



**Bringing Tennis and Friends Together**  
**RULES, REGULATIONS AND PROGRAMS**

**Kraft Tennis Partners, Inc.**

**Established 2008**

**Website: <https://www.krafttennis.com>**

**<https://www.playbypoint.com>**

# **APPENDIX C**

## **MEMBERSHIP APPROVED RULES, POLICIES, AND PROGRAMS**

### **A. MEMBERSHIP PROGRAMS**

#### **1. Sustaining Patron Program:**

The program invites Equity members to voluntarily donate their equity investment back to KTP. They may do so as either active members or resigned members on the Equity Refund Waiting list. By doing so, they will be recognized with Sustaining Patron status. An ongoing list of Sustaining Patrons will be developed, and a link will be added to the website. The Patron's name will be added to a plaque of recognition in the clubhouse. An active member's pledge of donated equity will not be redeemed until they resign from KTP.

#### **2. Waitlisted Extra-Play Guest Program:**

Persons on the waiting list may pay a non-refundable deposit of 10% of the Equity membership fee, which gives them the privilege to play with a member 8 times per month. There are no morning restrictions for these eight times. The waitlisted members pay all normal guest fees of \$15 per time.

#### **1. Youth Summer Tennis Camp:**

All requests to conduct a youth tennis camp must be approved by the board with a majority vote. Members are invited to donate toward the camp scholarship fund to support students in need. Parents or legal guardians will be required to sign a waiver form releasing Kraft Tennis Partners, its members, and the Kraft Athletic Club from all liability. Instructors will include but not be limited to KTP members who volunteer.

### **B. MEMBERSHIP POLICIES**

#### **1. Memorials and Gift Donation Policy:**

These guidelines are created to be equitable for all persons from Kraft to include:

- a.** Deceased, current, and former members by request to the board
- b.** Members and friends who have provided special services to the club
- c.** Members who make contributions such as donating their Equity fee to the Sustaining Patron Program; and who have served as President or as a founding member

The recognition will consist of an individual's name on a plaque displayed in the clubhouse. The following additional designations will be added for three categories: past Presidents PP; Sustaining Patrons SP; and founding members FM.

If an individual or family member wishes to donate a cash gift to Kraft in name of the deceased (not including their return of Equity), the Board will determine how it is used.

Board approval is required for all non-monetary memorials. Donations for benches with tribute inscriptions are encouraged. The Board will approve benches if sufficient space is

available for placement. Memorials related to plantings will require the approval of the Landscape Committee and the Board.

Requests for all benches, plantings, and inclusion on the memorial plaque must be approved by the Board. The board discourages requests for physical structures.

# **APPENDIX D**

## **KTP LEAGUE RULES**

1. The Captain and Co-Captain must be KTP members.
2. Any KTP member wishing to participate in league play will be given the opportunity.
3. Captains will submit the team roster to the KTP league committee for approval prior to the beginning of the season:
  - a. Captain/Co-Captain names
  - b. Team player names and specification of the non-KTP players
  - c. Number of courts needed
  - d. Months of league play
  - e. Time/day of play
  - f. League type and level (i.e., FCTA B; WWB1)
4. Non-KTP team players on a team are subject to the same rules as members.
5. A non-KTP team player may be placed anywhere in the lineup if the number of KTP members in the home match equals the number of lines played. i.e., if 4 lines are played, 4 KTP members must be in the lineup at home games.
6. Captains/Co-Captains are responsible for collecting guest fees at home matches for non-KTP players.
7. KTP teams must not exceed 20% non-members. A team may request an exception to this ruling by making a request to the League committee prior to the beginning of the season. All exceptions that are granted will be in effect for one year, and will be approved by the board. Pros are permitted to warm up a team prior to the match as per ARTICLE I Section V. MEMBERSHIP EXPECTATIONS AND LIMITATIONS.

### Scheduling

1. Captains will submit the league home match schedule to the league Chairperson, who will assist captains to reserve the courts if necessary. Advance rain-out dates will not be scheduled.
2. All round-robins should be scheduled during afternoon and evening hours.
3. If a league does not use all five courts, end courts must be left open for non-league play (i.e. court two should not be the open court)
4. First Coast leagues that play in the a.m. should not be scheduled for warm-up prior to 9:30 a.m. Regular social play may continue up to 9:30 a.m. League play starts at 10 a.m.
5. Scheduled match play is reserved for two and ½ hours.

# **APPENDIX E**

## **BOARD COMMITTEES**

All committees are created per Bylaw Article 3.11, and accordingly, should develop and maintain goals and objectives with guidance from their Board liaison. Committees shall work with the Board to establish budgetary constraints for their area and develop a scope of planning to assure compliance to budget goals.

### **Membership**

1. Recruit new members.
2. Maintain and validate the membership roster
3. Maintain a list of:
  - a. Potential new members by date
  - b. Equity Resigned Waiting list and New Member Waiting list
4. Meet with new members for an orientation to explain:
  - a. Bylaws
  - b. Website
  - c. Scheduling courts and clubhouse

### **Bylaws/Rules**

1. Review the current Bylaws' document and make changes as required.
2. Record and review any proposed amendments to Bylaws submitted by KTP members.
3. Supply the Board a revised document indicating any revisions as specified in Article 8.9.a.
4. Develop required KTP ballots with the Secretary and designated Election Manager
5. Conduct voting procedures with the Secretary and designated Election Manager.

### **Facilities and Maintenance**

1. Ensure clubhouse, maintenance barn, irrigation system, and all equipment are in safe and proper working order and condition.
2. Monitor clubhouse facility with focus on interior equipment and decorations; and their maintenance at acceptable levels. Maintain inventory list of all KTP furniture, equipment, and fixtures.
3. Develop a maintenance plan for the tennis courts and KTP areas of responsibility.
4. Regularly review the grounds, courts and clubhouse for maintenance or safety issues and recommend any actions required.

### **Leagues/Tournaments**

1. Ensure that tournaments adhere to USTA rules.
2. Review Appendix D for League Play and assure that current leagues comply.
3. Verify, review, and update local rules for team makeup and play.

4. Establish a means for participating members to communicate their needs, issues, and concerns. Review existing rules and regulations to determine if there are any conflicts that would need to be addressed. Produce feedback to members' concerns.

### **Landscape**

1. Review the state of the current landscape and develop a plan to maintain what is working well and consider improvements where needed. Recruit volunteers to implement the plan.

### **Social**

1. Develop a calendar year of social programs as deemed by the members and board.
2. Plan, organize and conduct such social programs.

### **Scholarship**

1. Develop criteria for scholarship applications.
2. Work with local schools to identify candidates for scholarships
3. Screen applications and select winner, present award, and post announcement in local newspaper

# APPENDIX F

## COMPLAINT MANAGEMENT PROTOCOL

The KTP Board members will use the following protocol to investigate, manage, and resolve complaints by a member(s) or board member against another member (s) or board member. The protocol shall be used fairly and consistently on behalf of the KTP board and KTP members. The board president, or his/her designated board member, begins the investigation.

Step 1. **Complaint Received:** Board receives a complaint in writing and must determine whether action is needed.

Step 2. **Considerations:** Board gathers cursory information without a full investigation. Key Board questions include:

- a. Can this be resolved quickly without further inquiry and minimal resistance?
- b. Was anyone hurt or threatened from the actions of the member?
- c. Was KTP or KAC property damaged?
- d. Have other formal complaints been filed about either party involved?
- e. What is the verbal or written response from the accused/defendant?

Step 3. **Inquiry and Investigation:** If the matter cannot be resolved privately without escalation or further inquiry, then:

- a. Review the written materials.
- b. Meet with the member(s) filing the complaint for further clarification of the incident.
- c. Meet with the other member and/or witnesses involved for verification. If any refuse to meet, request a written response.
- d. Gain agreement to record the discussion if needed. Otherwise take notes and send summaries to the complainant and accused/defendant, stating next steps.

Step 4. **Recommendation:** The recommendation should be based on: the facts of the case, the severity of the issue at hand, and the history of incidents, if any, of the member receiving the complaint.

- a. Once completed, a summary document will be provided by the investigating board member, including but not limited to description of the event representing both sides factually.
- b. Recommendation will be provided to the KTP President, if different, who will determine when the Board will meet in closed session to review the summary and recommendation.

Step 5. **Board Review and Decision:** The investigating board member, along with KTP Board President (if different), presents the complaint and summary to the board in a closed meeting, along with the recommendation. The complaining member and the defendant will be notified and may attend. Minutes are recorded. After discussing the severity of the complaint and the recommendations, the board renders a decision in the best interest of the Kraft Tennis Partners members. The decision must be approved by a majority of the board during the closed session and reported at the next board meeting in such a way as to protect the privacy of all parties involved.