



TOURNAMENT APPLICATION GUIDE

Updated June 2021

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PART I

TOURNAMENT SANCTIONING AGREEMENT

1. Definitions

ITF means the International Tennis Federation.

JMPR means Junior Masters Points Race.

KMT means Kiwi Money Tournaments.

NZTE means New Zealand Tennis Entities and comprises TNZ, all Tennis Regions, all Tennis Associations, all Affiliates (each as defined in the Constitution of TNZ) and all member clubs, affiliates and sub-associations of each such Tennis Region, Tennis Association and Affiliate.

NZTUA means New Zealand Tennis Umpires Association.

Official means a Referee, Court Supervisor or Chair Umpire.

Precinct means the event venue (e.g. courts and clubhouse) including its immediate surrounds (e.g. venue car park).

Region means the governing body for tennis in each area of New Zealand as defined in the Constitution of TNZ.

Tennis Association means a tennis association which is a member of, or is affiliated to, a Region.

Tennis New Zealand or TNZ means Tennis New Zealand Incorporated (215373).

Team Event means a team orientated tournament. Unless otherwise stated, teams represent Regions or areas of New Zealand. In some instances, other Tennis Federations are invited and therefore will also be represented.

Tier 1, Tier 2 or Tier 3 means a category of the Junior Masters Points Race.

Tournament means a sanctioned championship, tournament, team event or challenge match.

WTT means the ITF World Tennis Tour and can be accompanied by J (Junior tournament), 15k (\$15,000 tournament) or 25k+ (\$25,000 and above tournaments).

2. Tournament Sanctioning Agreement

- 2.1. An NZTE may apply to Tennis New Zealand to host a sanctioned event. Only Tennis New Zealand sanctioned events will be included in Tennis New Zealand results submitted to MatchHub.
- 2.2. By submitting an application and receiving confirmation of its approval, the NZTE agrees to all conditions outlined in this document and the sanctioning requirements specific to the type and level of the event. This may include payment to Tennis New Zealand of a small fee.
Note: Tournament Planner license fees remain unchanged for 2021
- 2.3. The Tournament Director will submit a valid Police Vetting Check during the application process. The vet must be completed by Tennis NZ as an approved agency.
Note: this process can take up to 28 working days and will need to be completed before sanctioning can be approved
- 2.4. The event will be conducted under the current Tennis New Zealand Code of Behaviour.
- 2.5. The event will be conducted using the Tennis New Zealand approved tournament software, Tournament Planner, and input all information into the programme. This may include payment to Tennis New Zealand of a small fee.
Note: Tournament Planner license fees remain unchanged for 2021 – \$108
- 2.6. All information collected within an event file will be used only for that event, and not stored for future use unless otherwise consented. This includes all draws, results, match times and player information such as full names, current membership IDs, date of births, phone numbers and email addresses.
- 2.7. Match results will be published within Tournament Planner at the conclusion of play on each tournament day. Where possible a publish should be completed throughout the day at suitable intervals also.
- 2.8. A completed event file must be published within Tournament Planner no later than 5pm the day after the conclusion of the event.
- 2.9. The event will be the financial responsibility of the approved NZTE, and Tennis New Zealand is released from any costs, losses, expenses and claims associated with the event, unless otherwise agreed, in writing, with Tennis New Zealand.

- 2.10. Intellectual property for Kiwi Money Tournaments and Junior Masters Tournaments, can be used for any marketing collateral produced for the event.
- 2.11. Tennis New Zealand reserve the right to enter national sponsorship arrangements for events, including but not limited to Kiwi Money Tournaments and Junior Masters Tournaments. Events being conducted under these categories will include any sponsor requirements, unless a direct conflict occurs with the NZTEs current sponsors. Tennis New Zealand may excuse the event where this occurs upon application.

3. Health & Safety and Duty of Care

- 3.1. A sanctioned event and its Tournament Director will endeavour to
- run the event in a safe and secure environment, including the Tennis NZ Heat Policy
 - comply with all Health & Safety regulations for the event precinct
 - create a competitive and enjoyable environment for players to compete
- 3.2. All duty of care of juniors remains with parent and/or caregiver. Tournament personnel and/or venue staff are not responsible for players during any period of the tournament.

4. Betting Activity

- 4.1. Under no circumstance are any Tennis New Zealand sanctioned events to be involved in any form of betting activity, unless under the direct approval and supervision of Tennis New Zealand.

5. Categories of Tournaments

- 5.1. National Championships are designed to crown a National Champion of New Zealand. These tournaments are conducted by TNZ and have restricted draw sizes which are specified in each tournament fact sheet. These events include:
- New Zealand Championships
 - New Zealand Junior Championships – 12U, 14U, 16U and 18U
 - National Junior Teams Event
- 5.2. Junior Masters Points Race tournaments are designed to give juniors a clear competitive pathway. These tournaments provide competitive matches for junior players of all standards and have four (4) categories of JMPR event:
- Points Race Finals – invitation only event conducted by TNZ
 - Tier 1 – Kiwi Junior Championships conducted by TNZ

- Tier 2 – one (1) per Region conducted by the Region
 - Tier 3 – nine (9) per Region conducted by NZTEs
- 5.3. Kiwi Money Tournaments are designed to be ‘Open’ events and provide competitive matches for players of all standards. KMTs have two (2) categories of event:
- 6k – Canterbury and Auckland Championships conducted by the Region
 - 2k – local events conducted by NZTEs
- 5.4. ITF World Tennis Tour are tournaments designed to give juniors and adults the opportunity to compete on the international professional pathway. These tournaments are conducted using restricted draw sizes and are sanctioned by the ITF. There are three (3) categories of the WTT:
- Junior – Grade 2, Grade 3, Grade 4 and Grade 5 events conducted by NZTEs
 - 15k – \$15,000 prize money conducted by TNZ
 - 25k+ – \$25,000 prize money and above conducted by TNZ

Note: ITF WTT events are conducted under regulations set by the ITF in addition to these Tournament Regulations

- 5.5. Other tournaments may be sanctioned by TNZ and could be any of the following category of event:
- Graded tournaments
 - Club Championships
 - Region/Association Closed Championships
 - Region/Association Teams Events
 - Region/Association Representative Fixtures
 - Other match-play opportunities

6. Tournament Staff

All sanctioned events

- 6.1. Tournament Director/Tournament Control/Player Services
Designated to administer the tournament. See Attachment 2 – Tournament Director Roles and Responsibilities.
- 6.2. Tournament Referee/Assistant Referee
Ensures the Code of Behaviour is upheld by all players and is the sole authority for decisions regarding the Tournament Regulations. See Attachment 3 – Tournament Officials Roles and Responsibilities.
- 6.3. Court Supervisor

Assists the Tournament Referee by ensuring the Code of Behaviour is upheld by all players. See Attachment 3 – Tournament Officials Roles and Responsibilities.

- 6.4. **Tournament Stringer**
Host venue shall have a stringer on-site at all times during play, or access to off-site stringers for the duration of the tournament.
- 6.5. **Health Providers**
Host venue shall have contact details of local medical centre and physiotherapist available at the tournament desk.

Junior Masters Tier 1, Kiwi Money Tournaments, National Championships and World Tennis Tour events

- 6.6. **Tournament Physio (not required at KMT events)**
Ensures the playing health of all players. Available on-site during all days and at all times during play.
- 6.7. **Chair Umpire**
Controls all matters of the match they are allocated to. See Attachment 3 – Tournament Officials Roles and Responsibilities.
- 6.8. **Line Umpire**
Call all balls on the line they are allocated to. See Attachment 3 – Tournament Officials Roles and Responsibilities.
- 6.9. **Chief Umpire**
Coordinates Chair and Line Umpire assignments where applicable.

PART II

SANCTIONING APPLICATION

7. Process

Each step of the sanctioning process must be completed before the next part can be completed. The full process is as follows:

- NZTE completes online application
- Organiser to submit a Police Vetting form to Tennis NZ (may take up to 28 days)
- Tennis NZ consult with Organiser regarding event
- Regional confirmation of event dates
- Tennis NZ confirmation of sanctioning
- Tennis NZ to create and send the Tournament Planner file
- Tennis NZ to add the event to the online tournament calendar
- NZTUA consult with Organiser regarding Officials

8. Online Application

Each sanctioned event will be applied for and approved online at the below link:

<https://forms.office.com/r/Pguh1UsRBx>

Tournament Details

Before completing this link, ensure all details are confirmed. These are:

- Tournament Name, along with any naming right sponsors
- Tournament Type – Kiwi Money Tournament, Junior Masters Points Race, Graded, Association/Closed, or Schools (Primary/Intermediate/Secondary)
- Which events – ages, singles only, singles and doubles
- Event start and finish date
- Organisers contact details
- Venue address and details

Organiser Requirements – Police Vetting

To contribute to a safe and secure tennis environment, Tennis New Zealand requires all sanctioned event organisers to undergo a New Zealand police vetting check every three years. This is completed by Tennis New Zealand at no cost.

As part of the current process, the tournament organiser will be required to agree to authorise Tennis New Zealand to have the right to provide the details of any police vet report 'released with results' to relevant personnel at the individual's event location as per the application and their governing Tennis Association or Region.

The specifics of the report or record will be kept confidential to the Tennis New Zealand senior leadership team, and any clubs, Associations or Regions that engage the services of the individual.

The current vetting policy/procedure can be found here:

<https://tennis.kiwi/about-us/policies-and-reports/>

Consultation with Tennis New Zealand

Upon submission of the online application, Tennis New Zealand will contact the organiser to discuss the event and ensure all planning is suitable for the desired outcomes.

Approval by Region

Upon submission of the online application, Tennis New Zealand will contact the Region the event is to be held in. The Region will confirm the dates of the event fit in with other events within the Region.

9. Confirmation of Sanctioning

Upon confirmation of sanctioning from Tennis New Zealand, the organiser will receive an email stating the event dates and type of event to be sanctioned and the Tournament Planner file.

Tennis New Zealand Calendar

The event will be added to the Tennis New Zealand online calendar where players view all upcoming events and details. Tennis New Zealand will be in contact with the tournament organiser to ensure all relevant event details are displayed on the calendar.

Tournament Planner File

Refer to the Tournament Planner – Quick Start Guide to publish and setup online entry payments on the Tennis New Zealand tournament website.

Attachment 1a

Minimum Requirement matrix – Junior Masters and National Junior Championships

Junior Tournaments	Junior Masters Tier 3	Junior Masters Tier 1 & 2	National Championships	ITF Junior
Age Eligibility				
Age as at	Last day of event month	31 st December of year	31 st December of year	ITF Regulations
Number of age groups	2 maximum*	1 age group	n/a	ITF Regulations
*minimum match numbers are met and reviewed annually				
Administration Timeline				
Entries Open Online*	6 weeks	Tier 1 – 12 weeks Tier 2 – 8 weeks	1 October	ITF Regulations
Closing Date*	1 week	Tier 1 – 6 weeks Tier 2 – 2 weeks	6 weeks	ITF Regulations
Late Entry Close Date*	n/a	Tier 1 – 5 weeks Tier 2 – 10 days	5 weeks	ITF Regulations
Withdrawal deadline	4 days	Tier 1 – 2 weeks Tier 2 – 7 days	2 weeks	ITF Regulations
Acceptance List Released	n/a	Tier 1 – 2 weeks Tier 2 – 6 days	2 weeks	ITF Regulations
Seeds Released	3 days	3 days	3 days	ITF Regulations
Draws Released	2 days	Tier 1 – 1 day Tier 2 – 3 days	1 day	ITF Regulations
*All entries must be made online and payments made through PayPal				
Entry Fee (per event)				
PayPal – setup cost	Approx. \$44	Approx. \$44	Approx. \$44	n/a
PayPal – transaction cost	3%	3%	3%	n/a
Singles and Doubles	\$60 maximum	Tier 1 – \$90 – one age only Tier 2 – \$60 – one age only	\$90	ITF Regulations
Entry Fee Refunds				
Before withdrawal deadline	Full refund	Full refund	Full refund	n/a

After withdrawal deadline	50% refund or full refund with Medical Certificate	50% refund or full refund with Medical Certificate	50% refund or full refund with Medical Certificate	n/a
After draws released and before first match	No refund or 50% refund with Medical Certificate	No refund or 50% refund with Medical Certificate	No refund or 50% refund with Medical Certificate	No refund
After commencement of tournament	Event preference	No refund	No refund	No refund
Officials/Personnel				
Tournament Director (desk)	1 per day	1 per day (same person each day)	1 per day (same person each day)	1 per day (same person each day)
Referee (court side)	1 per day	1 per day (same person each day)	1 per day (same person each day)	1 ITF White Badge
Supervisors – Regions	1 per 6 courts (incl. Ref)	1 per 6 courts (incl. Ref)	1 per 4 courts (incl. Ref)	1 per 4 courts
Supervisors – Assoc./Clubs	n/a	n/a	n/a	n/a
Chair Umpire	n/a	Singles Finals	Singles Semi-Finals and Final Doubles Final	Singles Semi-Finals and Final Doubles Final
Line Umpire	n/a	1 per Chair Umpire	2 per Chair Umpire	2 per Chair Umpire
Physiotherapist	n/a	1 per day	1 per day	1 per day
Scoring				
Main Draw Singles	2 tiebreak sets+match TB	3 tiebreak sets	3 tiebreak sets	ITF Regulations
3 rd -4 th Play-Off Singles	2 tiebreak sets+match TB	3 tiebreak sets	3 tiebreak sets	n/a
5 th -8 th Play-Off Singles	2 tiebreak sets+match TB	2 tiebreak sets+match TB	2 tiebreak sets+match TB	n/a
Consolation Singles	2 tiebreak sets+match TB	2 tiebreak sets+match TB	2 tiebreak sets+match TB	2 tiebreak sets+match TB
Main Draw Doubles	2 tiebreak sets+match TB	2 tiebreak sets+match TB	2 tiebreak sets+match TB	ITF Regulations
Balls				
Main Draw Singles	2 new balls	2 new balls +2 new 3 rd set	3 new balls +3 new 3 rd set	3 new balls +3 new 3 rd set
3 rd -4 th Play-Off Singles	2 new balls	2 new balls +2 new 3 rd set	3 new balls +3 new 3 rd set	n/a
5 th -8 th Play-Off Singles	2 new balls	2 new balls	3 new balls	n/a
Consolation Singles	2 good quality used balls	2 good quality used balls	3 new balls	2 new balls
Main Draw Doubles	2 new balls	2 new balls	3 new balls	3 new balls
Court Surface				
Main Draw Singles	Hard court preferred	Hard court	Hard court	Hard court
3 rd -4 th Play-Off Singles	Various surfaces	Hard court	Hard court	n/a

5 th -8 th Play-Off Singles	Various surfaces	Hard court	Hard court	n/a
Consolation Singles	Various surfaces	Various surfaces	Hard court	Hard court
Main Draw Doubles	Hard court preferred	Hard court	Hard court	Hard court
Trophies/Prizes				
Singles Winner	Medallion/trophy/prize	Trophy – Ops/Tennis NZ approved	Trophy – Tennis NZ organised	Trophy – Tennis NZ organised
Singles Finalist	Medallion/trophy/prize	Trophy – Ops/Tennis NZ approved	Trophy – Tennis NZ organised	Trophy – Tennis NZ organised
Doubles Winner	Medallion/trophy/prize	Trophy – Ops/Tennis NZ approved	Trophy – Tennis NZ organised	Trophy – Tennis NZ organised
Doubles Finalist	Medallion/trophy/prize	Trophy – Ops/Tennis NZ approved	Trophy – Tennis NZ organised	Trophy – Tennis NZ organised
Consolation Winner	Event preference	Event preference	n/a	n/a
Scheduling Rest – same day				
Singles less than 2 hours	30 minutes rest	45 minutes rest	45 minutes rest	ITF Regulations
Singles between 2- 3 hours	45 minutes rest	1 hour rest	1 hour rest	ITF Regulations
Singles more than 3 hours	1 ½ hours rest	1 ½ hours rest	1 ½ hours rest	ITF Regulations
Doubles less than 3 hours	30 minutes rest	30 minutes rest	30 minutes rest	ITF Regulations
Doubles more than 3 hours	1 hour rest	1 hour rest	1 hour rest	ITF Regulations
Scheduling – latest possible start time				
12U & 14U	6pm	6pm	6pm	n/a
16U & 18U	7pm	7pm	7pm	ITF Regulations
Scheduling Rest – between match days				
All ages	10 hours	12 hours**	12 hours**	ITF Regulations
**minimum of 10 hours if play is delayed due to inclement weather				
Scheduling – maximum matches per day (match tiebreak is not a set)				
Singles only	3 matches	3 matches	3 matches	ITF Regulations
Singles and Doubles	3 Singles + 2 Doubles	2 MD Singles + 2 Doubles 3 Singles + 2 Doubles	2 MD Singles + 1 Doubles 2 Singles + 2 Doubles	ITF Regulations
Doubles only	3 matches	3 matches	3 matches	ITF Regulations
Venue Equipment Requirements				
Internet for Officials	Preferred	Required – reliable	Required – reliable	Required – reliable

Live Scoring	n/a	Preferred	Required	Required
Court score boards	Preferred	Required	Required	Required
Player Name Plates	Preferred	Required – Main Draw	Required	Required
Tournament TV	Preferred	Required	Required	Required
PA System	Preferred	Required	Required	Required
Singles Sticks	Required	Required	Required	ITF Regulations
Canteen	Required – basic	Required – healthy	Required – healthy	ITF Regulations
Water Bottles/Fountains	Preferred – filtered	Required – filtered	Required – filtered	ITF Regulations
Quality of court surface	Safe and clean	Safe and clean	Recently resurfaced or professionally cleaned	Recently resurfaced or professionally cleaned
Player Requirements				
Internet for players	Preferred	Preferred	Preferred	ITF Regulations
Practice Balls	Preferred	Preferred	Preferred	ITF Regulations
Restringing service	Preferred	Required	Required	ITF Regulations
Communications				
Texts	Preferred	Required – tournament mobile	Required – tournament mobile	Required – tournament mobile
Emails – daily email	Preferred	Required – tournament mobile	Required – tournament mobile	Required – tournament mobile

Attachment 1b

Minimum Requirement matrix – Graded Events and Kiwi Money Tournaments

	Graded Events	KMT 2K	KMT 3K	KMT 6K
Age Eligibility				
Age as at	Last day of event month	n/a	n/a	n/a
Number of age groups	Event preference	n/a	n/a	n/a
Administration Timeline				
Entries Open Online*	Event preference	6 weeks	6 weeks	6 weeks
Closing Date*	Event preference	2 weeks	2 weeks	2 weeks
Late Entry Close Date*	Event preference	10 days	10 days	10 days
Withdrawal deadline	Event preference	7 days	7 days	7 days
Acceptance List Released	Event preference	6 days	6 days	6 days
Seeds Released	Event preference	4 days	4 days	4 days
Draws Released	2 days	3 days	3 days	3 days
*All entries must be made online and payments made through PayPal				
Entry Fee (per event)				
PayPal – setup cost	Event preference	Approx. \$44	Approx. \$44	Approx. \$44
PayPal – transaction cost	Event preference	3%	3%	3%
Singles only	Event preference	\$55 maximum	\$55 maximum	\$70 maximum
Singles and Doubles	\$50 maximum	n/a	n/a	n/a
Entry Fee Refunds				
Before withdrawal deadline	Event preference	Full refund	Full refund	Full refund
After withdrawal deadline	Event preference	50% refund or full refund with Medical Certificate	50% refund or full refund with Medical Certificate	50% refund or full refund with Medical Certificate
After draws released and before first match	Event preference	No refund or 50% refund with Medical Certificate	No refund or 50% refund with Medical Certificate	No refund or 50% refund with Medical Certificate
Officials/Personnel				
Tournament Director (desk)	1 per day	1 per day (same person each day)	1 per day (same person each day)	1 per day (same person each day)

Referee (court side)	1 per day	1 per day (same person each day)	1 per day (same person each day)	1 per day (same person each day)
Supervisors – Regions	Event preference	1 per 6 courts (incl. Ref)	1 per 6 courts (incl. Ref)	1 per 4 courts (incl. Ref)
Supervisors – Assoc./Clubs	Event preference	1 per 6 courts (incl. Ref)	1 per 6 courts (incl. Ref)	n/a
Chair Umpire	Event preference	Singles Finals	Singles Finals	Singles Semi-Finals and Finals
Line Umpire	Event preference	1 per Chair Umpire	1 per Chair Umpire	2 per Chair Umpire
Scoring				
Main Draw Singles	2 tiebreak sets+match TB	3 tiebreak sets	3 tiebreak sets	3 tiebreak sets
3 rd -4 th Play-Off Singles	Event preference	n/a	n/a	n/a
5 th -8 th Play-Off Singles	Event preference	n/a	n/a	n/a
Consolation Singles	Event preference	2 tiebreak sets+match TB	2 tiebreak sets+match TB	2 tiebreak sets+match TB
Main Draw Doubles	2 tiebreak sets+match TB	n/a	n/a	n/a
Balls				
Main Draw Singles	2 new balls	3 new balls +3 new 3 rd set	3 new balls +3 new 3 rd set	3 new balls +3 new 3 rd set
3 rd -4 th Play-Off Singles	Event preference	n/a	n/a	n/a
5 th -8 th Play-Off Singles	Event preference	n/a	n/a	n/a
Consolation Singles	Event preference	2 new balls	2 new balls	2 new balls
Main Draw Doubles	Event preference	n/a	n/a	n/a
Court Surface				
Main Draw Singles	Various surfaces	Hard court	Hard court	Hard court
3 rd -4 th Play-Off Singles	Various surfaces	n/a	n/a	n/a
5 th -8 th Play-Off Singles	Various surfaces	n/a	n/a	n/a
Consolation Singles	Various surfaces	Hard court	Hard court	Hard court
Main Draw Doubles	Various surfaces	n/a	n/a	Hard court
Trophies/Prizes/Prizemoney				
Singles Winner	Event preference	\$500	\$800	\$1400
Singles Finalist	Event preference	\$250	\$400	\$700
Singles Semi-Finalists	Event preference	\$100	\$150	\$250
Singles Quarter-Finalists	Event preference	n/a	n/a	\$100
Doubles Winner	Event preference	n/a	n/a	n/a
Doubles Finalist	Event preference	n/a	n/a	n/a

Consolation Winner	Event preference	n/a	n/a	n/a
Scheduling Rest – same day				
Singles less than 2 hours	30 minutes rest	45 minutes rest	45 minutes rest	60 minutes rest
Singles between 2- 3 hours	45 minutes rest	60 minutes rest	60 minutes rest	1 ½ hours rest
Singles more than 3 hours	1 ½ hours rest	1 ½ hours rest	1 ½ hours rest	2 hours rest
Doubles less than 3 hours	30 minutes rest	n/a	n/a	n/a
Doubles more than 3 hours	1 hour rest	n/a	n/a	n/a
Scheduling – latest possible start time				
12U & 14U	6pm	n/a	n/a	n/a
16U & 18U	7pm	n/a	n/a	n/a
Scheduling Rest – between match days				
All events/ages	10 hours	10 hours	10 hours	10 hours
Scheduling – maximum matches per day (match tiebreak is not a set)				
Singles only	3 matches	3 matches	3 matches*	2 matches**
Singles and Doubles	3 Singles + 2 Doubles	n/a	n/a	n/a
Doubles only	3 matches	n/a	n/a	n/a
*if a 24 or 32 draw, 3 matches cannot be Round 16, QF and SF				
**where possible, SF and F should be on separate days				
Venue Equipment Requirements				
Internet for Officials	n/a	Preferred	Required – reliable	Required – reliable
Live Scoring	n/a	n/a	Preferred	Required
Court score boards	Preferred	Preferred	Required	Required
Player Name Plates	n/a	Preferred	Required – Main Draw	Required
Tournament TV	n/a	Preferred	Required	Required
PA System	Preferred	Preferred	Required	Required
Singles Sticks	Preferred	Required	Required	Required
Canteen	Preferred	Required – basic	Required – healthy	Required – healthy
Water Bottles/Fountains	Preferred	Preferred – filtered	Required – filtered	Required – filtered
Quality of court surface	Safe and clean	Safe and clean	Safe and clean	Recently resurfaced or professionally cleaned
Player Requirements				
Internet for players	n/a	Preferred	Preferred	Preferred

Practice Balls	Preferred	Preferred	Preferred	Preferred
Restringing service	Preferred	Required	Required	Required
Communications				
Texts	Event preference	Preferred	Preferred	Preferred
Emails – daily email	Event preference	Preferred	Preferred	Preferred

Tournament Team Roles, Responsibilities and Attributes

Tournament Director

1. Responsibility

- 1.1. The Tournament Director is designated to administer all aspects of the tournament. This includes but is not limited to:
 - Event liaison with TNZ
 - Delivery of the tournament to a high standard, ensuring minimum requirements are met
 - All tasks specific to the host venue
 - All financial items including collection of entry fees, payment of invoices etc.
 - All media relations, promotion and sponsorship
 - Coordination of prize/trophies/prize money
- 1.2. They must be on-site throughout the whole tournament, or appoint a capable deputy if circumstances arise when they must be away from the venue.
- 1.3. They must not go on court during a match (including warm-up) in order to make decisions based on rules or procedures, or otherwise become involved in any Code of Behaviour matter.

2. Roles

- 2.1. Before the Tournament
 - Ensure a complete fact sheet is produced and appropriately displayed on the TNZ Tournament Calendar and that this fact sheet is modified if and when required
 - Be responsible for the promotion of the event
 - Set up a Tournament Planner (TP) file and publish only with appropriate entry and withdrawal deadlines
 - Publish the TP file regularly, ensuring accepted Doubles pairings and withdrawn players are displayed
- 2.2. During the Tournament
 - Responsible for the administration of the Tournament Desk
 - Maintain the TP file during play ensuring all results are input accurately throughout the day

- Publish the TP file regularly, ensuring any changes to draws or match times (including weather delays) are noted
- Be ready to assist in solving any issues related to the organisation of the tournament, players, coaches, Officials, media and spectators
- Maintain a continuous dialogue with the Tournament Referee

2.3. After the Tournament

- Publish the TP file including all scores
- Submit any Code of Behaviour violations to TNZ
- Ensure all necessary entry fee refunds are appropriately processed

3. Attributes

- Knowledge of Tournament Planner software
- Knowledge of tournaments operations
- Knowledge of the Rules of Tennis
- Experienced in public relations and public speaking
 - Confident in speeches and prizegiving situations
- Understand the relevant player group and how to communicate with them
 - New tournament players, competitive/experienced juniors, adults, professionals etc.
- Experienced in written and oral business communications
 - Confident in writing daily emails
- Sound organisational, planning and prioritisation skills
 - Remains calm, personable and approachable when under pressure
- Sound service and customer focused attitude
 - Players/coaches having a positive experience is the priority
- Effective interpersonal skills with the ability to work well with all stakeholders
 - Able to lead the tournament team to achieve desired outcomes
- Maintain a positive professional image throughout the tournament
 - Appropriate dress
- Continue to innovate and improve player experiences

Tournament Controller

1. Responsibility

- 1.1. The Tournament Controller is designated to administer all aspects of the tournament desk at the direction of the Tournament Director.

- 1.2. They should be on-site for the busiest days of the tournament, determined by the Tournament Director. It is recommended that the same Tournament Controller be available each day.

2. Roles

- 2.1. During the Tournament:
 - Being knowledgeable to answer questions from players/parents/coaches regarding scheduling, match plans and general operations of the tournament
 - Calling players/matches
 - Communicating with Tournament Officials and Staff
 - Coordinating scorecards and balls

3. Attributes

- Knowledge of Tournament Planner software
- Knowledge of tournaments operations
- Understand the relevant player group and how to communicate with them
 - New tournament players, competitive/experienced juniors, adults, professionals etc.
- Sound service and customer focused attitude
 - Remains calm, personable and approachable when under pressure
 - Players/coaches having a positive experience is the priority
- Effective interpersonal skills with the ability to work well with all stakeholders
 - Able to be a member of the tournament team to achieve desired outcomes
- Maintain a positive professional image throughout the tournament
 - Appropriate dress
- Generally improve player experiences

Tournament Officials Roles, Responsibilities and Attributes

Tournament Referee

1. Responsibility

- 1.1. They ensure a fair and enjoyable environment for all players.
- 1.2. Have overall responsibility for the behaviour of all players, coaches, parents and other patrons during the event.
- 1.3. They must be on-site throughout the whole tournament, or appoint a capable deputy if circumstances arise when they must be away from the venue.
- 1.4. They are the final authority on all decisions regarding Tournament Regulations, Rules of Tennis and the Code of Behaviour.

2. Roles

- 2.1. Before the tournament:
 - Ensure the venue is suitable for play and that all facilities provide a safe environment for all players and other stakeholders
- 2.2. During the tournament:
 - Resolve any disputes between players in matches played without a Chair Umpire
 - Ensure consistent application of the Rules of Tennis and the Code of Behaviour amongst Court Supervisors
 - Rule on matters in relation to the interpretation of the Rules of Tennis
 - Be ready to assist in solving any issues related to the organisation of the tournament, players, coaches, Officials, media and spectators
 - Maintain a continuous dialogue with the Tournament Director
 - Ensure the tournament meets minimum requirements based on the category of event
 - Default a player who is not ready to play when called upon
 - Postpone play due to condition of a court, darkness or inclement weather
- 2.3. Events/matches with appointed Chair Umpires:
 - Liaise and assign Chair and Line Umpires to appropriate matches

- Consider thoroughly a player request for the removal of a Chair or Line Umpire, in fairness to both players
- Support any decision of a Chair Umpire on a question of fact
- Decide on any point of tennis law on appeal from a player

3. Attributes

- Be a current member of New Zealand Tennis Umpires and have the appropriate accreditation for the tournament
- Knowledge of the Rules of Tennis
 - Able to make quick, accurate decisions
- Remains calm, personable and approachable when under pressure
 - Able to take responsibility for their actions
- Experienced in public relations and public speaking
- Experienced in written and oral business communications
- Sound organisational, planning and prioritisation skills
 - Remains calm, personable and approachable when under pressure
- Sound service and customer focused attitude
 - Players/coaches having a positive experience is the priority
- Effective interpersonal skills with the ability to work well with all stakeholders
 - Able to lead the Officiating team to achieve desired outcomes
- Maintain a positive professional image throughout the tournament
 - Appropriate dress

Court Supervisor

1. Responsibility

- 1.1. They support the Referee in their efforts to provide a fair and enjoyable environment for all players.
- 1.2. They must be on-site throughout all appointed days of the tournament.
- 1.3. They are an authority when applying the Code of Behaviour.
- 1.4. A Court Supervisor must be a current member of New Zealand Tennis Umpires and have the appropriate accreditation for the tournament.

2. Roles

- 2.1. Before the tournament:

- Ensure the venue is suitable for play and that all facilities provide a safe environment for all players and other stakeholders

2.2. During the tournament:

- Resolve any disputes between players in matches played without a Chair Umpire
- Be ready to assist in solving any issues related to the organisation of the tournament, players, coaches, Officials, media and spectators
- Maintain a continuous dialogue with the Tournament Referee
 - Refer serious matters, questions regarding the draw, seeding, court allocations and scheduling, to the Tournament Referee

3. Attributes

- Knowledge of the Rules of Tennis
 - Able to make quick, accurate decisions
- Remains calm, personable and approachable when under pressure
 - Able to take responsibility for their actions
- Sound service and customer focused attitude
 - Players/coaches having a positive experience is the priority
- Effective interpersonal skills with the ability to work well with all stakeholders
 - Able to work as part of the Officiating team to achieve desired outcomes
- Maintain a positive professional image throughout the tournament
 - Appropriate dress

ITF (Junior and Pro) Team Roles, Responsibilities and Attributes

ITF Supervisor – Junior

1. Responsibility

- 1.1. The ITF Supervisor is designated to administer all aspects of the draws, daily schedules and ensure the rules of tennis are upheld.

NOTE: a detailed responsibility list can be found in the ITF Duties and Responsibilities for Officials document

2. Roles

NOTE: a detailed roles list can be found in the ITF Duties and Responsibilities for Officials document

3. Attributes

- Be a current member of New Zealand Tennis Umpires (for New Zealand Officials)
- Have a minimum of an ITF White Badge Referee certification
- Knowledge of the Rules of Tennis
 - Able to make quick, accurate decisions
- Remains calm, personable and approachable when under pressure
 - Able to take responsibility for their actions
- Experienced in public relations and public speaking
- Experienced in written and oral business communications
- Sound organisational, planning and prioritisation skills
 - Remains calm, personable and approachable when under pressure
- Sound service and customer focused attitude
 - Players/coaches having a positive experience is the priority
- Effective interpersonal skills with the ability to work well with all stakeholders
 - Able to lead the Officiating team to achieve desired outcomes
- Maintain a positive professional image throughout the tournament
 - Appropriate dress

ITF Supervisor – Pro

1. Responsibility

- 1.1. The ITF Supervisor is designated to administer all aspects of the draws, daily schedules and ensure the rules of tennis are upheld.

NOTE: a detailed responsibility list can be found in the ITF Duties and Responsibilities for Officials document.

2. Roles

NOTE: a detailed roles list can be found in the ITF Duties and Responsibilities for Officials document.

3. Attributes

- Be a current member of New Zealand Tennis Umpires (for New Zealand Officials)
- Have a minimum of an ITF Silver Badge Referee certification
- Knowledge of the Rules of Tennis
 - Able to make quick, accurate decisions
- Remains calm, personable and approachable when under pressure
 - Able to take responsibility for their actions
- Experienced in public relations and public speaking
- Experienced in written and oral business communications
- Sound organisational, planning and prioritisation skills
 - Remains calm, personable and approachable when under pressure
- Sound service and customer focused attitude
 - Players/coaches having a positive experience is the priority
- Effective interpersonal skills with the ability to work well with all stakeholders
 - Able to lead the Officiating team to achieve desired outcomes
- Maintain a positive professional image throughout the tournament
 - Appropriate dress

Assistant Referee – Pro

1. Responsibility

- 1.1. The Assistant Referee is designated to assist the Tournament Supervisor in the delivery and management of the tournament.

2. Roles

- 2.1. The Assistant Referee is to assist the Tournament Supervisor in any tasks that are assigned to them.

NOTE: a detailed roles list can be found in the ITF Duties and Responsibilities for Officials document.

3. Attributes

- Be a current member of New Zealand Tennis Umpires (for New Zealand Officials)
- Have a minimum of an ITF White Badge Referee certification
- Knowledge of the Rules of Tennis
 - Able to make quick, accurate decisions
- Remains calm, personable and approachable when under pressure
 - Able to take responsibility for their actions
- Experienced in public relations
- Experienced in written and oral business communications
- Sound organisational, planning and prioritisation skills
 - Remains calm, personable and approachable when under pressure
- Sound service and customer focused attitude
 - Players/coaches having a positive experience is the priority
- Effective interpersonal skills with the ability to work well with all stakeholders
 - Able to lead the Officiating team to achieve desired outcomes
- Maintain a positive professional image throughout the tournament
 - Appropriate dress

Chief Umpire – Pro

1. Responsibility

- 1.1. The Chief Umpire is designated to administer all aspects of the on-court Officials at the tournament.
- 1.2. They must be on-site throughout the relevant days that the tournament has Chair and/or Line Umpires.

- 1.3. They are the final authority on all decisions regarding court and team assignments.

2. Roles

NOTE: a detailed roles list can be found in the ITF Duties and Responsibilities for Officials document

3. Attributes

- Be a current member of New Zealand Tennis Umpires (for New Zealand Officials)
- Have a minimum of an ITF White Badge Chief Umpire certification
- Remains calm, personable and approachable when under pressure
 - Able to take responsibility for their actions
- Experienced in public relations
- Experienced in written and oral business communications
- Sound organisational, planning and prioritisation skills
 - Remains calm, personable and approachable when under pressure
- Sound service and team focused attitude
 - Officials having a positive experience is the priority
- Effective interpersonal skills with the ability to work well with all stakeholders
 - Able to lead the Officiating team to achieve desired outcomes
- Maintain a positive professional image throughout the tournament
 - Appropriate dress

Player Services Coordinator – Junior and Pro

1. Responsibility

- 1.1. Player Services are designated to assist players/coaches/parents in all areas around of the tournament. They are the main point of contact on-site for players/coaches/parents
- 1.2. They should be on-site for the busiest days of the tournament, determined by the Tournament Director. It is recommended that the same Player Services Coordinator be available each day.

2. Roles

- 2.1. Before the tournament (if requested):
 - Create court hire booking system
 - Manage accommodation bookings
 - Create player contact list

- 2.2. During the Tournament:
 - Manage practice court bookings and practice ball allocation
 - Manage transport and accommodation bookings
 - Being knowledgeable to answer questions from players/parents/coaches regarding accommodation, transport, racket restringing, hitting partner requests and general local knowledge of the host region

3. Attributes

- Remains calm, personable and approachable when under pressure
 - Able to take responsibility for their actions
- Experienced in public relations
- Experienced in written and oral business communications
- Sound organisational, planning and prioritisation skills
 - Remains calm, personable and approachable when under pressure
- Sound service and customer focused attitude
 - Remains calm, personable and approachable when under pressure
 - Players/coaches having a positive experience is the priority
- Effective interpersonal skills with the ability to work well with all stakeholders
 - Able to be a member of the tournament team to achieve desired outcomes
- Maintain a positive professional image throughout the tournament
 - Appropriate dress
- Generally improve player experiences