the same calendar date of the previous year) will have the first opportunity for review, provided all checklist items have been found to be acceptable.

## **CHECKLIST:**

- TD Contract (signed and submitted for each sanction)
- Court Agreement (on appropriate letterhead and/or signed by appropriate contact)
- Review of past years event (including topics like total number of players, Feefo responses, Review of TD & Referee responsibilities, were selections, seeding and draws executed properly and timely)
- Acceptable overall number of submitted tournaments (Junior, Adult and other types of sanctions)

# RESOURCES: NCTENNIS.COM

Any North Carolina Tournament Director or Referee should reference the nctennis.com web-site. Go to the “Event Providers” tab and at the drop-down menu click on Tournament Director Resources or you may click [here](#).

\*Pay special attention to the TD Requirements document.

**North Carolina Tennis Association**

About Adults Juniors Try Tennis Event Providers Community Foundation Special Events Blog

## Tournament Director Resources

**ALL are expected to observe THE CODE**

THE CODE - one pager FRIEND AT COURT Request Hard Copy FAC

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### TD Requirements, Rules, & Regulations

Junior	Adult
<a href="#">National Junior Tournament Regulations</a>	<a href="#">National Adult Rules and Regulations</a>
<a href="#">Junior Rules and Regulations (State)</a>	<a href="#">Adult Rules and Regulations (State)</a>
	<a href="#">Adult Tournament Home Page Notes REQUIRED</a>

### Serve Tennis Software Resources

- [Serve Tennis Trainings](#)
- [Test Environment \(Sandbox\)](#)
- [Customer Care Help Pages](#)

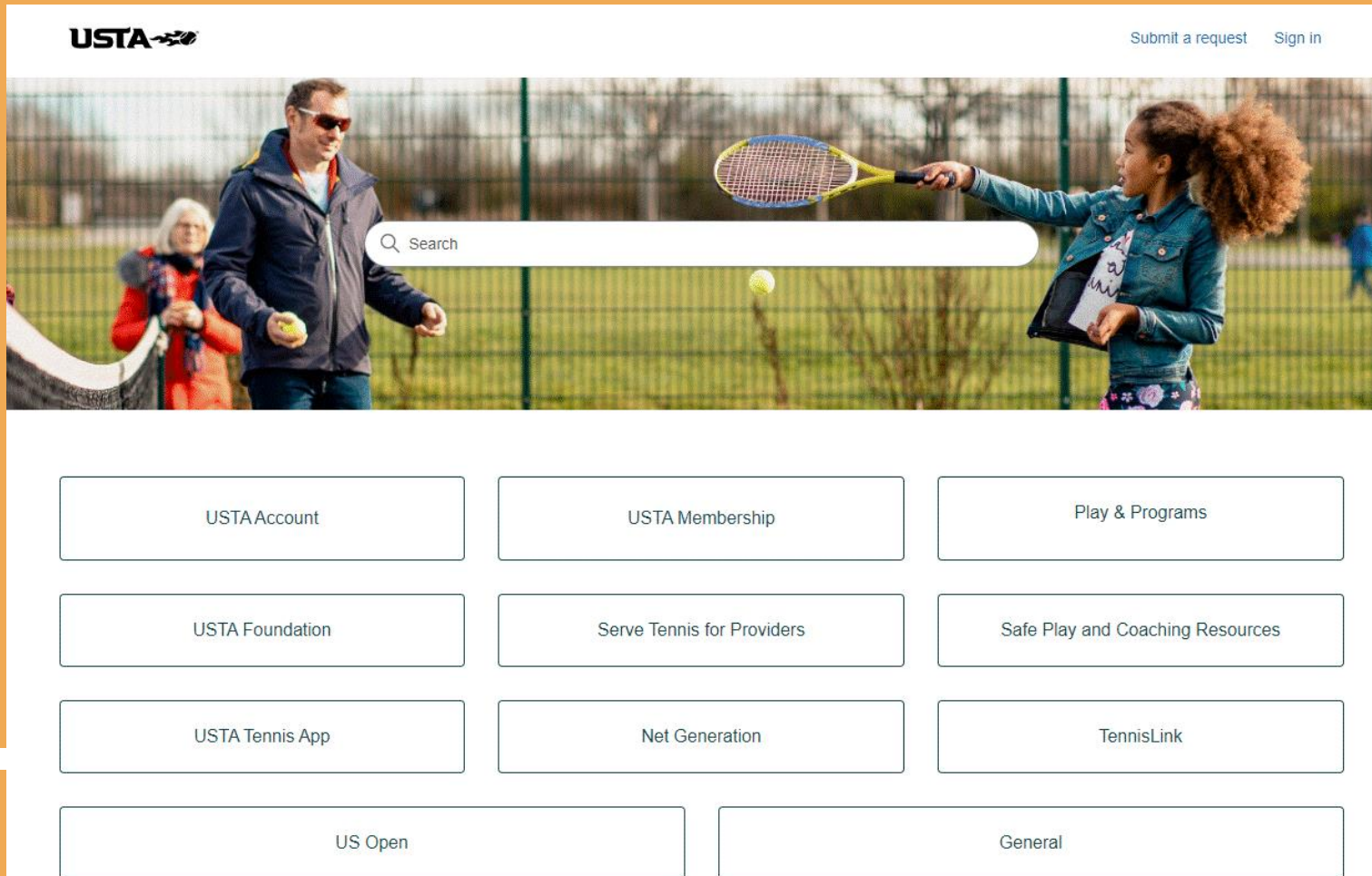
### Additional Resources

- [TD Contract/Court Agreement Form](#)
- [Slidedeck "Protective Mechanisms" Tennis Weekend](#)
- [Sanctioning Slide Deck for 2024 Tournaments](#)
- [Sanctioning Webinar for 2024 Tournaments](#)
- [Q2 Tournament Director Webinar Deck](#)
- [Q2 Tournament Director Webinar Recording](#)
- [Q3 Tournament Director Webinar Deck](#)
- [Q3 Tournament Director Webinar Recording](#)

# RESOURCES:

## USTA CUSTOMER CARE

- Log into your USTA account at USTA.com, go to Serve Tennis for Providers



The screenshot shows the USTA website interface. At the top left is the USTA logo. At the top right are links for "Submit a request" and "Sign in". Below the header is a large banner image of a man and a woman on a tennis court. A search bar is overlaid on the banner. Below the banner is a grid of navigation buttons:

USTA Account	USTA Membership	Play & Programs
USTA Foundation	Serve Tennis for Providers	Safe Play and Coaching Resources
USTA Tennis App	Net Generation	TennisLink
US Open	General	

- Help articles

[Custom Forms for Tournaments](#)

[New Tournament Features](#)

[Setting up as a Tournament Director](#)

[How To Create Your Tournament Website \(Video\)](#)

[Tournaments Payments Overview \(Stripe Express\)](#)

[Connecting To Stripe Express for Serve Tennis](#)

[Stripe Express Verification](#)

[Tournament Settings](#)

[Collecting Payouts in Stripe Express for Tournament Directors](#)

[Managing and Editing my Stripe Express Account](#)

[Tournament Director- Accepting an Invitation](#)

[Tournament Application](#)

[Tournament Application Checklist](#)

[How To Submit a Tournament Application Introductory Overview \(Video\)](#)

[How To Submit a Tournament Application Detailed Overview \(Video\)](#)

[Accepting / Declining a Referee Invite and Access to the tournament](#)

[Overview of the Tournament Information Web Page Details](#)

[How to Set the Rules & Pricing Details for a Tournament](#)

[How To Edit A Tournament](#)

# RESOURCES:

## SERVE TENNIS TOURNAMENT WEBINARS

### TD TRAININGS

- USTA WEBINAR RECORDINGS
  - Selections & Tournament Desk: Click [here](#) to access the recording.
  - Auto-Scheduling: Click [here](#) to access the recording.

### REFEREE TRAININGS

- USTA WEBINAR RECORDINGS
  - Serve Tennis Overview: Part One: [Click here to access the recording](#)
- UPCOMING WEBINARS
  - Serve Tennis Overview: Part Two
  - Tuesday, November 29th: 12pm EST - 1pm EST : [Sign up Here](#)

### NEW TOURNAMENT FEATURES

- Any and all updates to Serve Tennis are posted on this page. Can be viewed once you log into your USTA account.
  - EXAMPLE - Release on September 12, 2024
    - Public | Draw:
      - Ability to display draws embedded into a website at the specified URL.

# QUARTERLY WEBINARS

**Q1** - December 10, 2024 (for those hosting an event January 1<sup>st</sup> - March 31<sup>st</sup>)

**Q2** - March 11, 2024 (...hosting April 1<sup>st</sup> - June 30<sup>th</sup>)

**Q3** - June 10, 2024 (...hosting an event July 1<sup>st</sup> - September 30<sup>th</sup>)

**Q4** - September 9, 2024 (...hosting an event October 1<sup>st</sup> - December 31<sup>st</sup>)

\*Schedule and links will be posted on the TD Resource page of our web-site



# TD CONTRACT/COURT AGREEMENT FORM

- This form must be completed and submitted prior to each sanction's final approval, (by Jotform, click [here](#))



## 2024 USTA North Carolina Tournament Offer and Contract Form

In addition to fulfilling and observing all National, Section and District requirements, USTA North Carolina mandates acknowledgement of Tournament Director expectations in regards to the administration of sanctioned events. In addition to these requirements, it is necessary to provide excellent customer service to all players and families while conducting yourself as a positive representative of USTA North Carolina all to aid in the mission of promoting and developing the growth of tennis.

**By signing this agreement and sanctioning an event, you as the Provider are committing to the following requirements:**

- **Rules and Regulations:** Adherence of USTA National, USTA Southern and USTA North Carolina requirements
- **Serve Tennis:** You and all appropriate staff are properly trained in Serve Tennis and the overall administration of a tournament.
- **Tournament Personnel:** Arrange for adult event staff that are Safe Play Certified and knowledgeable to be on site at all times, including a USTA official when required.
  - If more than one site is used the tournament is still expected to have sufficient coverage of officials in relation to how many courts are being used.
  - When an official is required, they must accept the role in Serve Tennis at least 8 weeks prior to the registration closing for the event.
    - Failure to have a Referee secured in Serve Tennis 8 weeks prior to the event registration closing will result in the tournament being hidden until the has been taken care of.
  - The Tournament Director and Referee are required to be different individuals and are expected to be on site throughout the duration of the event (The only exception to this is that a Level 7 Tournament can have the TD and Referee be the same individual).
- **Sites and Facilities:** When needed, assume the responsibility for contracting tennis facilities where event play will take place and ensure the accuracy of availability of those facilities during tournament play by providing court agreements.

- **Administering the Tournament:** Follow all instructions regarding tournament applications including deadlines.
  - Respond to all player/parent correspondence within 48 hours and within 24 hours if communication is received less than 3 days before the start date.
  - Seeding, rankings, draw postings, scheduling, communications.
  - Process entry fees, refunds, payments etc...
  - Post draws at least 48 hours in advance of the start of the event.
  - No changes to draws and schedules after they have been made public without approval from the state office.
  - Schedule events using USTA North Carolina guidelines for anticipated match length, and in such a manner that there is reasonable expectation that matches will go on close to the time posted.
  - Update scores and schedule accurately and in a timely manner
  - Proactively communicate with players about any changes to the schedule due to inclement weather.
  - Input all Code Penalties into Serve Tennis within 48 hours of the last match.
  - Notify Section Staff of sportsmanship issues including confirmation that code penalties have been properly recorded in Serve Tennis.
- **Other – (collected in JotForm)**
  - Tournament Name
  - Requested Date
  - Backup Date
  - Name and Email of person responsible within the member organization
  - Court Agreement: If you do not own all the courts being used for the tournament, please upload proof of permission to use the courts for the duration of the event (i.e. Court Reservation from Parks and Rec etc.)
  - Name and Email of any other individual you wish to be added to correspondence on behalf of this tournament.
  - Level of event
  - Facility name, number of courts to be used and surface.

**By providing your signature, you agree to the above terms and conditions to host a North Carolina tournament.**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date



# REQUIRED TRAINING

\*All TDs must go through the appropriate online module in the online Officials education center, Officials First

- L7/L6 training
- [Officiating Learning Center](#)
  - Log in or create new account
  - Go to “Disciplines and Courses”
  - Launch the “L7/L6 & WC5/WC4 Dual Role Training Course”
  - Complete the training module
  - Email Nick or Joanna when it has been completed
    - USTA National will update the Google Drive with your name

NEW FOR 2025!

\*All TDs must complete a USTA-NC district specific quiz that tests information covered in the training module, adult/junior rules and regulations as well as other appropriate policies and procedures relating to tournaments.

- The quiz will be emailed to you after completion of the online training module.

# CRITERIA:

## DISTANCE GUIDELINES

### JUNIOR

- Level 5
  - 150 miles from another L5
- Level 6
  - 90 miles from another L6
- Level 7
  - 60 miles from an L7
- Junior Circuit
  - Less restrictive, try not to have one in the same zip code on the same date/time.

### ADULT

- Level 5
  - Can not be on the same weekend as an L4 with competing events
  - Can not be on the same weekend as other L5s with competing events
- Level 6
  - 150 miles from a L4 or L5 with competing events
  - 100 miles from another L6
  - 60 miles from another L7
  - WTN Tournaments are unsanctioned but will be treated as L6 tournaments in terms of distance guidelines
- Level 7
  - 150 miles from an L4 or L5
  - 60 miles from an L6 or another L7
- Unsanctioned
  - Can not be on a weekend of an L4 or L5
  - 100 miles away from an L6 or L7

**\*Some exceptions can be made on a case-by-case basis by staff along with the Sanction and Scheduling Committee**

# CRITERIA:

## SURVEY RESPONSES USING



- USTA NATIONAL'S TOURNAMENT FEEDBACK SOFTWARE

Feefo feedback can:

- Impact Tournament Director status
- Assist in determining what member organization should receive priority
- Assist in other helpful ways to benefit and improve the quality and consistency of USTA-NC tournaments

- EXAMPLE OF AVERAGE RATING
- NORTH CAROLINA OVERALL TD AND REF RATING = 4.3, out of 237 responses
  - RANGE = 3.1 TO 5 (5 BEING THE BEST)

Count	5 Star	4 Star	3 Star	2 Star	1 Star	Avg. Rating
237	62.03%	17.30%	11.39%	4.22%	5.06%	4.3

# RECAP MEETINGS

Starting in 2025 we will be asking you to sign up for a quick 30-minute meeting to go over your tournament.

- Sign up at least one week after your event but no later than one month after the event.

# HOMEPAGE NOTES

## YOUR TOURNAMENT HOMEPAGE IS YOUR #1 FRIEND!

- Adult and Junior templates with instructions for each level of event will be available on our web-site under Tournament Director Resources.
- Please go ahead and copy and paste information to your homepage from the appropriate template when you submit your tournament sanction
- Required to be updated *at least* 6 weeks ahead of your tournament, earlier is preferred.
- \*Junior event specific, USTA-NC staff will:
  - Copy over and post the homepage notes to each sanction at the time of approval, however you are responsible for checking and verifying they have been added and to also add your own appropriate notes.
  - post Good Chase Sportsmanship Race information and links

# ENTRY FEE RECOMMENDATIONS \*ADULT

	Level 4	Level 5	Level 6	Level 7
Range	\$65-\$75	\$55-\$65	\$40-\$50	\$20-\$30
Basic (only grab and go items like granola bars & bananas)	Should be offering a player gift	Should be offering a player gift	\$40	\$20-\$25
Player Amenity	Gift- \$65 Gift & Food/Alcohol- \$75	Gift- \$55 Gift & Food/Alcohol- \$65	\$45-\$50	\$30

\*If your tournament is indoor, you should be at the upper range and could add \$5-\$10 to the above ranges\*

\*Doubles Entries should be a bit lower than the singles entry fee. Depending on the price of your singles registration doubles should be at least \$5-\$20 cheaper (the higher the price the more doubles should be discounted)

# ENTRY FEE RECOMMENDATIONS \*JUNIOR

<b>L6</b>			
Range	\$25-35	\$35-45	\$45-60
Awards/Trophies	✓	✓	✓
T-Shirts	x	x	✓
Give-Aways	x	x	✓
Player Refreshments	x	✓	✓
Indoor Backup	add \$5	add \$5	add \$5

<b>L7</b>			
Range	\$20-25	\$30-35	\$40-45
Awards/Trophies	✓	✓	✓
T-Shirts	x	x	✓
Give-Aways	x	✓	x
Player Refreshments	x	✓	✓
Indoor Backup	add \$5	add \$5	add \$5

<b>Junior Circuits</b>			
Range	\$10-15	\$20-25	\$30-35
Awards/Trophies	✓	✓	✓
T-Shirts	x	x	✓
Give-Aways	x	✓	✓
Player Refreshments	x	✓	✓
Indoor Backup	add \$5	add \$5	add \$5



# CUSTOM FORMS

Providers can now ask multiple questions during the player registration process of each tournament.

- In order to create a custom form, one must be an admin within your organizations Serve Tennis account.

[USTA Customer Care Article](#)

# THE MOST IMPORTANT THING YOU CAN DO IS TO: ARM YOURSELF WITH THE CODE AND THE FRIEND AT COURT

## Protective Mechanisms: Friend at Court & The Code

### Standards of Conduct

1. General. Players, persons who appear to be associated with a player (including, but not limited to, parents and coaches), officials, and organizers of any tournament are under a duty to encourage and maintain high standards of proper conduct, fair play, and good sportsmanship. They are under an obligation to avoid acts that may be considered detrimental to the game of tennis. Detrimental acts include, but are not limited to, the acts in USTA Regulation IV.C.

## The Code

### THE PLAYERS' GUIDE TO FAIR PLAY AND THE UNWRITTEN RULES OF TENNIS

The Code is not part of the ITF Rules of Tennis. Players must follow The Code, except to the extent to which an official assumes some of their responsibilities. This edition of The Code is an adaptation of the original.

#### SPORTSMANSHIP POLICY

Sportsmanship is the foundation of tennis. It is essential to tennis as a welcoming, open, and inclusive sport. Sports integrity follows core values and attributes that enrich the lives of all who play. Attributes include, but are not limited to:

- Understanding and following the rules
- Being fair
- Acting with character
- Respecting others
- Winning with humility and losing with grace
- Maintaining composure
- Being accountable for one's own actions
- Giving others the benefit of the doubt

Tennis is more fun when players are good sports, and when good sports with the players and the sport reinforce the ideals of good sportsmanship. Being a good sport is its own reward—both on and off the tennis court. Sportsmanship builds trust, generates mutual respect, and promotes enjoyment among all people. As we grow and develop the game, we do so with a commitment to sports integrity.

USTA  NORTH CAROLINA

## USTA JUNIOR PLAYER OATH

I recognize that tennis is a sport that places the *responsibility* for *fair play* on me.

I promise to abide by the rules of the game, which require me to *give the benefit of the doubt* to my opponent.

At all times I shall strive to compete with the true *spirit of sportsmanship*, recognizing that my behavior on the court is a direct reflection of my *character*.

Whether my matches end with my *victory or defeat*, I promise to conduct myself in a way that *honors my opponents*, those who support me, and the game of tennis.



\*SHARED BY NATALIA PEDROZA, GUEST SPEAKER AT THE USTA NC ANNUAL MEETING

# Code of Conduct:

## Messaging:

- **Regular Reminders:** Regularly remind and reinforce these rules. This can be done at the beginning of each season, before games, and during practice sessions.
- **Focus on Learning and Fun:** It's important to remember that the main goal of playing tennis is to compete and have fun rather than just winning.
- **Focusing on the process** rather than the outcome can help reduce pressure that might lead to negative language or behavior.

## Respectful Communication:

Players should communicate respectfully with everyone involved. This means using polite language, avoiding yelling or aggressive tones, and actively listening.

## No Offensive Language:

No derogatory language or slurs are allowed during games, practices, or off-court interactions.

**Positive Encouragement:** We encourage a culture of positive reinforcement, fostering team spirit and reducing negative interactions amongst

**Lead by Example:** Our coaches, parents, and adults involved should model the behavior they expect from their kids. Children often mimic the behavior of adults, so all staff must demonstrate respectful language and conduct.

**Accountability:** Make it clear that there are consequences for breaking the rules. This could vary depending on the severity of the infraction following the guidelines of Friend at Court.

\*SHARED BY NATALIA PEDROZA, GUEST SPEAKER AT THE USTA NC ANNUAL MEETING