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285, rue Gary-Carter, Montréal  
(Québec) H2R 2W1

Tél. : 514.270.6060 • Téléc. : 514.270.2700

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## THE QUEBEC TEAM ON TOUR

### REGULATIONS

285, rue Gary-Carter  
Montréal (QC) H2R 2W1  
Tél. : 514-270-6060 Téléc. : 514-270-2700  
[courrier@tennis.qc.ca](mailto:courrier@tennis.qc.ca) [www.tennis.qc.ca](http://www.tennis.qc.ca)

## The Quebec Team on Tour

### Regulations

You will find in this guide all the rules and regulations pertaining to the supervising of athletes (Quebec Team) while on tour. This guide aims to inform parents and coaches of their respective responsibilities. Furthermore, you will find all the details concerning the role of Tennis Québec during these tours.

This guide was prepared by Tennis Québec.

Update of the guide: January 2019

## **THE QUEBEC TEAM ON TOUR**

All the athletes, coaches, parents and accompanying personnel within the Quebec Team represent Tennis Québec, their sport and their community. Therefore, it is crucial that all representatives of the Quebec Team maintain a behaviour respecting the norms of conduct presented in this guide in order to ensure that each athlete can have a positive experience.

The rules and regulations contained in this guide are in effect from the moment the athlete leaves home and until their return. We want to remind the athlete that they have been selected to compete and represent the Quebec Team. An impeccable conduct is therefore expected.

## **ROLE OF PARENTS ON TOUR**

How to play your role?

Parents have a **very important supporting role** to play during tours, either in person or through the various communication tools available (email, text message, telephone, social networks, Skype, etc.). Athletes always need your moral support, your presence and your enthusiasm regarding their performances, in victory as well as in defeat. Moreover, as a parent, you want your child to be well prepared before every match. It is the coach's responsibility to ensure that athletes are well prepared before their matches. For this reason, we ask that you avoid discussing tennis or match events with your child, as this may alter the valuable "message" your child receives from the coach, who is a certified tennis professional. Once the post-match discussion with the coach has occurred, you will have ample opportunity to talk with your child. You will then be able to perform your supportive role in an optimal manner.

### **Note**

The coach who personally accompanies one or more of their athletes must inform Tennis Québec and the head coach of the Quebec Team before the start of the tour in order to specify the duties that they will undertake for the duration of the tour. The said coach will need to follow the rules and schedule of the Quebec Team.

## **GENERAL CONSIDERATIONS AND ROLES OF TENNIS QUÉBEC**

Tennis Québec's responsibilities are as follows:

1. Tennis Québec will send the parents and athletes all the information relating to the tour or the Canadian Championships, such as the need for a passport or not or of a birth certificate, the name of the hotel, the tournament location, transport, etc.;
2. Tennis Québec will ensure that all the athletes are correctly registered in the event draws in which they should take part;
3. During tours outside of Canada, Tennis Québec will ensure that the athletes arrive at least 2 to 4 days in advance at the location to allow them to adjust to the new weather and playing surface conditions, should these differ from those experienced in Quebec;
4. Tennis Québec sets clear supervision rules for athletes and coaches during tours and Canadian Championships, as detailed in the enclosed document;
5. Tennis Québec will provide sufficient means and resources to the tour coaches to ensure that they can carry it out adequately;
6. Tennis Québec will select tournaments and hotels in locations judged safe;
7. Tennis Québec will adequately select the tour coaches.

## **INSURANCES, DOCUMENTS, BAGGAGES, BUDGET AND OBJECTIVES**

Tennis Québec and the coaches require that every athlete on tour taking place outside of Canada should have the following in their possession:

1. A letter attesting that the athlete is under the responsibility of Tennis Québec for the duration of the tour. This letter must mention that the coach can leave the country with the athlete and organise care should they be injured or sick, signed by both parents and carrying an authentication seal. The document can be signed by a city clerk. See appendix 1 for an example;
2. A valid Quebec health insurance card, whose expiration date is not and will not be reached during the tour (in certain cities in the United States, some medical clinics accept the Quebec health insurance card), as well as a complete medical record (allergies, important and/or chronic illnesses, recurring injuries, blood type, etc.);
3. A complementary travel insurance (i.e.: Blue Cross). If a parent has an insurance for the child via work, they must ensure that it is valid outside of Quebec. It is mandatory for the athlete to have in their possession all the insurance information during the tour;
4. All the equipment and material required for a successful tour;
5. An adequate financial budget for the duration of the tour (a proposed budget will be detailed on the invitation sheet for the tour);

## **THE ATHLETE ON TOUR**

Every player member of Tennis Québec who participates at a Canadian Championship or a tour or an international competition must adhere to the following rules:

1. Respect the rules of good behaviour such as politeness, hygiene and manners;
2. Respect the head coach directives or those issued by the coaches selected by Tennis Québec;
3. Respect tennis regulations, rules of conduct and of the tournament during each match and throughout the tour;
4. Travel with the team (with the exception of an athlete already on tour set to join the team at a later stage);
5. Give the designated coach for the tour the athlete's objectives and goals;
6. Not consume and/or possess alcoholic beverages, drugs, medications other than those prescribed by a doctor, or weapons;
7. Not use tobacco products;
8. Display at all time an appropriate conduct. Should a behaviour is deemed unacceptable by the coaches, the athlete may be withdrawn from the competition and sent home at the parents' cost. For extreme cases, a suspension from all Tennis Québec activities is possible (disciplinary committee);

Examples of unacceptable conduct:

- Any physical or sexual abuse;
  - The failure to observe the curfew set by the Tennis Québec coaches;
  - Any behaviour or conduct in violation of laws, including the Criminal Code, and any violation of the current document;
  - Etc.;
9. Displaying a responsible and exemplary conduct is expected of every athlete at all time, including during travel by both public and private transportation, during the event at the competition site, at the restaurant and in all other public places, including the hotel, the airport, etc.;
  10. Inform the Quebec Team coaches of any teammate's behaviour which does not conform to the code of conduct;

11. Not damage or break things or equipment during the tour. In this eventuality, parents will be responsible for reimbursing the expenses related to the incident.

## **DURING TRAINING SESSIONS AND COMPETITIONS**

The athlete must:

1. Take part in the opening and closing ceremonies;
2. Wear the Quebec Team tracksuit during the opening and closing ceremonies and during medal presentation ceremonies;
3. Participate in the Quebec Team training sessions and follow the Team's rules;
4. Meet with the coach, after the competition, to provide a summary of their performance;
5. Take part in the various activities organised by the Quebec Team coaches or by the organising committee (i.e.: team dinner). During certain tours and the Canadian Championships, special activities may be organised by the host club. These activities are a component of the tour and it belongs to the coaches to decide whether an athlete should or should not participate in it. Tours are above all designed for athletes to surpass themselves on a physical and tennis level. Should this component of the tour be a success and athletes display an excellent attitude, special outings will be programmed;
6. Basic rules for the training sites and the tournaments
  - a) Court conditions
    - i) Slippery surface: it is forbidden to practice under the rain and soon after rain. Athletes should wait for the courts to be sufficiently dry;
    - ii) Locked or fenced courts: it is **FORBIDDEN** to climb over fences to play tennis. If access to the courts is not possible and the team does not have sufficient time to go practice at another location, athletes will only proceed with a physical warm-up;
  - b) Damaged courts: use another court and inform the coach;
  - c) Adequate warm-up: before a tennis session, the athlete must warm-up adequately according to their usual routine or the one dictated by the coach during the tour;
  - d) Athlete freedom: an athlete cannot leave the site without the presence of a coach or the coach's permission to do so;

- e) Attitude: the athlete must have an impeccable attitude as they are representing Quebec;
  - f) Training sites near the hotel: the athlete is authorised to go train only in the presence of the coach;
7. Warming-up adequately even if the coach is undertaking other tasks on the tournament site.

## **WITH PRIVATE HOSTS**

The athlete must:

1. Be respectful and polite at all time with the members of their host family and the other persons they may meet;
2. Respect basic hygiene rules, make the bed, gather all their belongings before leaving the location (clothes, towels, etc.);
3. Before leaving, ensure to thank the hosts. A small gift for the host family is strongly recommended.

## **AT A HOTEL**

1. Lodge solely in facilities reserved for the members of the Quebec Team;  
Note: If an athlete lodges **WITH THEIR PARENTS**, they must stay at the same hotel than the one selected for the members of the Quebec Team regardless of the age category. The fees charged to the athlete will be the same as the ones for all the other athletes. The athlete will also need to inform the Athlete Development Director of their intentions on the matter:
2. In the rooms: Avoid making noise and respect bedtime. After the curfew, the coach will make a round near the room to check for noise and whether the lights are off. If the curfew, as set by the coaches, is not respected, this may cause the withdrawal of the athlete from the competition. Girls should not be found in a boys' room and vice-versa;
3. Hotel restaurant and shop: If the hotel has a restaurant or a shop, the athletes may go in small groups with or without the presence of the coach. They must ensure to choose appropriate food (coaches will ensure that the athletes eat well). They must also respect meal times and have good table manners;
4. Listen to music with a portable electronic device and limit the sound level in order to not disturb people around them (wear headphones);

5. Hotel pool and gym: If there is a pool at the hotel, athletes can only **use the facility when a coach is present**. If there is a gym, athletes may go alone or with the coach (or in small groups);
6. Hotel-tournament transport: At all time during travel, the athlete must be in the presence of an adult, a parent of a Quebec athlete or the coach. Food and beverages are not to be consumed in the vehicle and a seat-belt **must be worn at all time**;
7. Athlete freedom: Athletes can circulate in the hotel, but their freedom ends at the entrance/exit door. Athletes must be accompanied by an adult or the coach. No athlete is authorised to stay alone or in a small group at the hotel while the coach is at the tournament site (a parent can accompany athletes with the permission of the coach). In any other context, athletes must request the permission from the coach;
8. An exemplary conduct at the hotel is mandatory. Hotels are places of rest for all the guests and, accordingly, the following behaviours and conduct are not acceptable: running in the corridors, repeated calls to another room, making noise, making calls to other hotel guests, making pranks of any nature that may cause damage to the property, injuries or disturbances to the other guests, including teammates, and not conforming to the hotel rules and regulations. Parents will be held responsible for any damage caused by their child;
9. Tennis Québec shall not allow a coach to stay with the players in the same hotel room. However, if many rooms are contained in a co-owned building (i.e. three rooms with a lounge and a kitchen), such as condos, a coach will be allowed to stay with the players as long as they have a separate bedroom;
10. Curfews and every other norms and code of conduct rules and regulations must be adhered to at all time, notwithstanding the status of the player in the ongoing competition and even if the player has been eliminated or is injured and is not playing any longer;

Before departing the competition site, the athlete must thank the tournament organisers. They must be respectful and polite towards every person they may meet.

#### **Note**

The coaches mandated by Tennis Québec are in a position of authority for the duration of the tour and can, with the consent of the Federation, send a player home at the parents' costs. In such a case, the coach must notify the athlete's parents.

## INFRACTIONS AND DISCIPLINARY MEASURES - REFERENCES

| INFRACTIONS   | DISCIPLINARY MEASURES   |
|---|---|
| <b>Behaviour at the lodging place</b>   |   |
| a) Breaking curfew  | <p>1<sup>st</sup> infraction : Warning<br/>         2<sup>nd</sup> infraction : Full refund of the costs paid by Tennis Québec for the athlete during the tour<br/>         According to the gravity, possible return home at the parents' costs</p>  |
| b) Causing damages to the property of others  | <p>Replacing, repairing or return of the merchandise at the cost of the athlete's parents<br/>         Full refund of the costs paid by Tennis Québec for the athlete during the tour<br/>         According to the gravity, possible return home at the parents' costs</p>   |
| c) Organising and taking part in a party without having obtained an authorisation   | <p>Full refund of the costs paid by Tennis Québec for the athlete during the tour<br/>         Possible return home at the parents' costs<br/>         Possible suspension from tournaments (provincial, national and international) for a period to be determined</p>  |
| d) Girls and boys found in the same room (this situation may occur, but the athletes must obtain the coach's permission beforehand and the door must remain open) | <p>1<sup>st</sup> infraction : Warning<br/>         2<sup>nd</sup> infraction : Full refund of the costs paid by Tennis Québec for the athlete during the tour<br/>         Possible return home at the parents' costs<br/>         Possible suspension from tournaments (provincial, national and international) for a period to be determined</p> |
| <b>Infraction related to alcohol and drugs (buying, selling, possession or consummation)</b>  | <p>Full refund of the costs paid by Tennis Québec for the athlete during the tour<br/>         Return home at the parents' costs</p>  |

|   |   |
|---|---|
|   | <p>Possible suspension from tournaments (provincial, national and international) for a period to be determined</p> <p>Possible suspension for the next Canadian Championship</p>  |
| <b>Stealing – Social networks – Intimidation – Inciting inappropriate conduct</b><br><br>Stealing teammates' property, in shops, restaurants, hotels, guest house, etc.<br>Posting on social networks disgraceful comments regarding an athlete, a coach, a hosting family, tournament organisers, etc. | <p>All the following steps must be completed:</p> <ol style="list-style-type: none"> <li>1. Report to Tennis Québec (suspension possible) and report to the police depending on the gravity</li> <li>2. Replacing or returning the merchandise</li> <li>3. Full refund of the costs paid by Tennis Québec for the athlete during the tour</li> <li>4. Possible return home at the parents' costs</li> </ol> |
| <b>Attitude</b> <ul style="list-style-type: none"> <li>a) Obscenity</li> <li>b) Disgraceful conduct</li> </ul>  | <ul style="list-style-type: none"> <li>1<sup>st</sup> infraction : Warning</li> <li>2<sup>nd</sup> infraction : Full refund of the costs paid by Tennis Québec for the athlete during the tour</li> <li>3<sup>rd</sup> infraction: Return home at the parents' costs</li> </ul>   |
| <b>Attendance/absence</b> <ul style="list-style-type: none"> <li>a) Not attending meetings scheduled by the coach (without permission)</li> <li>b) Not attending practice sessions (without permission)</li> </ul>  | <ul style="list-style-type: none"> <li>1<sup>st</sup> infraction : Warning</li> <li>2<sup>nd</sup> infraction : Full refund of the costs paid by Tennis Québec for the athlete during the tour</li> <li>3<sup>rd</sup> infraction: Possible return home at the parents' costs</li> </ul>  |
| c) Not attending a match  | <p>All the following steps must be completed:</p> <ol style="list-style-type: none"> <li>1. Withdrawal from the tournament</li> <li>2. Full refund of the costs paid by Tennis Québec for the athlete during the tour</li> <li>3. Return home at the parents' costs</li> </ol>  |

|   |  |
|---|--|
|   | 4. Possible suspension from tournaments (provincial, national and international) for a period to be determined |
| <b>« Tanking »</b><br><br>The athlete gives the match to the opponent                                       | The athlete will be summoned for a Tennis Québec disciplinary committee hearing upon their return              |
| <b>Tracksuit</b><br><br>Refusing to wear the official team tracksuit for the opening and closing ceremonies | Full refund of the costs paid by Tennis Québec for the athlete during the tour                                 |

\* Tennis Québec reserves the right to act more severely depending on the seriousness of the offence.

## **PROCEDURES TO BE FOLLOWED IN CASE OF INFRACTION**

### **Sanctions**

The athletes at fault may face the following sanctions according to the gravity of their actions:

1. Following a complaint, the disciplinary committee concludes that an athlete is at fault. The committee, at its discretion, may require the athlete to send a letter of apology;
2. If the problematic conduct is linked to damages, theft or any other actions having resulted in material losses at the accommodation location, the athlete will reimburse the damage costs upon receiving supporting documents. In the case of a serious offence, the athlete may be suspended from the tournament and returned home at the parents' costs;
3. If the athlete refuses to send a letter of apology or reimburse the damage costs, a suspension for a length to be determined may be imposed. In certain cases, an athlete may be mandated to reimburse the total actual costs paid for the Tennis Québec tour;
4. In the case of a recurring offence or depending on the gravity of the problematic conduct, the disciplinary committee may suspend an athlete from all tournaments for a three to one-year period.

### **Making a complaint**

1. Any person (including the coach) believing that they have been harmed by an athlete's conduct on or off the court may file a complaint to the attention of Tennis Québec's Technical Director;
2. The complaint needs to be filed no later than ten days after the event.

### **Investigation**

1. The Technical Director will convene a disciplinary committee in the hours following receipt of the complaint;

2. The hearing takes place in the Tennis Québec offices or in a room at IGA Stadium. However, if the members agree to it, the meeting can be held over phone conferencing or a virtual platform;
3. The Technical Director explains the nature of the complaint to the disciplinary committee and convenes the athlete in order to hear their explanations;
4. The athlete must be accompanied for the hearing (if underage).

## RECEIPT OF THE INFRACTION REPORT AND SANCTIONS BY THE ATHLETE

Name of the athlete: \_\_\_\_\_

Phone number of the athlete (home): \_\_\_\_\_

Name of the tournament: \_\_\_\_\_

Dates of the tournament: \_\_\_\_\_

Location of the tournament: \_\_\_\_\_

I have received a copy of the infraction report and my comments are as follows:

|  |  |
|--|--|
| a) I disagree with the report.                             |  |
| b) I agree with the report and I accept the sanctions.     |  |
| c) I agree with the report, but I challenge the sanctions. |  |

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Signature of the athlete

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Signature of the parent

## **THE QUEBEC TEAM ON TOUR COMMITMENT FORM OF THE ATHLETE**

Being a member of the Quebec Team is a privilege and an opportunity to represent the province at high-level tournaments and compete against the best athletes. These tournaments often require out-of-province travel, which leads Tennis Québec to demand an impeccable conduct from the Quebec Team members for the duration of the tour.

\* \* \* \* \*

As a member and parents of a member of the Quebec Team, I have read “The Quebec Team on Tour/Rules and Regulations” and I commit myself to respect it throughout the Canadian Championships or any other tour organised by Tennis Québec.

In the eventuality of a complaint being filed or non-compliance with the rules and regulations, I accept the sanctions that may be applied against me according to the seriousness of the infraction and according to the disciplinary measures listed in “The Quebec Team on Tour/Rules and Regulations” or according to the decisions taken by the disciplinary committee.

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Signature of the athlete

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Date

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Signature of the parent

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Date

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Home phone number

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Cellphone or work number

Appendix 1: Example of a letter stating the permission for Tennis Québec to take charge of an athlete

Do not forget that the letter must be in English if your child is travelling to an English speaking country.

Laval, le 29 novembre 2018

Par la présente, nous autorisons notre enfant XXXXXXXXXX (# Passeport de l'enfant) à voyager en Floride avec l'entraîneur XXXXXXXXXX de Tennis Québec, ou tout autre entraîneur, XXXXXXXXXXXXXX, du 3 décembre 2018 au 18 décembre 2018.

Les personnes à contacter pour vérification sont :

Nom du père  
947, rue des Tulipes  
Laval (QC) H7E 2P8  
Tél. maison : 450-661-8797  
Tél. travail : 514-227-8843  
Tél. cellulaire : 514-998-3204

Nom de la mère  
947, rue des Tulipes  
Laval (QC) H7E 2P8  
Tél. maison : 450-661-8797  
Tél. cellulaire : 450-648-2249

Roland Tremblay

Gisèle Côté

Commissaire à l'assermentation

