

Capital City Tennis Club ORGANIZERS' MANUAL

August 2025



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INTRODUCTION

Thank you for volunteering to be a Capital City Tennis Club Organizer. The Club could not function without you.

This manual is to guide you through the steps in setting up a CCTC event, and to assist with Club and our partner facility policy questions that may arise from individual members.

ABOUT THE CAPITAL CITY TENNIS CLUB (CCTC)

The CCTC is incorporated as a non-profit society of tennis enthusiasts who volunteer their time and effort to facilitate the arranging of tennis matches and to generally encourage greater public participation in this sport.

The CCTC's predecessor, the Victoria Virtual Tennis Club (VUTC), was started in April of 1999 and has been operating since then as a community-based tennis networking club, operating solely on public tennis facilities. In order to facilitate an online payment system, as well as to eliminate confusion arising from the term "virtual", both a name change and incorporation of the club under the Society's Act occurred in 2020.

An Annual General Meeting is held each year, at which time the Board is elected for the following year. Preferences for activities for the coming year are discussed, financial matters are tabled, and feedback is obtained for the betterment of the club and the community.

The Club operates year round and organizes scheduled activities at the Oak Bay Recreation Centre, Cedar Hill Recreation Centre, Stadacona Park and other municipal tennis facilities around greater Victoria.

ABOUT OUR EVENTS

All events on the CCTC calendar are run by volunteers like you. The type of each event is determined by organizers and is overseen and managed by the CCTC Board.

CLUB POLICIES

• Event Sign-Up

Once a player signs up for a CCTC event they are committed to play and failure to attend affects their Membership Health. The CCTC recognizes that unforeseen events such as illness and injuries happen, and one must withdraw from events once in a while. However, if a pattern of frequent or repeated withdrawals emerges, the player's CCTC membership may be suspended.

• Player Suitability for Events

The CCTC gives Organizers the final say in determining whether members who sign up possess the sufficient skill level to participate in that event. Should you determine that a player's skill level does not match that of other participants in your event, you may then refer the player to a more appropriate event on the CCTC calendar.

• Health and Safety on the Courts

Players who are not feeling well should be encouraged to "sit out" an event. If they cancel more than 48 hours prior to the event, they will get a full refund.

As of the outdoor season in 2025, the club's liability insurance policy requires us to have and make available a protocol for handling suspected concussion that occurred during play. Organizers should review this protocol and you are encouraged to carry a copy of it with you in case of a mishap during your event. A copy of the [concussion protocol is available here](#). The [Concussion Recognition Tool is available here](#).

• Interpersonal Conflict or Unsportsmanlike Conduct

The CCTC is, above all, a friendly tennis club. If personal differences flare up on court, we strongly urge the parties involved to meet privately and resolve these differences as soon as possible. Event Organizers will not, under any circumstances, cater to "don't put me with X" requests.

Any forms of abuse will result in possible termination of a player's membership.

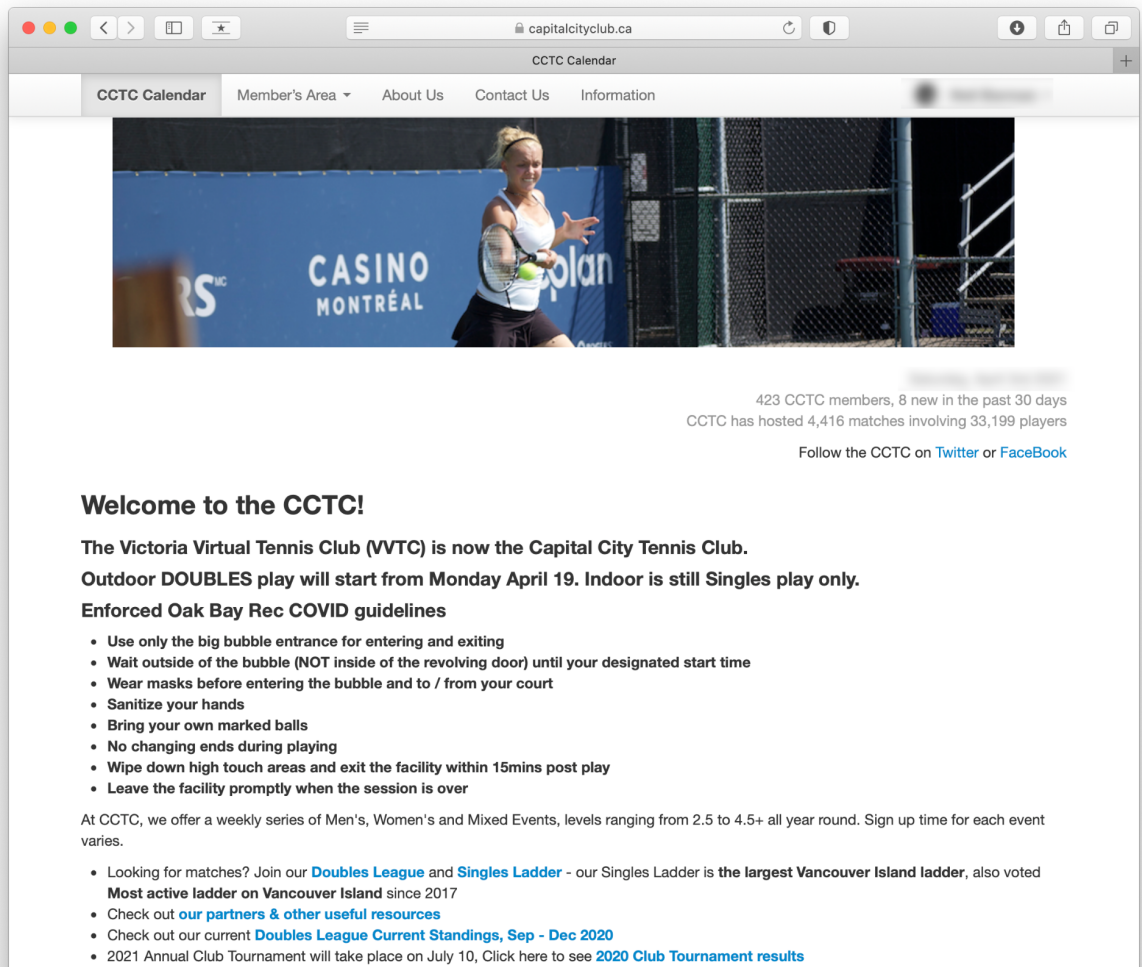
Organizers are encouraged to contact the Board via email at board@capitalcityclub.ca or the Director of Organizers jill@capitalcityclub.ca at any time with concerns about individual incidents and to seek guidance about appropriate next steps.

EVENT SET UP

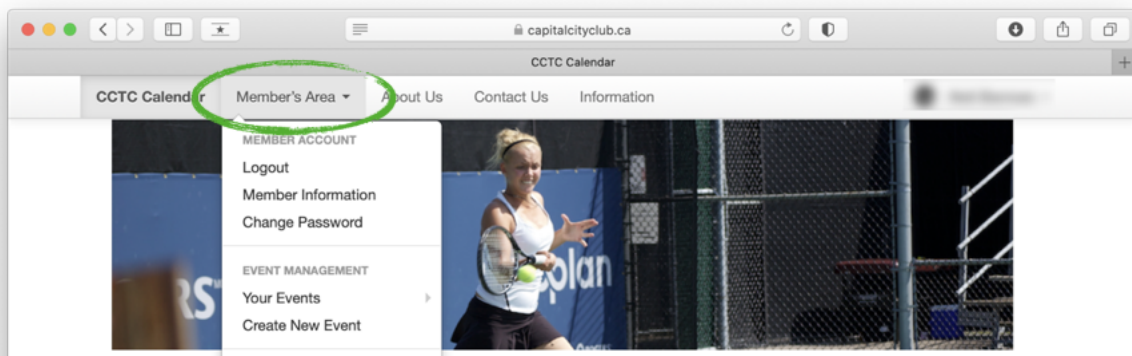
Creating an event and its description is the first step towards holding a regular event. It is straightforward to set up an event. There are drop down menus for most choices – see “Tips” below for other suggestions.

In order to create an event:

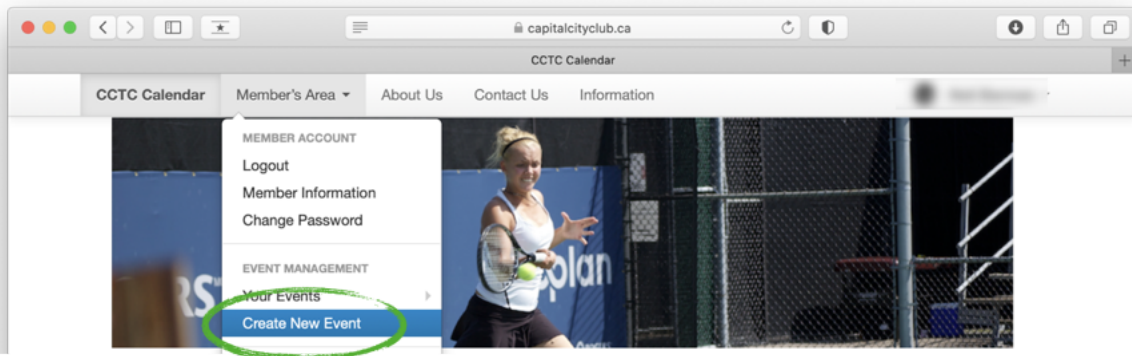
1. Go to CCTC’s Calendar home page: capitalcityclub.ca

A screenshot of a web browser displaying the CCTC Calendar website. The browser's address bar shows 'capitalcityclub.ca'. The website has a navigation bar with links: 'CCTC Calendar', 'Member's Area', 'About Us', 'Contact Us', and 'Information'. Below the navigation bar is a large banner image of a female tennis player in action on a court, with a blue backdrop featuring 'CASINO MONTRÉAL' and 'plan'. To the right of the banner, text states: '423 CCTC members, 8 new in the past 30 days', 'CCTC has hosted 4,416 matches involving 33,199 players', and 'Follow the CCTC on Twitter or FaceBook'. The main content area is titled 'Welcome to the CCTC!' and contains several paragraphs and a bulleted list. The paragraphs include: 'The Victoria Virtual Tennis Club (VUTC) is now the Capital City Tennis Club.', 'Outdoor DOUBLES play will start from Monday April 19. Indoor is still Singles play only.', and 'Enforced Oak Bay Rec COVID guidelines'. The bulleted list contains seven items related to COVID guidelines. At the bottom, a paragraph states: 'At CCTC, we offer a weekly series of Men's, Women's and Mixed Events, levels ranging from 2.5 to 4.5+ all year round. Sign up time for each event varies.' followed by a bulleted list of links and information: 'Looking for matches? Join our Doubles League and Singles Ladder - our Singles Ladder is the largest Vancouver Island ladder, also voted Most active ladder on Vancouver Island since 2017', 'Check out our partners & other useful resources', 'Check out our current Doubles League Current Standings, Sep - Dec 2020', and '2021 Annual Club Tournament will take place on July 10, Click here to see 2020 Club Tournament results'.

2. Select **Member's Area** from the top of page menu



3. Click **“Create New Event”** to set up the details of the event



The New Event form will appear:

capitalcityclub.ca
CCTC: Create Event
Neil Barman

CCTC Calendar
Member's Area
About Us
Contact Us
Information



CCTC: Create New Event

Title

Location

Location URL

Description

event description

You can apply formatting and include links using [Markdown](#) syntax.

PREVIEW:

Cost \$

Please enter as 9.99 or 0 for free.

Weekday Start Hour Minute (When the event takes place)

Duration Gender Capacity (0 = unlimited)

Minimum Level

☐ Require Assessed Level

Options

- ☐ Online Payment
- ☒ Accept Spares
- ☐ Subscription Event

Create Event

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4. Complete the New Event form fields:

Title: Insert basic description of event eg. Mixed Doubles, 3.5-4.0, Saturday 4:00-6:00pm

Location: Insert location eg. Oak Bay Rec, large bubble, court 4

Location URL: Leave blank (or use a URL that clearly links to the event location.)

Description: Organizer's discretion to further describe the event - be creative! (Note that the description of the event **must** also include the release time of the event.)

Preview: This section allows Organizers to review what the description will look like when posted for signup on the website.

Cost: Varies by season (summer is lower than winter), by duration of events, and by the hour that it occurs. Please consult the Organizer Coordinator for booking court space for the club. Show cost as dollars and cents eg. 19.00.

Weekday, Start Hour, Duration, Gender: Use provided drop down menu choices.

Minimum Level: Use provided drop down menu choices. *Do not* click on "Require Assessed Level".

Capacity: Number of players in total including Organizer if playing.

Options: Select "Online Payment"

Select "Accept Spares" – This will allow for notification of spares of an opening in the event.

Do not select "Subscription Event" (Subscription Event is ONLY used for league style events where teams pay in advance to play multiple weeks in a session - not for regular weekly events.)

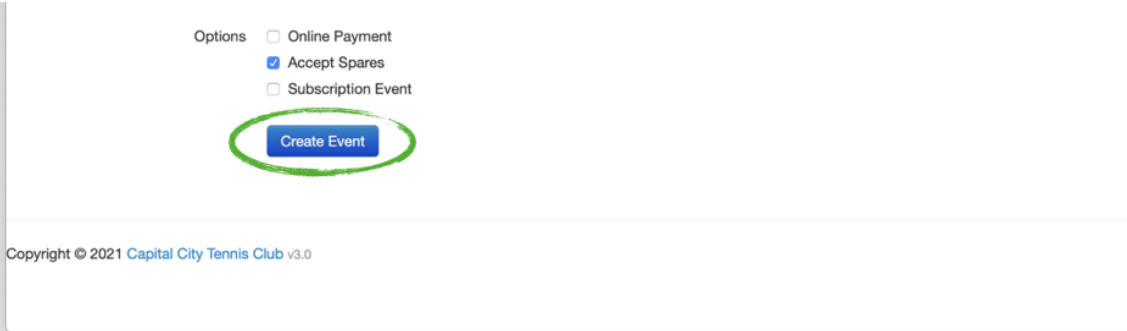
The screenshot shows a web browser window with the URL capitalcityclub.ca. The page title is "CCTC: Create New Event". The navigation bar includes links for "CCTC Calendar", "Member's Area", "About Us", "Contact Us", and "Information". The main content area features a header image of a tennis player on a court. Below the image is the "CCTC: Create New Event" form. The form has the following fields and options:

- Title:** event title
- Location:** event location
- Location URL:** event location URL
- Description:** event description
- Preview:** You can apply formatting and include links using [Markdown](#) syntax.
- Cost:** \$ cost
- Weekday:** Sundays
- Start Hour:** 12 pm
- Minute:** 00
- Duration:** 1h 30m
- Gender:** Mixed Tennis (Any)
- Capacity:** 0
- Minimum Level:** No Restriction
- Options:**
 - ☐ Online Payment
 - ☒ Accept Spares
 - ☐ Subscription Event

A "Create Event" button is located at the bottom of the form. The footer of the page reads "Copyright © 2021 Capital City Tennis Club v3.0".

5. Click on “**Create Event**” button at the bottom of the page

This will save the particulars of your event that you will use week after week.



The screenshot shows a form with the following options:

- Options ☐ Online Payment
- ☒ Accept Spares
- ☐ Subscription Event

Below the options is a blue button labeled "Create Event", which is circled in green. At the bottom of the form, there is a copyright notice: "Copyright © 2021 Capital City Tennis Club v3.0".

TIPS

Suggested Event Title elements:

- Include the term “Competitive” if appropriate to the event
- Mixed/Ladies/Mens (Doubles) Level (2.5 - 4.0)
- Day, abbreviated (Mon, Tues, Wed, etc)
- Time (eg. 6-8 PM)

EXAMPLE: Competitive Mixed Doubles 3.5 Mon 6-8 PM.

Example of a completed event description form:

The screenshot shows a web browser window displaying the CCTC Event: Mixed Doubles 2.5-3.0, Wed 6:00-8:00pm form. The form is titled "CCTC Event: Mixed Doubles 2.5-3.0, Wed 6:00-8:00pm" and includes a header image of a tennis player. The form fields are as follows:

- Title:** Mixed Doubles 2.5-3.0, Wed 6:00-8:00pm
- Location:** Stadacona Park, Court 2 (in the cage)
- Location URL:** <https://www.globaltennisnetwork.com/tennis-courts/courts/tennis-court-page/court/20330-stadacona-park>
- Description:**

time unless you inform me in advance that you are unavailable to continue serving as a spare.

 - If you'd like to see what Tennis Canada describes as L2.5, please click [here](http://www.statennis.ca/self-rating-guide/)
 - The upcoming event is posted on the website and available to sign up for each week at 6:00pm Wednesdays, following that evening's play.

You can apply formatting and include links using [Markdown](#) syntax.

PREVIEW:

>> Note the new day and time of the session <<

**** Book early to secure your spot in this popular event! ****

If you have wanted to play more but aren't quite at the 3.0+ level, then this weekly event is for you. It aims to be a friendly, social event where all can enjoy the game and practice & improve our skills in the process.

I look forward to seeing you on the court!

Important info below:

 - Please arrive 10 minutes early.
 - The event is held at Stadacona Park. This [What3Words map link](#) will direct you to the park.
 - If you sign up as a spare: Please keep an eye on your email as you will receive an email letting you know if/when a confirmed slot becomes available. Be aware that you may receive a confirm slot right up until event time unless you inform me in advance that you are unavailable to continue serving as a spare.
 - If you'd like to see what Tennis Canada describes as L2.5, please click [here](#).
 - The upcoming event is posted on the website and available to sign up for each week at 6:00pm Wednesdays, following that evening's play.
- Cost:** \$ 5.00
- Weekday:** Wednesdays
- Start Hour:** 6 pm
- Minute:** 00
- Duration:** 2h
- Gender:** Mixed Tennis (Any)
- Capacity:** 4
- Minimum Level:** No Restriction
- Options:**
 - ☐ Online Payment
 - ☒ Accept Spares
 - ☐ Subscription Event
- Organizer:** Neil Barman

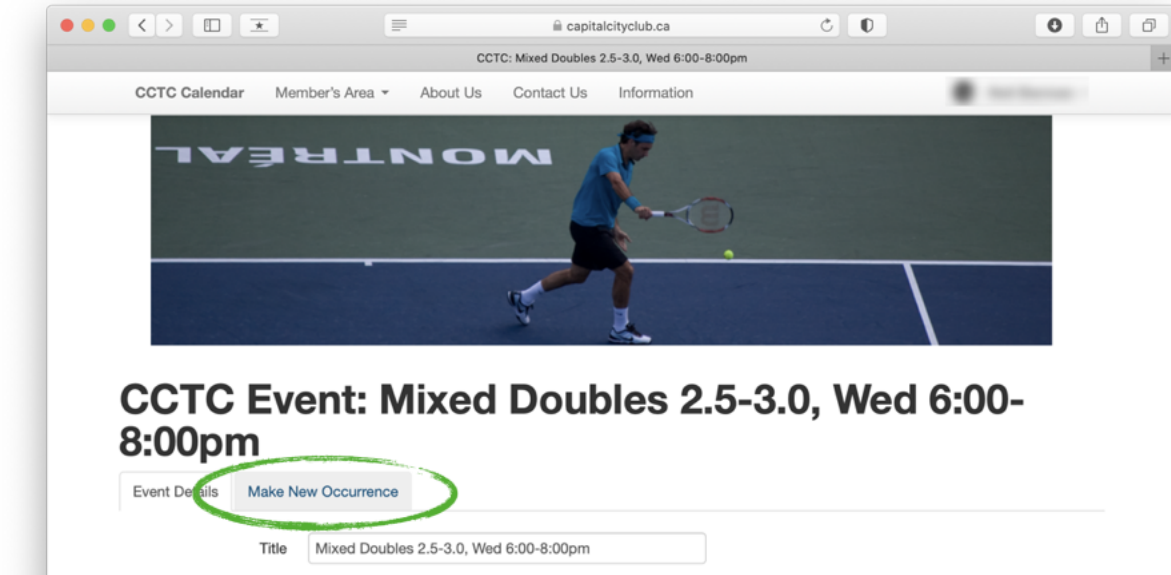
Buttons: [Save Changes](#) [Delete Event](#)

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Now that you have created the event and its description you may create occurrences of that event on specific dates.

6. Creating Occurrences of Your event

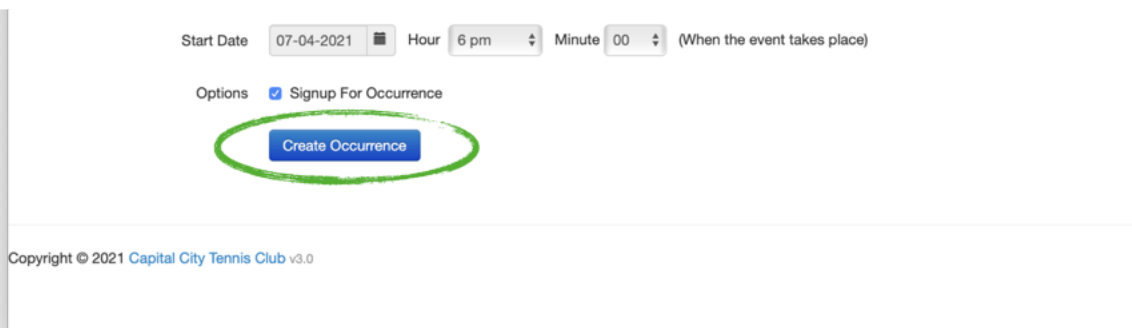
Click on the “Make New Occurrence” tab



The Make New Occurrence allows you to set the details for a particular date's event.

The date will be automatically inserted but Organizers can change the start date in the Start Date box. (The optional Occurrence Description field allows you to add descriptions elements specific to this particular date if you wish.)

Once you have checked that the start date and time are correct, Click on “Create Occurrence” button at the bottom of the page. This action saves the first occurrence of your event.



Once the first new Occurrence is created you will now have the option of choosing a Release date and time for your event.

The screenshot shows a web browser window displaying the CCTC Calendar page. A notification banner at the top reads "New Event Occurrence Created". Below this, the event title is "CCTC Event: Mixed Doubles 2.5-3.0, Wed 6:00-8:00pm". The event is scheduled for "Wednesday, April 7th 2021, 6:00 PM (in 4 days)". The form includes a text area for the "Occurrence Description" and a "PREVIEW" section. At the bottom, there are fields for "Start Date" (07-04-2021), "Release Date" (21-03-2021), "Gender" (Mixed Tennis (Any)), and "Capacity" (4). A "Save Changes" button is located at the bottom of the form.

Release date and time is the time the event is posted to the CCTC calendar for sign up. The date will be automatically set for one week prior to the event and the time for the time the event starts. To allow event participants an opportunity to sign up for future events, we recommend that the release date be changed to at least one hour after the conclusion of the prior event.

eg. If event is Tuesday 6-8pm then release date should be Tuesday 9pm

Click on “Save Changes” at the bottom of the page to ensure that this occurs every week.

Start Date: 24-03-2021 [calendar icon] Hour: 6 pm Minute: 00 (When the event takes place)

Release Date: 17-03-2021 [calendar icon] Hour: 6 pm Minute: 00 (When the event appears on the VVTC calendar)

Gender: Mixed Tennis (Any) Capacity: 8 (0 = unlimited)

Minimum Level: No Restriction
☐ Require Assessed Level

Options: ☒ Send Announcement Message
☒ Send Reminder Message (48 hours prior, only when there are vacancies)
☒ Send Roster To Participants (18 hours prior)

Organizer: Neil Barman

[Show Participants »] [Email Participants »] [Download Participants (CSV)]

Save Changes **Delete Occurrence »**

TIPS

If no changes have been made (for example, no change to the Release Time) there is no need to click “Save Changes” and Organizers can go directly to “Make New Occurrence”

7. Creating Subsequent Occurrences

Most Organizers choose to set up all their events at once to save work and to cover off a specific block booking period for their events.

Once the first Occurrence is created and saved, then the only step is to select a new date for each weekly event (one at a time) and click on Make New Occurrence for each new date.

Repeat step 6 for each new occurrence of your event.

Once you create multiple occurrences of your event they will be available to you via the Upcoming Occurrences tab:

TIPS

- There is no need to fill in the Description box again. The original description you inserted in your Create Event page will be automatically repeated for each Occurrence.

- Options - Let the system work for you!
- These options should already be selected for you

- “Send Announcement Message”, “Send Reminder Message” and “Send Roster to Participants” so everyone is reminded and informed. Be sure to click on “Save Changes” to keep these options intact for future events.

Options	☒ Send Announcement Message ☒ Send Reminder Message (48 hours prior, only when there are vacancies) ☒ Send Roster To Participants (18 hours prior)
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8. Review the Calendar listing of your event

This is how your event will show up on the calendar on the CCTC main page

6:00 PM 2h	Mixed Doubles 2.5-3.0, Wed 6:00-8:00pm Show More Stadacona Park, Court 2 (in the cage) YOU ARE SIGNED UP FOR THIS EVENT Roster...	\$5	3 Players Needed
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MANAGING PLAYER PARTICIPATION AND ROSTER

1. Organizer Participation in event

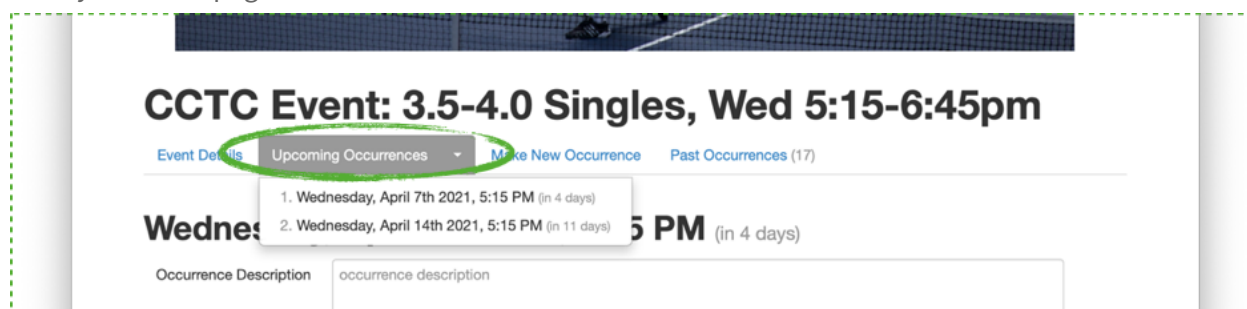
With the **online payment system**, you will initially be shown as a SPARE for each Occurrence of your event.

Your status from SPARE to PLAYER changes when you have paid for each Occurrence of your event separately. See step 2 below.

Your discounted fee as an organizer (50% of regular fees) will be automatically applied when you initiate payment for the events that you organize.

2. How to Pay in advance for each Occurrence of your Event

Go to your event page that lists all Occurrences.



Follow these steps for each Occurrence

- Click on first Occurrence
- Click on the “Show Participants” button near the bottom of the page
- Under your name click on button that says “Sign up and Pay”
- Enter payment details and click on the red “Sign Up and Pay” again

3. Generating the Roster and Reminders

The online system generates the roster automatically once participants have paid to participate. The roster will be sent to players 18 hours before the event.

TIPS

- There are rare times when events do not fill in a timely manner e.g. When we are transitioning between outdoor and indoor events or when regular players are away on holiday. In these cases, Organizers may generate a reminder announcement of the event by following these steps:
- Click on the Occurrence for the week not filled
- Under Options, click on Send Announcement Message
- Click on Save Changes. An announcement email will go out again for the event.

- Reminders to sign up will be generated automatically for events that are not filled 48 hours prior to the event.

4. Additions and Changes to the Roster

Please read carefully - Refunds and Membership Health are affected

All members must pay to play and be included on the roster.

Members may initiate their own withdrawal whether as spares or players, but

- Members must choose reason from drop down menu to cancel
- Any withdrawal made **more than 48 hours prior** to the event by players who are signed up and paid will receive a WITHDRAWAL mark on their Membership Health. A refund will be provided.
- For any withdrawal made **within 48 hours prior** to the event NO REFUND WILL BE GIVEN.
- In addition to not receiving a refund for a withdrawal within 48 hours of an event, if a withdrawal is initiated **within 24 hours prior** to an event, a red LATE WITHDRAWAL mark will also be applied against the Membership Health of the player.

Organizers may remove players at any time, but

- There is no membership health implication to the player if withdrawal is done **more than 48 hours prior** to an event. An automatic refund of the player's payment will be initiated.
- If withdrawal is **within the 48 hour period prior** to the event period, NO REFUND WILL BE GIVEN.
- In addition to not receiving a refund for a withdrawal within 48 hours of an event, if a withdrawal is initiated **within 24 hours prior** to an event, a red LATE WITHDRAWAL mark will also be applied against the Membership Health of the player.

Organizers will be automatically notified of changes to their event

- Email showing player withdrawal
- Email for when player is needed for the event (48 hours prior to the event)

Spares will receive email notifications when a player withdraws and a spot is available. The first spare to pay gets to play.

If participants do not receive a refund for withdrawals outside of 48 hours prior to the event, contact the club treasurer Brett McNeilage at cctcvictreasurer@gmail.com

Note: For rainouts or cancellation of the event altogether prior to start time, all players will receive a refund.

5. Change to Organizer of an Occurrence

Organizers may choose to share responsibility for the running of events. Any changes to the Organizer designation must be made by the original event Organizer. Substitute Organizers must be already designated as a CCTC Organizer even if they do not routinely manage an event. Should you wish to include a new Organizer to share responsibility for your event, please contact jill@capitalcityclub.ca

- To make changes to the Organizer, the original Organizer must go to the page for your event Occurrences.

- Click on a specific Occurrence date or dates that are affected.
- Scroll to the bottom of the page where the Organizer drop box is shown.
- Click on the drop down menu, choose the replacement Organizer name and click on “Save Changes”.

If you as the original Organizer are already on an event Occurrence roster and are no longer playing or Organizing, then you must remove yourself from the roster.

- Click on the affected Occurrence.
- Scroll to the bottom of the page and click on the “Show Participants” button.
- Remove yourself from the roster using “Removed by Organizer” then click on “Remove Player”.
- You should alert the replacement Organizer to immediately sign up for that Occurrence and pay as well.
- The replacement Organizer must go to the tab “Occurrences Assigned to You”

There the replacement Organizer has the opportunity to sign up as organizer, pay in advance and receive the 50% discount.

6. Finding contact information for all members

Organizers may find contact information for all CCTC members. Go to the “Member’s Area” drop down box and choose “Membership List”.

MEMBERSHIP HEALTH

Every member has a Membership Health Bar Graph that informs Organizers of problems such as Bad Behaviour, Late Withdrawals or No Shows. Although the vast majority of CCTC members participate in events without a problem, Membership Health is in place to inform Organizers of those few players where there may be a pattern of poor behaviour and to encourage those players to be more mindful of the impact of their behaviour on others.

Organizers are encouraged to make use of the Report a Problem button under the player's name on any occurrence within 24 hours of the conclusion of your event.

This information is valuable to all Organizers and can be useful in assessing problem players.

To report a problem:

1. Near a participant's name click on "Report a Problem"
2. Choose a problem from the drop down box.
3. Add any notes of explanation
4. Click on "Add Problem Report" button to log the problem to the player's membership

Membership Health now has three categories:

GREEN = NORMAL

ORANGE = PROBLEM

RED = SERIOUS

Each player starts with 1,000 points and **GREEN** status. Infractions cause deductions of points against the player's membership health.

Infractions are assessed as follows:

ORANGE

Late Arrival = 250 points

Withdrawal >48 hours prior to event = 200 points

Injured = 100 points

RED

No Show = 500 points

Late Withdrawal ≤ 24 hours prior to event = 400 points

Bad Behaviour = 600 points

No balls (previous Covid rule - not in use) = 400 points

Organizers should note and where needed, communicate to members, that individual infractions are deleted after 90 days.

If you have a player who is questioning their Membership Health status, you are encouraged to contact Jill Maase, Director of Organizers, at jill@capitalcityclub.ca