

Guidelines for hosting ITF Pro Circuit tournaments at All-inclusive resorts

An increasing number of ITF Pro Circuit tournaments are being staged at all-inclusive resorts. This is a relatively new concept for the organisation of such tournaments and due to restricted access at resort hotels, this may present some unfamiliar situations for players. In order to ensure that all organisers meet the same standards, and to ensure that players are treated consistently across the ITF Pro Circuit, we have created a guidelines document to act as a reference for all National Associations and Tournament Organisers.

If organisers intend to host an ITF Pro Circuit tournament at an all-inclusive resort, the National Association and ITF must be informed at time of application. This is to ensure that player notices can be drafted and the terms and conditions clearly communicated to players in advance of the tournaments.

Tournament Venue (general)

For tournaments held within a self-contained / all-inclusive resort (or similar type of site) the tournament venue/area must be **freely** accessible to **all** accepted players and their coach(es) from the day prior to the start of the draw in which the player is competing, through to the player's elimination. **Access must not be restricted to the time of the player's match/practice.** Additional persons (i.e. non-accepted players) wishing to access the tournament site may do so at the discretion of the Tournament Director, who may choose to charge an entry/access fee.

Eliminated players who are not staying at the resort may be charged a fee to enter the resort and have access to all resort facilities. However, if such players need to speak to the ITF Supervisor they must be allowed to enter the site to do so free of charge, escorted in and out if necessary. If eliminated players enter the site without a charge it is at the discretion of the TD whether or not they are granted access to tournament facilities, such as the players' lounge (encouraged) and water/fruit/refreshments etc.

Tournament services and facilities (as opposed to any provided by the hotel), as described in the Organisational Requirements, must be openly available and/or provided to all players without discrimination. A complete list of tournament services and facilities must be provided to the ITF in advance so these can be clearly communicated to the players. While at the tournament venue, equal standards of tournament services and facilities must be provided to all players.

Courts

As stated in the Organisational Requirements, "practice courts must be available free of charge to all players accepted into the Main and Qualifying Draws until the day after their elimination. However, tournaments are encouraged to allow eliminated players continued use of practice courts but priority for their use must be given to players still competing in the tournament".

To clarify, there must be a certain number of courts (as declared on the factsheet and in line with the Organisational Requirements) at each tournament that are allocated for matches and practice. The appropriate number of match and practice courts must be available until the end of the tournament. **It must be made very clear which courts are for the tournament and which are reserved for hotel guests, including those players staying in the official hotel.** Players still involved in the tournament must be given unrestricted access to tournament practice courts, within the limits of availability, and those staying in the hotel must not be given preferential treatment. As tournament practice courts are a tournament facility, if available to eliminated players they must be available to all regardless of whether or not they are staying in the official hotel. Only hotel courts can be restricted to those players staying in the official hotel after their elimination. Of course, only players who play in the tournament (and their coaches) should have unconditional use of the practice courts. It is the choice of the tournament director whether players' hitting partner (or anyone else) may also be allowed to use the official tournament practice courts.

Court Maintenance Staff

Sufficient trained personnel must be employed to prepare courts for play and should remain on-site at all times during playing hours.

Locker Rooms

Separate, secure male and female locker rooms **must** be provided for players and their coaches **on-site at every** tournament. Locker rooms, preferably adjacent to the tournament courts, must contain shower, toilet and hand-washing facilities, (all cleaned on a daily basis), and an adequate supply of toilet paper and waste paper/sanitary bins. All players must have access to these locker rooms, whether or not they are staying at the resort. The locker room should not be accessible by the public and there must be sufficient security in place to prevent public access and unauthorized entry and to protect the players' personal belongings.

Players' Lounge

A lounge must be provided at the tournament site, access to which is for players and their coaches. Access for additional persons (linked/related to players) and eliminated players is at the discretion of the TD. The lounge should have a supply of non-carbonated soft drinks (including sports drinks), water and fruit. This area should not be accessible by the public.

Food and refreshments

Tournaments must ensure a food station (e.g. restaurant) is provided on-site where players can buy, with flexibility and at a reasonable cost, various types of food and drink suitable for athletes. Full details of suggested foods are provided in the Organisational Requirements.

It is not practical for players if times when food is available on-site are restricted. Different players will want/need to eat at different times according to their playing schedules. Varied eating times can be managed by offering simple snacks outside the regular meal times.

An all-inclusive charge for use of dining/refreshment facilities may be offered, but individual pricing of food and refreshments must also be provided. **Players not staying on site/at the official hotel must not be obliged to pay an all-inclusive charge.**

If players so wish, they must be allowed to bring their own food/refreshments onto the tournament site. Players may be asked to consume such food in specific areas, e.g. Players' Lounge.

Stringer

A stringer must be available on-site at all times during playing hours or at the very least display times to players when the stringing service will be available. Costs for stringing must also be displayed – a labour-only charge of around €12 is suggested.

Hotels

Each tournament must appoint an official hotel of a suitable international standard and with reduced room rates negotiated for players. Players, however, are not obliged to stay in the official hotel and may make their own accommodation arrangements. Such players shall have free access to the tournament site and access to tournament services or facilities from the day prior to the start of their draw in accordance with the Organisational Requirements. It must be made very clear to players through the Tournament Notice in advance of the tournament which facilities are reserved for hotel guests. Players not staying at the official hotel may be charged a daily rate to access these hotel facilities. This fee must be approved in advance by the ITF, and **should not be charged to players unless they request to use the facilities.**

If the tournament venue is located within an all-inclusive hotel resort and restrictions are in place for non-residents with regards access to hotel services and/or facilities, a system should be implemented in which access can be easily managed and identified by both non-residents and the hotel, e.g. colour-coded wristbands.

Where the tournament venue is located within an all-inclusive hotel resort, players who stay at the hotel without booking through the organisers may incur a daily charge in order to pay for a "tennis package". This additional charge must be clearly detailed in the tournament factsheet, must be approved in advance by the ITF and **it must be made clear exactly what it covers, i.e. what players get for this that other guests who book through a travel agency do not get. Any players who do not wish to use these extra facilities (eg players who get injured during the week and cannot use the hotel courts or the gym) must not be charged for them.**

Even where the official hotel is on the same site as and is a sponsor of the tournament, the hotel should be kept separate from the tournament organisation. In particular, hotels should collect credit card details from players in order to pay for their accommodation. Hotels do not have the authority to make deductions from players' prize money in order to settle accommodation bills without the player's express permission.

Queries regarding these guidelines should be addressed to the ITF Pro Circuit department as follows:

Men

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Women

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