



Cintra Park Tennis & Sports Centre Competition Policy

1. Punctuality

It is essential for players to be punctual and commence play on time with minimal delays and disruption to play. Not only must play be completed by the competitions scheduled finish time, but also out of respect to your opponents to not keep them waiting unnecessarily.

a) Definition

A 'rubber' in the context of below refers to a set in the Tuesday Competition, or a match in the Wednesday and Friday Competition.

b) Commencing Play

Players are to arrive on time and must be ready to step on court at the scheduled start time. Pre-match warmups should be limited to 5 minutes. If a player/team is not ready to commence the match **15 minutes** from the scheduled start time, the competition administrator may at their discretion penalise the offending team a rubber, and penalise an additional rubber for every 15 minutes that play has not commenced.

c) Commencement of Subsequent Rubbers

Upon the completion of a rubber, the next rubber should commence after no more than **5 minutes**, and will be subject to the same penalties. At the discretion of the competition administrator and subject to availability, extra courts may be provided to assist finishing by the scheduled time. Play must cease and remaining rubbers will be marked as 'incomplete' if the scheduled time has elapsed.

d) Match Reschedules

Matches can only be played at their scheduled time. If a player/team is unavailable or does not show up for their match, it cannot be rescheduled on another day or time.

2. Wet Weather

Like any outdoor sport, our competitions are often subject to weather. We will always try to ensure play goes ahead, but in some circumstances this may not be possible.

a) Procedure

If we must cancel a competition night, this will be communicated via email. As a rule of thumb, assume competition is going ahead unless you are communicated otherwise. However, please note this will only be sent to players registered in the competition (not reserves), so if you have a reserve coming, please notify them. We appreciate that players would like as much notice as possible, and we will try to accommodate this. We will aim to inform of a cancellation by 6:30pm (or 1 hour prior to the start time).

However, there may be instances where a downpour may occur within this timeframe, which may cause a later cancellation. We apologise for the inconvenience in these circumstances, but please understand that the weather is often not very co-operative, and staff can only make decisions based on the court conditions at present time.

b) During Play

There may be some instances in which play commences and inclement weather arises during play. These are dealt with on a case-by-case basis at the discretion of the competition administrator. If rain is brief and not severe, play may be temporarily suspended and resume later, or a decision may be made to cancel the remainder of play for the night. Any matches incomplete by 10:30pm will result in the competition points (or remaining games) being split.

c) Washed Out Rounds

If a round is a complete washout with no play occurring, we will attempt to replay that round if scheduling permits. As a new competition commences shortly after one finishes, there is a limit in our capacity to replay rounds, and we therefore cannot guarantee this, particularly if there are several washouts.

3. Reserves

In the event that a player in your team (or yourself) is unavailable through illness, injury or otherwise, a reserve may be called in to take the unavailable player's place. Note that this only applicable in team competitions (Tuesday and Wednesday), not singles competitions (Friday).

a) Acquiring a Reserve

Cintra Park Tennis and Sports Centre has a competition reserves list to assist in the process of contacting and acquiring reserve players. However, it is the **player's responsibility to organise a reserve on their behalf**, not the centre. The reserves list may be found at: <https://app.universaltennis.com/events/90486>. When looking at the reserve player list, you will see a speech bubble icon next to each players name, clicking this will enable you to message them on the UTR site (which will also send them an email). We may provide a player's phone number upon request. Any reserve player must be registered as a reserve prior to commencing play. If you would like to source a reserve player outside our reserves list, please ensure all their details are provided prior to commencing play.

b) Reserve Player Standard

When acquiring a reserve, please take consideration into the standard of the player being replaced, and the standard of the reserve; this standard should be similar as to not disadvantage your opponents. A reserve player should have a UTR rating that is +/- 1 of the player they are replacing. The competition administrator may veto a reserve if there is a significant disparity in standard.

In finals play, the reserve player must be **equal to or lower in standard or rating** than the player they are replacing.

In the event that the reserve player is deemed not of an appropriate standard, they may still play, however their results will be considered null in the context of the competition.

c) "Extended" Reserves

If a reserve player is required for an extended period, perhaps due to a longer-term injury, illness or unavailability (typically lasting 3+ weeks) please discuss with the centre first. In some circumstances, the reserve player may be considered as a permanent player on the team and not subject to the restrictions above.

d) Failure to Find a Reserve

If a player or team is unable to find a reserve, play may still go ahead. In the Tuesday Competition, this will just mean that the Men's set or Women's set will have to be forfeited (depending on who is unavailable). In the Wednesday Competition, the single player may play one singles match against each opposing player, with the doubles match being forfeited.

If you or your team is unable to attend on a given night and your match cannot proceed altogether, please notify us of this as soon as possible out of respect to your opponent, so that we can inform them their match is cancelled. Failure to do so may incur competition penalties.

4. Scores

a) Scoresheets

Each competition has its own scoresheets where players fill in their scores. As these scoresheets are used to enter scores online, it is imperative that players fill out these scoresheets accurately and legibly. Cintra Park Tennis & Sports Centre is not responsible or liable for any missing or incorrect information entered as a result of inaccurate scoresheets.

b) Fixtures, Scores & Standings

You may find competition fixtures, scores, and standings online on our website. Typically, the first round fixtures will be emailed prior to the competition starting, with fixtures for the remainder of the competition published online prior to the second round.

Scores will typically be published online within 24 hours of the match being played. Competition standings will be updated automatically once these scores are entered.

c) UTR & League Manager

Universal Tennis Rating (UTR) is a rating scale that puts all players on the same rating scale, regardless of their age, nationality, gender, from juniors and beginners, all the way to professional players. UTR is an effective tool in matching you with players closer to your standard, and facilitating more competitive matchplay. UTR is also the basis in which we typically grade players and assign them into the appropriate division. All our competitions will contribute to your UTR rating!

League Manager (which you might know as *Match Centre*) is Tennis Australia's competition program. We use this program to facilitate our competitions. When entering scores on League Manager, scores will be transferred across to your UTR profile, so you don't need to have an existing UTR profile, as one will be automatically created when scores are entered!

Scores generally take about a week to transfer across from League Manager to UTR. Please note that as this is being transferred between two programs independent to us, we have limited control over, and cannot speed the process up.

5. Conduct & Sportsmanship

Cintra Park Tennis & Sports Centre promotes an inclusive and diverse environment that welcomes all. Each visitor to the site plays a role in contributing and fostering an environment in which all other visitors feel welcome and safe.

We expect all competition players (and anyone else on site) to display appropriate conduct and always participate with good sportsmanship. We understand many players enjoy the competitive aspect of play, but there are clear boundaries as to what constitutes acceptable conduct.

a) Code of Conduct

- No verbal, written, or physical threats aimed towards an opponent, staff, or patron
- No language or behaviour intended to antagonise, harass, intimidate, or belittle an opponent, staff, or patron.
- No discrimination towards an opponent, staff, or patron.
- No antisocial or unwelcome behaviour towards an opponent, staff, or patron
- No behaviour that would endanger the health, safety or wellbeing of an opponent, staff, or patron
- No violent conduct towards an opponent, staff, or patron
- Players must accept decisions from tournament directors, referees or umpires in good grace

b) Complaints Procedure

If you feel another patron has breached our code of conduct and/or is detrimental to a positive and inclusive environment, please notify a staff member. Cintra Park Tennis & Sports Centre has a designated Member Protection Information Officer (MPIO), who may inform you of which options you may have available to you.

c) Infringements

If a player is found to have breached our code of conduct and/or is detrimental to a positive and inclusive environment, several actions may occur.

In competition terms, the offending player/team may incur point, game or set penalties, or be docked competition points depending on severity. More severe breaches may result in immediate expulsion from the competition and/or a permanent ban from Cintra Park Tennis & Sports Centre.

These situations are dealt with on a case by case basis, and is at the discretion of Cintra Park Tennis & Sports Centre staff.

6. Payment, Registration & Cancellation

a) Payment Fee

The quoted fee is a competition fee, typically with a duration of 10 weeks. While the competition duration is 10 weeks, this does not necessarily guarantee this will consist of 10 matches. We will always try to schedule as many matches as practical, but in circumstances where there is an odd number of teams, this will create bye rounds. The competition fee applies to competition entry regardless of if there are bye rounds, and not a 'per match' basis. However, if the competition is scheduled to have a shorter duration, the competition fee may be adjusted on a pro-rata basis.

The quoted competition fee refers to the fee of the current competition. This fee may be subject to change in subsequent competitions.

b) Payment Time

The competition fee must be paid in full prior to the competition commencing. Cintra Park Tennis & Sports Centre reserves the right to not allow any unpaid players onto court.

c) Registration

Each competition has a maximum capacity of players or teams. Registration into the competition is subject to availability. When filling out a competition registration form, please make sure to read the acceptance box carefully, as some competitions require payment to be made on registration to reserve your place.

In team competitions where an individual registers looking for a partner or team, we will refund their entry fee if we cannot place them with a partner or team.

d) Cancellation

If a player or team wishes to cancel or withdraw from a competition, no credit or refund will be applied, regardless of the reason for cancellation. However, in some circumstances if a replacement team/player can be found to take the withdrawing team/players place and pay for the remaining number of weeks on a pro-rata basis, this may be considered.

If the competition must be cancelled or suspended by Cintra Park Tennis & Sports Centre due to an unforeseen circumstance or event, any remaining weeks will be credited on a pro-rata basis.