

QUAKER PARK TENNIS CLUB POLICIES

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Asterisk () indicate revision in fall of 2017. (New) indicates added policies.*

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<i>POLICY #</i>	<i>DETAILS</i>
SECTION 1	ADMINISTRATIVE
1.1	Official Logo The official logo for QPTC is the version with the Q as the head of a racquet. <i>(shown in the header of this document)</i>
1.2	Personal Information - Executive For business purposes, members of the Executive may be required to provide personal information. All information provided by the member will be kept in strict confidence.
1.3 *	Prohibited Substances The use of tobacco products, alcohol, or recreational drugs are not permitted at QPTC.
1.4 *	Suggestions Club members can leave feedback and/or ideas for the Executive using the designated "Suggestion Box" in the clubhouse or via email at www.quakerparktennis.ca .
1.5	Guests and Visitors Guests and visitors to the club are subject to a fee and a maximum number of times they may utilize the facilities within the current season.
1.5.1 *	Guest Definitions <ul style="list-style-type: none"> • A guest is a person accompanying a member and playing with that member (and may be a former member). • A "Guest Pass" may be used or the guest fee of \$10 per day paid. • Guests may come 5 times in this category, in a calendar year. (Where special circumstances exist, the Executive may extend the maximum on an individual basis...i.e. guest is in town for 10 days!)
1.5.2 *	Visitor Definitions A visitor is a non-member, not accompanying a member wishing to use the tennis court (i.e. wishing to play some tennis while in town, or taking a private lesson from the pro). The court fee for a visitor is \$15 per person per day and may come as often as 5 times in this category in a calendar year.
1.5.3	Guest/Visitor Fees Paid Where a visitor or guest chooses to become a member of the club, any guest or visitor fees paid will be applied towards the cost of the full membership in that year.
1.6	Trial Memberships and Special Category Memberships <i>(addendum to the Constitution Section 1f)</i> Dues paid by a prospective member under this category will be applied toward the cost of the full membership in that year.
1.7 *	Signing Authority The signatures required as signing authority for cheques will be reviewed and updated annually in January or as required.



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1.8	<p>Special Events An adult member in good standing may make a request to the Executive to hold a special event at the club. The request must clearly articulate the reason for the event, the proposed date and time for the event and the number of courts to be used. The Executive will make a decision at the next regularly scheduled executive meeting or sooner, when the request is time sensitive.</p> <p>Where the event is not restricted to members, it will be the responsibility of the member making the request to collect and remit to the Treasurer the appropriate guest fees.</p>
SECTION 2	EMPLOYEES
2.1	<p>Employment Status of Club Pros Due to changes to Canada Revenue Agency regulations, Club Pros are considered to be employees rather than contractors. Mandatory source deductions from payroll will be made and remitted to Canada Revenue Agency by the Club..</p>
2.2 *	<p>Limitation of Pros to Give Lessons Two pros be allowed to give private lessons at the same time.</p>
2.3 *	<p>Leave of Absence for Employees Any employee who requires a leave of absence must have a request approved by the Club Manager.</p>
2.4 *	<p>Final Report from Club Manager A verbal report from the Club Manager regarding the overall assessment of the year including recommendations for improvement is to be provided by the Club Manager to the President before the last cheque for wages is issued.</p>
2.5	<p>Time Sheets Employees are responsible for completing their time sheets and submitting them to the Club Manager, in a timely manner, as required for reporting and remuneration purposes.</p>
SECTION 3	EXECUTIVE FUNCTIONS
3.1	<p>Re-Opening Issues at Executive Meetings A 2/3 majority of Executive members, present at a meeting, is required in order to re-open an issue previously voted upon as Club Policy.</p>
3.2	<p>Employee Records These records are confidential. The release of any personal or financial information will be determined by the President, in consultation with the Executive, on an individual basis.</p>
3.3	<p>Keeping of Club Records All club records and documents are to be retained for a period of (7) years. This requirement may change where Canada Revenue Agency changes its policy regarding retention schedules. Club records may only be discarded with the permission of the Club President and in accordance with the rules set out by Canada Revenue Agency.</p>



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3.3.1 *	Legal Documents The Secretary and Treasurer will retain all legal documents pertaining to Quaker Park Tennis Club and provide digital copies on-line, as required.
3.4	Tenure of Executive Positions The tenure of executive positions is one year. When recruiting for vacant executive positions, the nominating committee will ensure that candidates are informed that a two year commitment is desired to allow for continuity on the Executive.
3.4.1	Term of Officers on Executive An executive member may not hold the same position for more than three (3) consecutive years. The executive member may continue to serve on the executive in any other role. Where an executive member has held the same position for a period of three years, a minimum of one year must pass prior to serving in the same position on the Executive. The above may be overruled by motion at a General Meeting.
SECTION 4	FINANCIAL
4.1	Audit of Accounts A formal year-end audit, following the Audit Report Guidelines provided by the club, shall be conducted by two (2) Club members.
4.2	Investments The Treasurer is authorized to invest money from QPTC's chequing account in short-term guaranteed investments such that the funds may be withdrawn as needed.
4.2.1	Contingency Fund A Contingency Fund is approved to enable the club to undertake specific club improvements.
4.3	HST Requirement The inclusion of HST is to be noted on all club forms.
4.3.1 *	HST for Junior Programs HST is not to be included in fees for Junior programs and/or membership fees.
4.4 *	Fee Clarification <ul style="list-style-type: none">• All non-members receiving instruction from pros will pay the court fee (\$5) to the club plus a lesson fee to the pro at the current rate.• It is the responsibility of the pros to collect these and turn the court fee over to the club Treasurer.• The exception is with the Junior lessons and camp programs jointly run by QPTC and Peterborough Recreation Department, when court fees are included in the fees paid.



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4.5	Ball Machine User Fee A fee of \$5 per hour will be charged to all players (members and non members) using the ball machine.
4.6 *	Unbudgeted Expenses Unbudgeted expenses, up to \$1000, need the approval of two (2) executive members and the President.
4.7 *	Expenses Receipted expenses incurred by executive members, on behalf of the club, will be an expense of the club and may be claimed. A club member may submit a claim where they have been pre-approved to incur such expense, by a member of the Executive.
SECTION 5	MEMBERSHIP
5.1	Rankings Ranking of club members is omitted from all club lists.
5.2 *	Membership Information To respect/protect the privacy of members, the club's membership list is not distributed without the consent of the Executive.
5.3	Charges/ Fees A \$25 administrative fee will be levied for any dishonoured cheques provided to the club. Only a cash payment for any residual fee will be accepted.
5.4 *	Refund Policy Membership fees are not refundable; however, a credit or transfer may be awarded as approved by the Executive, in the same season. Where a credit is accrued, it will be applied to the following season or to the first season when the member re-joins the club.
5.4.1	Refund - Exceptional Circumstances Under exceptional circumstances, as determined by the Executive, a refund may be approved.
5.4.2	Credit Policy When a member is unable to play for medical reasons, a credit of a portion of the fee paid for the current season will be accrued for the following season as follows: <ul style="list-style-type: none">• notification received before June 1st – 80% credit;• notification received before July 1st – 60% credit;• notification received before August 1st – 40% credit; and• notification given after August 1st - no credit given. Written or emailed application accompanied by Doctor's letter is required but where such



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	<p>is not available, the Executive may exercise discretion. If approved, member forfeits playing rights for the remainder of the season.</p> <p>The accrued credit will be applied to the following season or to the first season when the member re-joins the club.</p>
5.4.3	Refund Policy Added to Membership Forms The club's refund policy is included on membership application forms.
5.5 *	Rate Reductions The Executive has the option of reducing membership rates. E.G. Early Bird Discount, Pre-season Renewal, Sponsored Memberships
SECTION 6	PROGRAMS
6.1	Beginner Lessons The free lessons given on Tuesday evenings are to be provided for 6 weeks in May-June.
6.2	Men's League Scheduling The Men's League schedule is to be drawn up by the members elected by the Men's League members as League Convenors.
6.2.1	Participation in Men's League Only club members in good standing may participate in the Quaker Park Tennis Club Men's League.
6.3 *	Waivers for Minors Liability waivers for all Junior lessons and camps are obtained by the Peterborough Recreation Department releasing both the City and QPTC. For Junior and Student members, waivers on the application form must be signed by a parent or legal guardian. Waivers are also required for special events or occasional group activities involving minors.
SECTION 7	PROPERTY
7.1 *	Assumption of Risk by Adult Players Signs are posted at the club and practice wall to indicate that participants, understanding the inherent dangers of the game of tennis, use the facilities at their own risk.
7.2	Locks (Date of last change - 2007) Each year, the Executive decides if there is a need to change the universal locks.
7.3	Automated External Defibrillator (AED) The Club Manager is responsible for maintaining a schedule of service to ensure proper operation of the Automated External Defibrillator (AED) equipment . Staff will be trained, annually, on the location and use of this equipment. Members may be invited to participate.



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SECTION 8	COURT UTILIZATION
8.1 *	Bookable Courts Approved activities are indicated on the Club schedule for leagues, camps, tournaments, socials, group bookings, lessons and maintenance. At times, court utilization may be limited for repair. All other time slots are considered bookable.
8.2 *	Court Bookings Timelines Bookable courts may be booked for a period of one hour for singles and two hours for doubles play. Adult or Student Members may book at any time after 8:00 am at the beginning of the 3 day booking cycle. E.G. Monday 8:00 a.m. for a play time on Wednesday. Junior members may book one day in advance, when playing with an adult present. Play may continue as desired at the end of a booking, if a court is not booked or if maintenance is not due. The court is to be released with new court bookings.
8.2.1	Frequency of Bookings Members are limited to one booking per day when booked two days in advance. Exception: a member may book a second court on the same day when one is available but no earlier than noon on the day preceding that booking.
8.3 *	Booking of Private Lessons Private lessons may be booked one day in advance, except on Saturday or Sunday.
8.4 *	Court Booking Process <ul style="list-style-type: none"> • Courts are booked on-line. • Software is provided to allow booking via various devices. • The required password is set up by the member once his/her membership application has been processed. (see 9.3.1) • Assistance is provided for members who wish to learn online booking techniques. • Designated staff, when working in the clubhouse, will complete on-line booking at the request of members. A priority system does not apply for these requests.
SECTION 9	ACCESS TO CLUB INFORMATION (New)
9.1 (New)	Information About QPTC The club's website, <i>www.quakerparktennis.ca</i> , is the main source of information for members and others who have an interest in QPTC. Those visiting the Clubhouse also have access to information that is posted and provided for reference and/or hand-out. A "Member's Information" binder is maintained, up-to-date, in the clubhouse by the Secretary. The Executive are responsible for appointing a webmaster and for trying to ensure that posted material is also available on the web.
9.2 (New)	Digital Formatting of Information For easy downloading and printing of information, QPTC uses pdf format.



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9.2.1 (New)	Downloadable Information Information in this category includes, but is not limited to: <ul style="list-style-type: none">• Constitution• By-Laws• Policies• Minutes of General Meetings• Rates and Fees• Tournament Information• Rate Reduction Offers• Rules and Information Sheet• Membership Application Form• Newsletters
9.3 (New)	Member-Only Access to Information The Executive are responsible for designating what information is available to members.
9.3.1 (New)	Court Schedules and Bookings On-line court booking can be done directly at www.qptcbookings.com . Set-up is required for new members, as follows: <ul style="list-style-type: none">a) the member's name must be added to the membership list by the Membership director, andb) the Member must register his/her own personal password.
9.3.2 (New)	"Members" Section on Website The login and password to access this information is provided for members on the annual Information Sheet. Membership Lists provide only the individual's name and contact numbers as provided by the member.
9.4 (New)	Communication with Members Members receive electronic communications from the Club with duplicate printed material posted at the Clubhouse and provided at General Meetings. Mailings are limited to the distribution of shoe tags and the annual Rules and Information Sheets. Members have the option of receiving email updates.
9.5 (New)	Contact with Executive Members Links are available to web users who wish to communicate via email with the Executive.
9.6 (New)	Social Media Facebook account is Quaker-Park-Tennis-Club. Twitter account is <i>QPTennisClub</i> . The Executive determine if the utilization of social media is in the best interest of the club and its members. When social media is utilized, the Executive are responsible for authorizing a member as the lead.

