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POLICY#	DETAILS	Edit Date
SECTION 1	ADMINISTRATION	
1.1	<p>Official Logo The official logo for QPTC is the version with the Q as the head of a racquet and the words, " Since 1922", below and the club location noted on the top right. (Shown.in.the.header.of.this.document;)</p>	
1.2	<p>Personal Information – Board For business purposes, members of the Board may be required to provide personal information. All information provided by the member will be kept in strict confidence.</p>	
1.3	<p>Code of Conduct The Code of Conduct authorized by the Board, is applicable to all people when on Club property including KCU parking lot and at any Quaker Park Tennis sanctioned events.</p>	
1.3.1	<p>Prohibited Substances The use of tobacco products, alcohol, or recreational drugs are prohibited at QPTC.</p> <p>Smoking / Vaping The Quaker Park Tennis Club property is designated as a smoke-free area. Smoking includes vaping. For the purposes of this policy:</p> <ul style="list-style-type: none"> • “smoking” means smoking (inhaling and exhaling) or holding lighted tobacco or cannabis (medical or recreational) • “vaping” means inhaling or exhaling vapour from an electronic cigarette <p>(e-cigarette) or holding an activated e-cigarette, whether or not the vapour contains nicotine</p>	
1.4	<p>Suggestions Club members can leave feedback and/or ideas for the Board using the designated "Suggestion Box" in the clubhouse or on the contact link on our website: www.quakerparktennis.ca.</p>	
1.5	<p>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.</p>	
1.5.1	<p>Guest Definitions</p> <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). • The guest fee must be paid as per the applicable current daily rate, prior to playing. 	



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	<p>Guests may come 5 times in this category, in a calendar year. (Where special circumstances exist, the Board may extend the maximum on an individual basis...i.e. guest is in town for 10 days!)</p>	
1.5.2	<p>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 visitor must pay a court fee at the current rate per day and may come as often as 5 days in this category in a current season.</p>	
1.5.3	<p>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 for the current season.</p>	
1.6	<p>Trial Memberships and Special Category Memberships Dues paid by a prospective member under this category will be applied toward the cost of the full membership in that season.</p>	
1.7	<p>Signing Authority The signatures required as signing authority for cheques and electronic payments will be reviewed and updated annually in January or as required.</p>	
1.8	<p>Special Events An adult member in good standing may make a request to the Board 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 Board will make a decision at the next regularly scheduled Board meeting or sooner, when the request is time sensitive. Appropriate waivers of insurance are required.</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. All guests must follow the Code.of.Conduct.and current club protocols.</p>	
1.9	<p>Harassment QPTC has a zero tolerance for conduct which harasses or discriminates against an employee or member. Where such an incident occurs, the employee or member shall follow the complaint process as outlined in section 3.6</p>	



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SECTION 2	EMPLOYEES	
2.1	<p>Employment Status of Club Workers In accordance with Canada Revenue Agency regulations, Club Pros are considered to be employees rather than contractors. The Club will follow requirements in accordance with the regulations set forth from the Canada Revenue Agency.</p>	
2.2	<p>Limitation of Pros to Give Lessons Two pros may provide private lessons at the same time. Lessons with members during nonprime hours can be booked when the system is open to all members. Lessons with members during prime hours can be booked one hour after the system is open to all members. Lessons to non members can be booked 24 hours in advance during nonprime hours.</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 written 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 Annual General Meeting.</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>	
2.6	<p>Manager's Authority/Enforcement</p> <p>Club managers are charged with the responsibility and authority to enforce all rules and policies of the club.</p> <p>Where the club manager(s) determines, in their sole discretion, that an activity or behaviour, is in breach or contrary to club rules, the club manager is authorized to direct that the activity or behaviour is to cease immediately.</p> <p>Any individual(s) refusing to comply with the instruction of the club manager is deemed to be in violation of the club rules and is subject to being requested to leave the property and or will receive a suspension of privileges for the balance of the day. The manager shall report such situations directly to the president to determine any further disciplinary action.</p> <p>Repeated violations by any member will be reported to the President, recorded by the Secretary, and may result in the suspension of privileges and depending on the severity of</p>	



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	the violation may result in the suspension of the membership.	

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SECTION 3	BOARD FUNCTIONS	
3.1	<p>Re-Opening Issues at Board Meetings A majority of Board members, present at a meeting, is required 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 Board, on an individual basis.</p>	
3.3	<p>Keeping 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 President and in accordance with the rules set out by Canada Revenue Agency.</p>	
3.3.1	<p>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.</p>	
3.4	<p>Tenure of Board Positions The tenure of Board positions is one year. When recruiting for vacant Board positions, the nominating committee will ensure that candidates are informed that a two-year commitment is desired to allow for continuity on the Board.</p>	
3.4.1	<p>Term of Officers on Board A Board member may not hold the same position for more than three (3) consecutive years. The Board member may continue to serve on the Board in any other role. Where a Board 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 Board. The above may be over-ruled by motion at a General Meeting.</p>	
3.5	<p>Voting by Co-Directors When a Board vote occurs, one vote is counted for each position on the Board rather than for each person.</p>	



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3.6	<p>Discipline</p> <p>The Board may discipline members by temporarily suspending or terminating their membership if the Board determines that the member has breached the Code of Conduct or any QPTC Policy or has committed any act or omission which the Board considers to be contrary to the best interests of QPTC.</p> <p>Any complaint against a member must be made in writing on the approved Complaint Form, which shall be available in the clubhouse, from the Club Manager, or on the QPTC website.</p> <p>Where a complaint is received, the Board shall meet promptly to review the complaint and determine whether further investigation is warranted. The Board may dismiss a complaint without further investigation if complaint is deemed to be frivolous or outside the jurisdiction of the Board. The Board may suspend a member pending investigation if the Board feels that this is necessary for the safety or protection of a member(s) or to ensure the proper functioning of the Club.</p> <p>Where the Board determines that the complaint is founded but that discipline is not warranted, it will issue the member a written warning or reprimand. The Board may conduct such investigation into a complaint as it deems appropriate in the circumstances, which may include but is not limited to interviewing witnesses or the member who is the subject of the complaint.</p> <p>The Board may appoint other member(s) of the Club to investigate the complaint where complaint relates to a member of the Board, or the Board has a conflict of interest. Before any disciplinary action is imposed, the Board shall give the subject member at least 15 days' notice of the proposed disciplinary action with reasons and provide the subject member with an opportunity to be heard by the Board, orally or in writing, at least 5 days prior to the imposition of the proposed disciplinary action.</p> <p>If the subject member exercises their right to be heard, the Board shall advise the member in writing of the results of that hearing within 5 days. Any disciplinary decision of the Board is final.</p>	



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SECTION 4	FINANCIAL	
4.1	<p>Audit of Accounts A formal year-end audit, following the Audit Report Guidelines provided by the club, is conducted by two (2) Club members.</p>	
4.2	<p>Contingency Fund A Contingency Fund is approved to enable the club to undertake specific club improvements.</p>	
4.3	<p>HST Requirement The inclusion of HST is to be noted on all club forms where applicable, and in accordance with CRA policies.</p>	
4.4	<p>Fee Clarification</p> <ul style="list-style-type: none"> • All non-members receiving instruction from pros will pay the current applicable court fee 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 Treasurer. <p>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.</p>	
4.5	<p>Ball Machine User Fee An hourly fee will be charged to all players (members and non-members) using the ball machine. Fee payable prior to play or same day.</p>	
4.6	<p>Unbudgeted Expenses Unbudgeted expenses, over \$1000, need the approval of two (2) Board members and the President.</p>	
4.7	<p>Expenses Receipted expenses incurred by Board members, on behalf of the club, will be an expense of the club and may be claimed.</p> <p>A club member may submit a claim where they have been pre-approved to incur such expenses, by a member of the Board.</p>	



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POLICY#	DETAILS	Edit Date
SECTION 5	MEMBERSHIP	
5.1	<p>Shoe Tags While on the court, current year shoe tags must be worn/displayed and be visible to indicate that the membership process has been completed.</p>	
5.2	<p>Rankings Ranking of club members is omitted from all club lists.</p>	
5.3	<p>Membership Information To respect/protect the privacy of members, the club's membership list is not distributed without the consent of the Board.</p>	
5.4	<p>Charges/ Fees A \$25 administrative fee will be levied for any dishonoured cheques provided to the club. Only cash or electronic payment for any residual fee will be accepted.</p> <p>All fees payable by a member in addition to their membership fee, must be paid within 30 days of incurring the expense, after which a member will be deemed not to be a member in good standing.</p>	
5.5	<p>Refund Policy Membership fees are not refundable; however, a credit or transfer request will be reviewed on an individual basis by the Board and may be awarded 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.</p>	
5.5.1	<p>Refund - Exceptional Circumstances Under exceptional circumstances, as determined by the Board, a refund may be approved less an administrative fee as determined by the Board.</p>	
5.5.2	<p>Credit Policy When a member is unable to play for medical reasons, a credit for a portion of the fee paid for the current season will be accrued for the following season as follows:</p> <ul style="list-style-type: none"> • notification received within 30 days of season opening (or for half-year memberships within 30 days of start date) – 80% credit. • notification received within 60 days of season opening - 60% credit. • notification given after 61 days of season opening no credit given. <p>Written or emailed applications accompanied by Doctor's letter is required but where such is not available, the Board may exercise discretion. If approved, member forfeits playing rights for the remainder of the season.</p>	



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	The accrued credit will be applied to the following season or to the first season when the member re-joins the club.	
5.5.3	<p>Refund Policy Added to Membership Forms The club's refund policy is referenced on membership application form.</p>	
5.6	<p>Rate Reductions The Board has the option of reducing membership rates. E.G. Early Bird Discount, Pre-season Renewal, Sponsored Membership</p>	
5.6.1	<p>Board Member Discount Board Members, after serving on the board for 12 full months, shall receive a 20% discount on their membership fees for the following season.</p>	
5.7	<p>Member Volunteer Requirement QPTC requires each adult member (including Introductory members) to provide a minimum of 2 hours of designated volunteer work during the tennis season.</p> <p>Volunteer work will be defined by the QPTC Board. Members may opt out from volunteering by paying a higher Membership fee for an Adult Membership or adding \$50 to the membership category they have registered for.</p> <p>All outstanding volunteer hours must be completed or the fee, in lieu of hours, paid, before the Board will accept an application to renew a membership.</p>	



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POLICY#	DETAILS	Edit Date
SECTION 6	PROGRAMS	
6.1	<p>Free Beginner Level Lessons Four free group lessons are provided to <u>NEW</u> members on a designated evening are to be provided in May of each year, with rain dates identified as possible.</p>	
6.2	<p>Participation in any QPTC League Only club members in good standing may participate in a QPTC League. A league is a group approved by the Board, with a Convener(s) and with scheduled court time. Leagues are responsible to monitor; self-manage and to follow all rules of the club including the Club Code.of.Conduct. The League Convener(s) takes initial steps to resolve issues that may arise from league play.</p>	
6.2.1	<p>League Scheduling League schedules are to be drawn up by the League Convenors and must be approved by the Club Manager.</p>	
6.3	<p>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.</p> <p>Waivers are also required for special events or occasional group activities involving minors.</p>	
6.4	<p>Non-Member Programming The Board is authorized to enter into agreements with the City of Peterborough or other organizations, to develop and offer programs to non-members for promotion of the sport of tennis.</p>	



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POLICY#	DETAILS	Edit Date
SECTION 7	PROPERTY	
7.1	<p>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.</p>	
7.2	<p>Locks (Date of last change - 2007) Each year, the Board decides if there is a need to change the universal locks. Keys are made available, for a fee, by the Club Manager.</p>	
7.3	<p>Automated External Defibrillator (AED) Volunteer/Appointed Club Members will be responsible during the tennis season for maintaining a schedule of service to ensure proper operation of the Automated External Defibrillator (AED) equipment monthly.</p>	
7.4	<p>First Aid At the beginning of the tennis season a member volunteer or appointed individual will check and replenish items in the first aid kit and continue to maintain it weekly during the season</p>	
7.5	<p>Incident Reporting and Review Any person who experiences an incident related to their activity at QPTC which causes them to seek medical attention will be asked to complete a <i>QPTC Incident Review Form</i> as soon as possible following the incident.</p> <p>The blank form is located on the QPTC website in the “Membership” section. The completed form is to be returned to the QPTC President or Club Manager, as soon as possible.</p> <p>The form is reviewed by the Board to determine if changes are required to prevent a similar incident in the future.</p>	



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POLICY#	DETAILS	Edit Date
SECTION 8	COURT UTILIZATION	
8.1	<p>Prime Time Defined Prime Time, although subject to change, is generally defined as: Monday to Saturday, 7:30am to noon and Monday to Friday, 5:00pm to 8:00pm.</p>	
8.2	<p>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 maintenance or repair. All other time slots are considered bookable.</p>	
8.3	<p>Court Booking Timelines Bookable courts may be reserved for a period of one hour for singles and two hours for doubles play, (1.5 hours for doubles play during prime time, 1-hour singles during prime time.)</p> <p>Adult or Student Members can book at any time after 7:30am at the beginning of the booking cycle. <i>E.G...</i> Monday 7:30am for a play time on Wednesday.</p>	
8.3.1	<p>Court Booking timelines for Junior Members Courts for Junior members are only allowed to be booked one day in advance. 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. Junior members (aged 14 and under) must have a responsible adult present at the club while playing.</p>	
8.4	<p>Court Booking Process</p> <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 when completing the membership application. (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 to these requests. <p>With the online booking system, members may book a maximum of 2 courts per day (but only 1 during prime time). The fourth booking in a 2-day period will only be allowed once you have finished playing your first booking in any two-day window.</p> <p>For more details on the online booking procedure, visit our website, under "Member Log In", QPTC documents, Rules and Information.</p>	



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	<p>Exception: Where an empty court is available and a member has reached his/her maximum number of bookings available, the member may exceed their maximum booking privileges if the booking is made within a 24-hour period.</p>	



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POLICY#	DETAILS	Edit Date
SECTION 9	ACCESS TO CLUB INFORMATION	
9.1	<p>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.</p> <p>A "Member's Information" binder is maintained with limited information, in the clubhouse by the Secretary.</p> <p>The Board is responsible for appointing a webmaster and for making every effort to ensure that posted material is also available on the web.</p>	
9.2	<p>Digital Formatting of Information For easy downloading and printing of information, QPTC uses pdf format.</p>	
9.2.1	<p>Downloadable Information Information in this category includes, but is not limited to:</p> <ul style="list-style-type: none"> • By-law • Policies • Minutes of General Meetings • Rates and Fees • Tournament Information • Rate Reduction Offers • Membership Application Form • Newsletters 	
9.3	<p>Member-Only Access to Information The Board is responsible for designating what information is available to members or the general public.</p>	
9.3.1	<p>Court Schedules and Bookings On-line court booking can be made directly at www.courtreserve.com To be able to book a court, the member must be set up in the system.</p> <ul style="list-style-type: none"> • The member's name is added to the membership by the Membership Director • The member's application must have been approved by the Board • The member must have an email address in order to register in the system • Payment for the membership must have been received 	
9.3.2	<p>"Members" Section on Website The login and password to access this information is provided for members with their shoe tag once the Membership application has been approved and fees processed.</p>	



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9.4	<p>Communication with Members</p> <p>Members receive electronic communications from the Club with some duplicate printed material posted at the Clubhouse and provided at General Meetings. Shoe tags and the annual "Rules and Information Sheet" can be picked up by Members at the Clubhouse.</p> <p>Updates are provided to members from time to time by email.</p>	
9.5	<p>Contact with Board Members</p> <p>A contact page on our website is available to web users who wish to communicate via email with the Board.</p>	
9.6	<p>Social Media</p> <p>Facebook account is <i>QuakerParkTennisClub</i>. Twitter account is <i>@QPTennisclub</i></p> <p>The Board determines if the utilization of social media is in the best interest of the club and its members. When social media is utilized, the Board is responsible for authorizing a member as the lead.</p>	



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SECTION 10	GENERAL	
10.1	<p>Canvassing is prohibited Purpose: to ensure a comfortable and private environment for all members free from unsolicited solicitations and disturbances.</p> <p>Canvassing is defined as any activity involving solicitation for business, goods or services, the distribution of flyers, brochures, notices or promotional materials, the gathering of signatures for a petition, conducting surveys.</p> <p>Exception: Canvassing may be authorized by the Board if it is for purposes consistent with the mandate of the club or club-sanctioned events. Members will be required to obtain prior written approval from the Board prior to conducting any related activities.</p>	
10.2	<p>Media Contact Media contact includes all forms of contact and is not limited to interviews, phone, email, video releases, press releases, social media releases or posts, responding to media inquiries or speaking on behalf of the club to any outside source.</p> <p>No member shall communicate to the media on behalf of QPTC without the prior approval of the Board to ensure the protection of the organization’s reputation and confidentiality of its business and its members.</p> <p>This policy applies to all employees, board members, volunteers, and any individual representing or purporting to represent the Quaker Park Tennis Club.</p>	
10.3	<p>Teaching / Coaching</p> <p>Coaching or teaching is strictly limited to the pros at the club and to any person(s) or organization(s) approved by the Board. This policy is considered an industry standard and is aimed at protecting the club’s liability as well as contractual obligations.</p> <p>Indicators of coaching or teaching include, but are not limited to:</p> <ul style="list-style-type: none"> • The charging of a fee or exchange of service • The use of ball hoppers or more than 6 tennis balls on the court • The feeding of tennis balls • The repeated verbal and technical feedback, instruction or strategy • The demonstration of strokes or techniques • The engagement of organized drills or lesson-like structure 	



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	<p>This is not an exhaustive list of indicators. The presence of one or more of these indicators or may be deemed to be engaging in teaching or coaching.</p> <p>Exception:</p> <ul style="list-style-type: none"> • Members giving instruction to a child or grandchild • Members giving instruction to their significant other (same household) <p>Authority of Club Manager</p> <p>The club manager(s), in their sole discretion, may determine that one or more of the indicators are present during play at the club. Where the club manager deems this to be the case, the manager is authorized to instruct both the member acting as instructor and member receiving instruction to cease and desist from the activity.</p> <p>Where the member(s) disregard the instruction of the club manager, the manager may terminate the reservation and direct the perpetrator(s) to leave the premises. Further, the manager may cancel any reservation of the perpetrator(s) for the balance of the day.</p> <p>The manager shall document and immediately report the incident to the President for further action.</p>	
10.4	<p>Bulletin Boards</p> <p>Bulletin boards are to be used for the purpose of informing members with club-related information in an organized fashion. Only persons authorized by the Board may post information on the bulletin boards.</p>	