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*(New) indicates added policies and (**) indicates 2023 revisions*

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QPTC Policies continued...

POLICY #	DETAILS
SECTION 1	ADMINISTRATIVE
1.1	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. <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	Code of Conduct The Code of Conduct authorized by the Executive, is applicable to all people when on Club property.
1.3.1	Prohibited Substances The use of tobacco products, alcohol, or recreational drugs are prohibited at QPTC. Smoking / Vaping The Quaker Park Tennis Club property is designated as a smoke-free area. Smoking includes vaping. For the purposes of this policy: <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 (e-cigarette) or holding an activated e-cigarette, whether or not the vapour contains nicotine
1.4	Suggestions Club members can leave feedback and/or ideas for the Executive using the designated "Suggestion Box" in the clubhouse or on the contact link on our website: 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 paid as per the applicable current daily rate. • 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!)

QPTC Policies continued...

POLICY #	DETAILS
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 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 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 and electronic payments will be reviewed and updated annually in January or as required.
1.8	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. Appropriate waivers of insurance are required. 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 <i>Code of Conduct</i> and current club protocols.
1.9	Executive Membership Extension The QPTC Executive members include a representative of each of the Ladies and Men's League. Whenever possible, it is desired that these two individuals will assume the duties of one of the Executive positions as outlined in the Club's By-laws. (Sections 6 through 15) When this is not the case, the League representative will be included in meetings but will not have voting privileges.
1.9.1	Voting by Co-Directors When an Executive vote occurs, one vote is counted for each position rather than for each person.
SECTION 2	EMPLOYEES
2.1	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.

QPTC Policies continued...

POLICY #	DETAILS
2.2	<p>Limitation of Pros to Give Lessons</p> <p>Two pros may provide private lessons at the same time, except during prime playing time unless the court is available on day 2 of booking cycle. (Refer to policy 8.1 for definition of prime time.)</p>
2.3	<p>Leave of Absence for Employees</p> <p>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</p> <p>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 Fall General Meeting.</p>
2.5	<p>Time Sheets</p> <p>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>2.6 Harassment in the Workplace</p> <p>QPTC has a zero tolerance for conduct which harasses or discriminates against an employee or in any other way puts him/her at risk. The standard for conduct of all users of QTPC facilities is documented in <i>The QPTC Code of Conduct</i>. Employees receive a copy of this document at the beginning of their employment and thereafter whenever it is updated. Any employee is to report a transgression or alleged transgression immediately, in confidence, to the Club Manager or QPTC President or Vice President so that it may be documented and investigated. Written notes are to include the following: Date and time of the incident, names of those present, location, description of the situation, exact behaviour/words thought to be harassing or discriminatory, and any other factors related to the situation. The written report must be signed by both the person reporting the incident and the person taking the report. A report date and time is also required. Three members of the Executive are to investigate the incident and record a similar report made by all who were present. All reports are to be reviewed before follow-up action/s are determined and communicated with the Executive. Outcome of an investigation may include loss of employment and/or loss of playing privileges at QPTC. Once the Executive have determined the outcome, all parties will be notified in writing.</p>
SECTION 3	EXECUTIVE FUNCTIONS
3.1	<p>Re-Opening Issues at Executive Meetings</p> <p>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>

QPTC Policies continued...

POLICY #	DETAILS
3.2	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.
3.3	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 President and in accordance with the rules set out by Canada Revenue Agency.
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 over-ruled by motion at a General Meeting.
3.5	Temporary Policies The Executive is authorized to impose temporary measures, processes or protocols when necessary to protect the health and safety of persons on QPTC grounds.
SECTION 4	FINANCIAL
4.1	Audit of Accounts A formal year-end audit, following the Audit Report Guidelines provided by the club, is 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 where applicable, and in accordance to CRA policies.

QPTC Policies continued...

4.4	Fee Clarification <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. 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.
4.5	Ball Machine User Fee An hourly fee will be charged to all players (members and non-members) using the ball machine.
4.6	Unbudgeted Expenses Unbudgeted expenses, over \$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	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.
5.2	Rankings Ranking of club members is omitted from all club lists.
5.3	Membership Information To respect/protect the privacy of members, the club's membership list is not distributed without the consent of the Executive.
5.4	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.
5.5	Refund Policy Membership fees are not refundable; however, a credit or transfer request will be reviewed on an individual basis by the Executive, 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.
5.5.1	Refund - Exceptional Circumstances Under exceptional circumstances, as determined by the Executive, a refund may be approved.

QPTC Policies continued...

POLICY #	DETAILS
5.5.2	<p>Credit Policy</p> <p>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:</p> <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. <p>Written or emailed application accompanied by Doctor's letter is required but where such 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>
5.5.3	<p>Refund Policy Added to Membership Forms</p> <p>The club's refund policy is referenced on membership application forms.</p>
5.6	<p>Rate Reductions</p> <p>The Executive has the option of reducing membership rates. E.G. Early Bird Discount, Pre-season Renewal, Sponsored Membership</p>
5.6.1	<p>Executive Member Discount</p> <p>Executive Members, after serving on the board for 12 full months, shall receive a 20% discount on their membership fees for the following season (effective 2022).</p>
5.7	<p>Member Volunteer Requirement</p> <p>QPTC requires each adult member (including sponsored members) to provide a minimum of 2 hours of designated volunteer work during the tennis season. Volunteer work will be defined by the QPTC Executive.</p>
SECTION 6	PROGRAMS
6.1	<p>Free Beginner Level Lessons</p> <p>Eight free group lessons given on a designated evening are to be provided for May-June with rain dates identified as possible.</p>
6.2	<p>Participation in any QPTC League</p> <p>Only club members in good standing may participate in a QPTC League. A league is a group approved by the Executive, with a Convener(s) and with scheduled court time. Leagues are responsible to monitor, self manage and to follow the Club <i>Code of Conduct</i>. The League Convener(s) takes initial steps to resolve issues that may arise from league play.</p>
6.2.1	<p>League Scheduling</p> <p>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</p> <p>Liability waivers for all Junior lessons and camps are obtained by the Peterborough</p>

QPTC Policies continued...

POLICY #	DETAILS
	<p>Recreation Department releasing both the City and QPTC.</p> <p>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</p> <p>The Executive 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>
SECTION 7	PROPERTY
7.1	<p>Assumption of Risk by Adult Players</p> <p>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)</p> <p>Each year, the Executive 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)</p> <p>Two 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 on a monthly basis. At the beginning of the tennis season they will check and replenish items in the first aid kit and continue to maintain it weekly during the season. Staff will be trained, annually, on the location and use of this equipment. Members may be invited to participate.</p>
7.4	<p>Incident Reporting and Review</p> <p>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 Executive to determine if changes are required to prevent a similar incident in the future.</p>
SECTION 8	COURT UTILIZATION
8.1 **	<p>Prime Time Defined</p> <p>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</p> <p>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>

POLICY #	DETAILS
8.3	<p>Court Booking Timelines</p> <p>Bookable courts may be reserved for a period of one hour for singles and two hours for doubles play.</p> <p>Adult or Student Members can book at any time after 8:00 am at the beginning of the booking cycle. E.G. Monday 8:00 a.m. for a play time on Wednesday.</p>
8.3.1	<p>Court Booking timelines for Junior Members</p> <p>Play for Junior members is only allowed to be booked one day in advance.</p> <p>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.</p> <p>Junior members (age 14 and under) must have an adult present on the same court when playing.</p>
8.4	<p>Booking of Private Lessons</p> <p>Private lessons may only be booked by persons who are authorized to teach at the club (normally limited to club pros). Where bookings are made 2 days ahead, they are limited to non-prime times. Bookings made 1 day ahead may be made during prime time subject to court availability.</p> <p>(Refer to policy 8.1 for definition of prime time.)</p>
8.5	<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 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. <p>With the online booking system, 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 8:00am on the day preceding that booking.</p> <p>For more details on the online booking procedure, visit our website, under "Member Log In", QPTC documents, Rules and Information.</p>
SECTION 9	ACCESS TO CLUB INFORMATION
9.1	<p>Information About QPTC</p> <p>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.</p> <p>The Executive is responsible for appointing a webmaster and for trying to ensure that posted material is also available on the web.</p>

QPTC Policies continued...

POLICY #	DETAILS
9.2	Digital Formatting of Information For easy downloading and printing of information, QPTC uses pdf format.
9.2.1	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 • Membership Application Form • Newsletters
9.3	Member-Only Access to Information The Executive is responsible for designating what information is available to members or the general public.
9.3.1	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: <ol style="list-style-type: none"> a) the Member's name must be added to the membership list by the Membership Director, and b) the Member must register his/her own personal password.
9.3.2	"Members" Section on Website The login and password to access this information is provided for members on the annual "Rules and Information Sheet". Membership Lists provide only the individual's name and contact numbers as provided by the member.
9.4	Communication with Members 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. Email updates are provided, at times, to members.
9.5	Contact with Executive Members A contact page on our website is available to web users who wish to communicate via email with the Executive.
9.6 **	Social Media Facebook account is <i>QuakerParkTennisClub</i> . Twitter account is <i>@QPTennisclub</i>

QPTC Policies continued...

<i>POLICY #</i>	<i>DETAILS</i>
	<p>The Executive determine if the utilization of social media is in the best interest of the club and its members.</p> <p>When social media is utilized, the Executive are responsible for authorizing a member as the lead.</p>