

SANCTIONING WEBINAR:

2026 CALENDAR YEAR

THANK YOU!

You and your efforts in hosting USTA sanctioned events in North Carolina is very much appreciated. For 2026, we have created several videos along with this slide-deck in hopes of creating a comprehensive, step-by-step guide for our providers. We ask that you take the time to watch and read over everything as there are several new processes that have been implemented.

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SANCTIONING PERIOD

- **NOW THROUGH OCTOBER 31, 2025** - Priority sanctioning
- **NOVEMBER 1, 2025 TO DECEMBER 1, 2025** - Remainder of the submission window
 - **AFTER DECEMBER 1, 2025** - Any additional sanction requests will be reviewed case by case

PRIORITY = means that the event you are submitting for approval (that is to be hosted on the same calendar date of the previous year) will have the first opportunity for review, provided all checklist items have been found to be acceptable.

CHECKLIST:

- TD Contract (signed and submitted for each sanction)
- Court Agreement (on appropriate letterhead and/or signed by appropriate contact)
- Review of past years event (including topics like total number of players, Feefo responses, Review of TD & Referee responsibilities, were selections, seeding and draws executed properly and timely)
- Acceptable overall number of submitted tournaments (Junior, Adult and other types of sanctions)

RESOURCES: NCTENNIS.COM

Any North Carolina Tournament Director or Referee should reference the nctennis.com web-site. Go to the “Event Providers” tab and at the drop-down menu click on Tournament Director Resources or you may click [here](#).

*Pay special attention to the TD Requirements document.

North Carolina Tennis Association

About Adults Juniors Try Tennis Event Providers Community Foundation Special Events Blog

Tournament Director Resources

ALL are expected to observe THE CODE

THE CODE - one pager FRIEND AT COURT Request Hard Copy FAC

USTA SPORTSMANSHIP & FAIR PLAY

TD Requirements, Rules, & Regulations

Junior **Adult**

TD REQUIREMENTS Friend at Court

National Junior Tournament Regulations National Adult Rules and Regulations

Junior Rules and Regulations (State) Adult Rules and Regulations (State)

Adult Tournament Home Page Notes REQUIRED

Serve Tennis Software Resources

Serve Tennis Trainings Test Environment (Sandbox) Customer Care Help Pages

Additional Resources

TD Contract/Court Agreement Form Slidedeck "Protective Mechanisms" Tennis Weekend

Sanctioning Slide Deck for 2024 Tournaments Sanctioning Webinar for 2024 Tournaments

Q2 Tournament Director Webinar Deck Q2 Tournament Director Webinar Recording

Q3 Tournament Director Webinar Deck Q3 Tournament Director Webinar Recording

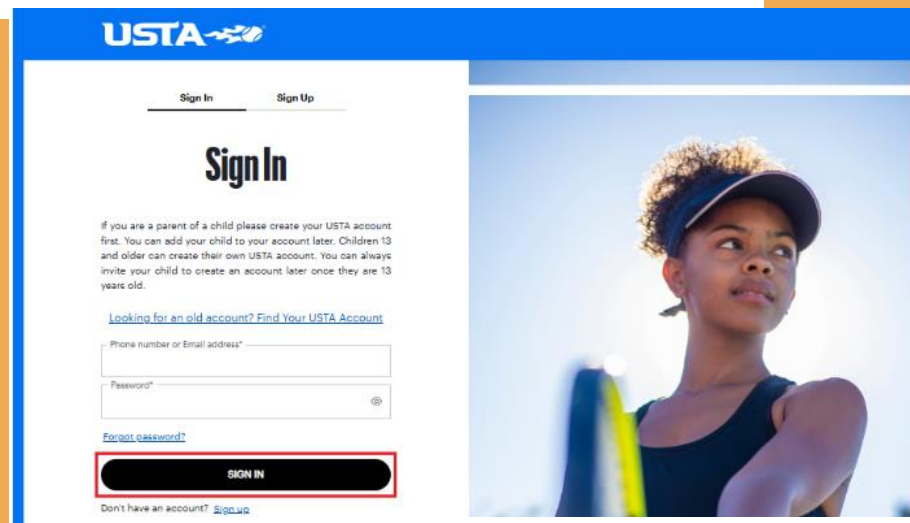
RESOURCES:

USTA CUSTOMER CARE

- Visit [USTA.com](https://www.usta.com) and click SIGN IN.



- Choose one of the sign-in options, input your credentials, and sign in.



- Once you successfully log in, you will be redirected to the USTA.com homepage. The My Account summary will appear on the right side of your screen.



Tournaments FAQs *copied from Serve Tennis

Below is a collection of frequently asked questions and answers related to the tournament module gathered from dialogues with customers. For a list of frequently asked questions for Serve Tennis in general, please click [here](#).

Q: If I am tournament director in a section and district - when submitting a tournament how do I know which one to submit it to?

A: Approval needed by section, district, and/or national will depend on the criteria for that level tournament. The system will automatically know this - the organization the tournament is created [in](#), is linked to the Section/District that will approve the tournament.

Q: Can you edit a tournament application once you have submitted it?

A: No, once a tournament application has been submitted for approval you are no longer able to change or edit it. If you [made](#) a mistake you will need to contact the Section or [District who](#) the application was submitted to. The Section or District [has the ability](#) to update the tournament application status to planning to allow for edits.

Q: Why can't I submit my tournament application yet?

A: If your checklist is complete - then it's likely the submission date is not open yet. The [National](#), Section and District staff set the date the tournament application can be submitted. If you feel that you should be able to submit the tournament application now, please contact the corresponding Section or District staff.

Q: When is the player's registration fee collected?

A: Credit Cards are verified for validity at the time of registration. Payments are deducted in full when player selection is completed and you have clicked *finalize* and *charge* in the Serve Tennis Players tab.

Q: If I start creating a [tournament](#) will it save so I can come back to it?

A: If you have started and SAVED the tournament, it will remain in the planning [stage](#) and you can come back and edit it. This guide will show you [how to edit the tournament](#). Once it is submitted for approval you [can not](#) make changes. [With the exception of the webpages](#) info, which is editable post submission.

Q: I have accepted my invitation as a [TD](#) but it says I am 'not a contact at the venue'.

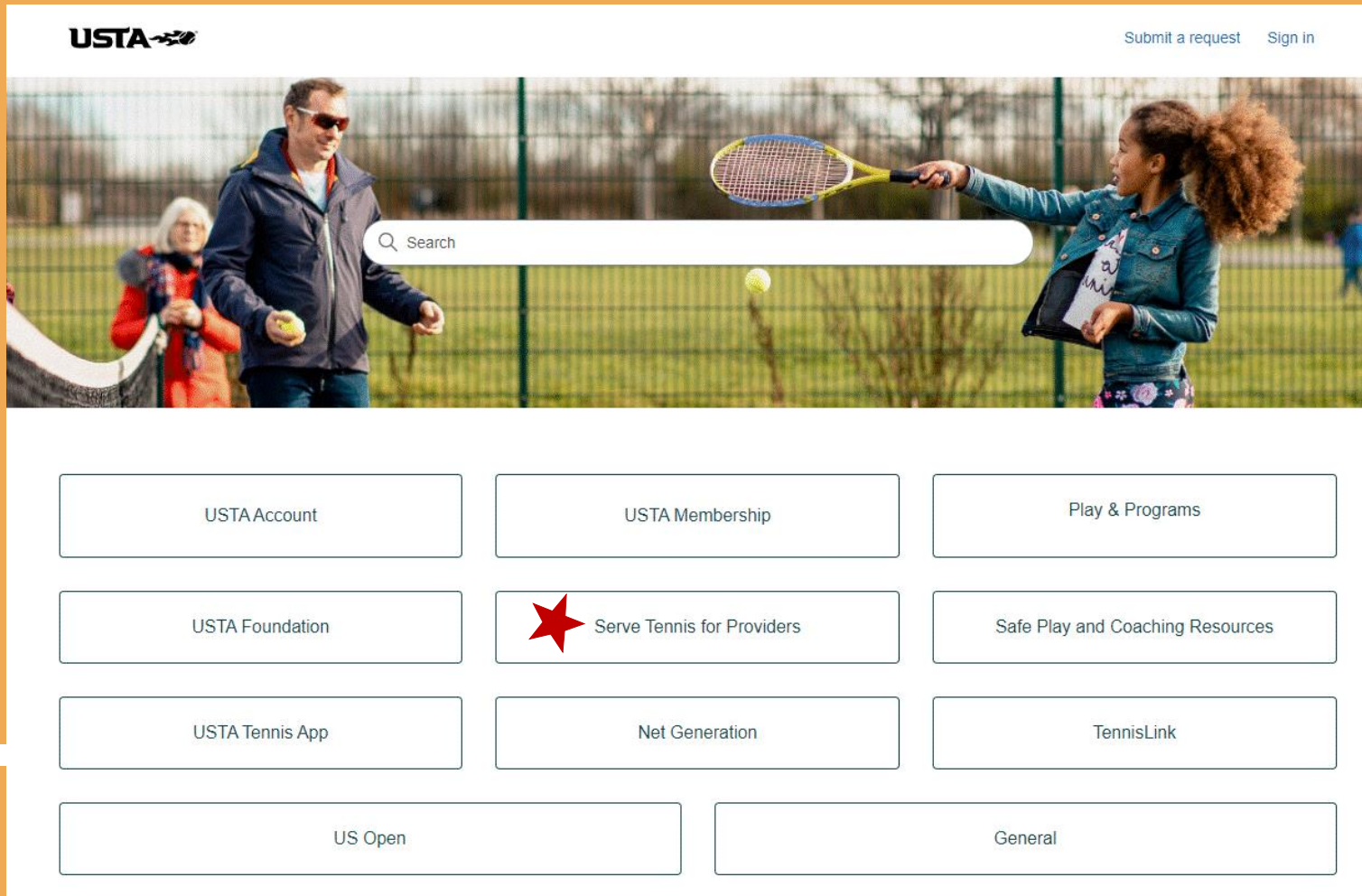
A: You need to check that you have the 'Tournament Director' role ticked at your venue. You can check this by clicking on the Administrators Module, clicking your name, and scroll down to tick Tournament Director. For more information, please refer to the [Tournament Application Checklist](#).



RESOURCES:

USTA CUSTOMER CARE

- Log into your USTA account at USTA.com, go to Serve Tennis for Providers



- Help articles

Custom Forms for Tournaments

New Tournament Features

Setting up as a Tournament Director

How To Create Your Tournament Website (Video)

Tournaments Payments Overview (Stripe Express)

Connecting To Stripe Express for Serve Tennis

Stripe Express Verification

Tournament Settings

Collecting Payouts in Stripe Express for Tournament Directors

Managing and Editing my Stripe Express Account

Tournament Director- Accepting an Invitation

Tournament Application

Tournament Application Checklist

How To Submit a Tournament Application Introductory Overview (Video)

How To Submit a Tournament Application Detailed Overview (Video) 

Accepting / Declining a Referee Invite and Access to the tournament

Overview of the Tournament Information Web Page Details

How to Set the Rules & Pricing Details for a Tournament

How To Edit A Tournament

RESOURCES:

SERVE TENNIS TOURNAMENT WEBINARS

TD TRAININGS

- USTA WEBINAR RECORDINGS
 - Selections & Tournament Desk: Click [here](#) to access the recording.
 - Auto-Scheduling: Click [here](#) to access the recording.

REFEREE TRAININGS

- USTA WEBINAR RECORDINGS
 - Serve Tennis Overview: Part One: [Click here to access the recording](#)

NEW TOURNAMENT FEATURES

- Any and all updates to Serve Tennis are posted on [this page](#). Can be viewed once you log into your USTA account.

URGENT HELP

- Please call the Tournament Director dedicated phone number (888) 494-8782 or email urgenthelp@usta.com.
- Customer Care Hours for TD Support: Monday - Friday: 9 AM – 9 PM ET, Saturday - Sunday: 10 AM – 9 PM ET

QUARTERLY WEBINARS

Q1 - December 10, 2025 (for those hosting an event January 1st - March 31st)

Q2 - March 11, 2026 (...hosting April 1st - June 30th)

Q3 - June 10, 2026 (...hosting an event July 1st - September 30th)

Q4 - September 9, 2026 (...hosting an event October 1st - December 31st)

*Schedule and links will be posted on the TD Resource page of our web-site

TD CONTRACT/COURT AGREEMENT FORM

- This form must be completed and submitted prior to each sanction's final approval, (by Jotform, click [here](#))



2024 USTA North Carolina Tournament Offer and Contract Form

In addition to fulfilling and observing all National, Section and District requirements, USTA North Carolina mandates acknowledgement of Tournament Director expectations in regards to the administration of sanctioned events. In addition to these requirements, it is necessary to provide excellent customer service to all players and families while conducting yourself as a positive representative of USTA North Carolina all to aid in the mission of promoting and developing the growth of tennis.

By signing this agreement and sanctioning an event, you as the Provider are committing to the following requirements:

- **Rules and Regulations:** Adherence of USTA National, USTA Southern and USTA North Carolina requirements
- **Serve Tennis:** You and all appropriate staff are properly trained in Serve Tennis and the overall administration of a tournament.
- **Tournament Personnel:** Arrange for adult event staff that are Safe Play Certified and knowledgeable to be on site at all times, including a USTA official when required.
 - If more than one site is used the tournament is still expected to have sufficient coverage of officials in relation to how many courts are being used.
 - When an official is required, they must accept the role in Serve Tennis at least 8 weeks prior to the registration closing for the event.
 - Failure to have a Referee secured in Serve Tennis 8 weeks prior to the event registration closing will result in the tournament being hidden until the has been taken care of.
 - The Tournament Director and Referee are required to be different individuals and are expected to be on site throughout the duration of the event (The only exception to this is that a Level 7 Tournament can have the TD and Referee be the same individual).
- **Sites and Facilities:** When needed, assume the responsibility for contracting tennis facilities where event play will take place and ensure the accuracy of availability of those facilities during tournament play by providing court agreements.

- **Administering the Tournament:** Follow all instructions regarding tournament applications including deadlines.
 - Respond to all player/parent correspondence within 48 hours and within 24 hours if communication is received less than 3 days before the start date.
 - Seeding, rankings, draw postings, scheduling, communications.
 - Process entry fees, refunds, payments etc...
 - Post draws at least 48 hours in advance of the start of the event.
 - No changes to draws and schedules after they have been made public without approval from the state office.
 - Schedule events using USTA North Carolina guidelines for anticipated match length, and in such a manner that there is reasonable expectation that matches will go on close to the time posted.
 - Update scores and schedule accurately and in a timely manner
 - Proactively communicate with players about any changes to the schedule due to inclement weather.
 - Input all Code Penalties into Serve Tennis within 48 hours of the last match.
 - Notify Section Staff of sportsmanship issues including confirmation that code penalties have been properly recorded in Serve Tennis.
- **Other – (collected in [JotForm](#))**
 - Tournament Name
 - Requested Date
 - Backup Date
 - Name and Email of person responsible within the member organization
 - Court Agreement: If you do not own all the courts being used for the tournament, please upload proof of permission to use the courts for the duration of the event (i.e. Court Reservation from Parks and Rec etc.)
 - Name and Email of any other individual you wish to be added to correspondence on behalf of this tournament.
 - Level of event
 - Facility name, number of courts to be used and surface.

By providing your signature, you agree to the above terms and conditions to host a North Carolina tournament.

Name

Date



REQUIRED TRAINING

*All TDs must go through the appropriate online module in the online Officials education center, Officials First

- L7/L6 training
- [Officiating Learning Center](#)
 - Log in or create new account
 - Go to “Disciplines and Courses”
 - Launch the “L7/L6 & WC5/WC4 Dual Role Training Course”
 - Complete the training module
 - Email Nick or Joanna when it has been completed
 - USTA National will update the Google Drive with your name

*All Adult TDs must complete a USTA-NC district specific quiz that tests information covered in the training module, adult rules and regulations as well as other appropriate policies and procedures relating to tournaments.

- The quiz will be emailed to you after completion of the online training module.
- ***Must be done annually***

CRITERIA:

DISTANCE GUIDELINES

JUNIOR

- Level 5
 - 150 miles from another L5
- Level 6
 - 90 miles from another L6
- Level 7
 - 60 miles from an L7
- Junior Circuit
 - Less restrictive, try not to have one in the same zip code on the same date/time.

ADULT

- Level 5
 - Can not be on the same weekend as an L4 with competing events
 - Can not be on the same weekend as other L5s with competing events
- Level 6
 - 150 miles from a L4 or L5 with competing events
 - 100 miles from another L6
 - 60 miles from another L7
 - WTN Tournaments are unsanctioned but will be treated as L6 tournaments in terms of distance guidelines
- Level 7
 - 150 miles from an L4 or L5
 - 60 miles from an L6 or another L7
- Unsanctioned
 - Can not be on a weekend of an L4 or L5
 - 100 miles away from an L6 or L7

***Some exceptions can be made on a case-by-case basis by staff along with the Sanction and Scheduling Committee**

CRITERIA:

SURVEY RESPONSES USING



How Feefo Feedback Helps Us Grow Together:

- Recognizes and supports Tournament Directors who consistently deliver high-quality experiences
- Helps guide which member organizations receive additional opportunities or resources
- Provides valuable insight to improve the consistency and overall quality of USTA-NC tournaments
- EXAMPLE OF AVERAGE RATING
- NORTH CAROLINA OVERALL TD AND REF RATING = 4.2, out of approx. 412 responses (Jan. 1 to June 30)
 - RANGE = 2.2 TO 5 (5 BEING THE BEST)

COUNT	5 STAR	4 STAR	3 STAR	2 STAR	1 STAR	AVG. RATING
412	249	65	50	20	28	4.2

HOMEPAGE NOTES

YOUR TOURNAMENT HOMEPAGE IS YOUR #1 FRIEND!

- Adult and Junior templates with instructions for each level of event will be available on our web-site under Tournament Director Resources.
- Please go ahead and copy and paste information to your homepage from the appropriate template when you submit your tournament sanction
- Required to be updated *at least* 6 weeks ahead of your tournament, earlier is preferred.
- *Junior event specific, USTA-NC staff will:
 - Copy over and post the homepage notes to each sanction at the time of approval, however you are responsible for checking and verifying they have been added and to also add your own appropriate notes.
 - post Good Chase Sportsmanship Race information and links

ENTRY FEE RECOMMENDATIONS *ADULT

	Level 4	Level 5	Level 6	Level 7
Range	\$65-\$75	\$55-\$65	\$40-\$50	\$20-\$30
Basic (only grab and go items like granola bars & bananas)	Should be offering a player gift	Should be offering a player gift	\$40	\$20-\$25
Player Amenity	Gift- \$65 Gift & Food/Alcohol- \$75	Gift- \$55 Gift & Food/Alcohol- \$65	\$45-\$50	\$30

If your tournament is indoor, you should be at the upper range and could add \$5-\$10 to the above ranges

*Doubles Entries should be a bit lower than the singles entry fee. Depending on the price of your singles registration doubles should be at least \$5-\$20 cheaper (the higher the price the more doubles should be discounted)

ENTRY FEE RECOMMENDATIONS *JUNIOR

L6			
Range	\$25-35	\$35-45	\$45-60
Awards/Trophies	✓	✓	✓
T-Shirts	x	x	✓
Give-Aways	x	x	✓
Player Refreshments	x	✓	✓
Indoor Backup	add \$5	add \$5	add \$5

L7			
Range	\$20-25	\$30-35	\$40-45
Awards/Trophies	✓	✓	✓
T-Shirts	x	x	✓
Give-Aways	x	✓	x
Player Refreshments	x	✓	✓
Indoor Backup	add \$5	add \$5	add \$5

Junior Circuits			
Range	\$10-15	\$20-25	\$30-35
Awards/Trophies	✓	✓	✓
T-Shirts	x	x	✓
Give-Aways	x	✓	✓
Player Refreshments	x	✓	✓
Indoor Backup	add \$5	add \$5	add \$5

CUSTOM FORMS

Providers can now ask multiple questions during the player registration process of each tournament.

- In order to create a custom form, one must be an admin within your organizations Serve Tennis account.

[USTA Customer Care Article](#)

Adult Tournaments

- Rolled out start of 2024
- Any NTRP Sanctioned tournament is part of the “Tarheel Trail”
- Created to highlight how players can play in tournaments to accumulate ranking points to attempt to qualify for the NTRP National Championship
- Helps also connect and market all our adult tournaments in NC
- Promotions
 - New to the Trail
 - Trailblazer



Adult Tournament Outlook 2026:

- Looking for hosts to host some adult team tournaments
- Benefits
 - Recruiting Players
 - Scheduling
 - Atmosphere
 - Fun and Engaging Formats
- Support
 - Grants
 - Up to \$750 while funds last
 - *pending budget approval by NCTA board
 - Registration Support
 - Help you get this set up
 - Tournament Desk Assistance
 - Assist in creating teams and getting your scorecard set up

If you are interested, please reach out to
nick@nctennis.com



JUNIOR TOURNAMENTS

- TOURNAMENT RESPONSIBILITIES
- INCLEMENT WEATHER PROTOCOL
- JR. COMP, TEAM NC, OFFICIALS and S & S (COLLAB)
 - UPDATING RULES & REGULATIONS
 - INCENTIVES
 - SPORTSMANSHIP
 - PLAYER OATH
 - PARENTS

THE MOST IMPORTANT THING YOU CAN DO IS TO: ARM YOURSELF WITH THE CODE AND THE FRIEND AT COURT

Protective Mechanisms: Friend at Court & The Code

Standards of Conduct

1. General. Players, persons who appear to be associated with a player (including, but not limited to, parents and coaches), officials, and organizers of any tournament are under a duty to encourage and maintain high standards of proper conduct, fair play, and good sportsmanship. They are under an obligation to avoid acts that may be considered detrimental to the game of tennis. Detrimental acts include, but are not limited to, the acts in USTA Regulation IV.C.

The Code

THE PLAYERS' GUIDE TO FAIR PLAY AND THE UNWRITTEN RULES OF TENNIS

The Code is not part of the ITF Rules of Tennis. Players must follow The Code, except to the extent to which an official assumes some of their responsibilities. This edition of The Code is an adaptation of the original.

SPORTSMANSHIP POLICY

Sportsmanship is the foundation of tennis. It is essential to tennis as a welcoming, open, and inclusive sport. Sports integrity follows core values and attributes that enrich the lives of all who play. Attributes include, but are not limited to:

- Understanding and following the rules
- Being fair
- Acting with character
- Respecting others
- Winning with humility and losing with grace
- Maintaining composure
- Being accountable for one's own actions
- Giving others the benefit of the doubt

Tennis is more fun when players are good sports, and when played with the players and the sport reinforce the ideals of good sportspeople to stay involved with the sport their entire lives. Being a good sport is its own reward—both on and off the tennis court. Sportsmanship builds trust, generates mutual respect, and promotes enjoyment among all people. As we grow and develop the game, we do so with a commitment to sports integrity.

USTA  NORTH CAROLINA

USTA JUNIOR PLAYER OATH

I recognize that tennis is a sport that places the *responsibility* for *fair play* on me.

I promise to abide by the rules of the game, which require me to *give the benefit of the doubt* to my opponent.

At all times I shall strive to compete with the true *spirit of sportsmanship*, recognizing that my behavior on the court is a direct reflection of my *character*.

Whether my matches end with my *victory or defeat*, I promise to conduct myself in a way that *honors my opponents*, those who support me, and the game of tennis.



*SHARED BY NATALIA PEDROZA, GUEST SPEAKER AT THE USTA NC ANNUAL MEETING

Code of Conduct:

Messaging:

- **Regular Reminders:** Regularly remind and reinforce these rules. This can be done at the beginning of each season, before games, and during practice sessions.
- **Focus on Learning and Fun:** It's important to remember that the main goal of playing tennis is to compete and have fun rather than just winning.
- **Focusing on the process** rather than the outcome can help reduce pressure that might lead to negative language or behavior.

Respectful Communication:

Players should communicate respectfully with everyone involved. This means using polite language, avoiding yelling or aggressive tones, and actively listening.

No Offensive Language:

No derogatory language or slurs are allowed during games, practices, or off-court interactions.

Positive Encouragement: We encourage a culture of positive reinforcement, fostering team spirit and reducing negative interactions amongst

Lead by Example: Our coaches, parents, and adults involved should model the behavior they expect from their kids. Children often mimic the behavior of adults, so all staff must demonstrate respectful language and conduct.

Accountability: Make it clear that there are consequences for breaking the rules. This could vary depending on the severity of the infraction following the guidelines of Friend at Court.

*SHARED BY NATALIA PEDROZA, GUEST SPEAKER AT THE USTA NC ANNUAL MEETING

SAVE THE DATE!

TENNIS WEEKEND 2026

- **COACHES WORKSHOP & TD/REF WORKSHOP**
 - **JANUARY 30th @ THE PINEHURST RESORT & SPA**