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5.01 Tournament Director

A. Appointment

- 1) A tournament may change the Tournament Director named in the tournament application by submitting the proposed change to the ATP Board for approval.
- 2) The ATP Board may require a tournament to change the Tournament Director upon a finding that such Tournament Director has failed to or refused to comply with any provision of ATP's rules and regulations.

B. Responsibilities

Each Tournament Director shall:

- 1) Act in cooperation with ATP staff on-site.
- 2) Be responsible for tournament compliance with all rules and regulations.
- 3) Not go on court during a match (including warm-up) or otherwise become involved in any Code of Conduct matter.

NOTE: Tournament Directors are prohibited from playing in their own event (Tour Policy).

5.02 Tour Manager

A. Appointment

ATP shall provide a Tour Manager for each ATP Tour tournament.

B. Responsibilities

- 1) The Tour Manager shall be present for all sign-ins.
- 2) The Tour Manager shall be present at the making of all draws.
- 3) The Tour Manager shall act as the player representative for all aspects of the tournament, including as a member of the scheduling committee.

5.03 Public Relations ("PR")

A. Appointment

- 1) ATP will provide a PR representative for each ATP Tour tournament to coordinate advance publicity, help organize facilities and provide media assistance on-site.

B. Responsibilities

- 1) The PR representative shall liaise with journalists, players and sponsors.
- 2) The PR representative shall organize and supervise post-match press conferences. **(See ATP Addendum, page 378)**
- 3) The PR representative shall coordinate exclusive interviews.
- 4) The PR representative shall provide statistical and biographical information to journalists.
- 5) The PR representative shall disseminate information to international journalists.
- 6) The PR representative shall suggest story lines to journalists.

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5.04 Doctor, Physiotherapist and Massage Therapist

A. ATP Tour Tournaments

1) Tournament Doctor. (See ATP Addendum, page 378)

Beginning with the qualifying competition, it is the responsibility of each ATP Tour tournament to provide on-site during the entire tournament an English-speaking Doctor who specializes in sports medicine, unless otherwise approved by ATP's Medical Services Committee. Each tournament shall send the name and address of the tournament Doctor to the appropriate ATP regional coordinator forty-two (42) days in advance of the tournament. The tournament doctor shall be responsible for the medical care and treatment of the players at all times during the event and shall have no other official duties while at the tournament site.

2) Tournament Infection Control Officer ("TICO") (See ATP Addendum, page 378)

3) Physiotherapist. (See ATP Addendum, page 379)

ATP shall provide a Physiotherapist for all tournaments except that ATP may require assistance from a tournament to provide a Physiotherapist for the qualifying competition.

Combined Events. Each combined tournament must provide one (1) ATP Physiotherapist with single room hotel accommodations. Complimentary room shall be in the player hotel or another hotel approved by ATP Medical Services.

4) Massage Therapist. (See ATP Addendum, page 379)

It is the responsibility of each ATP Tour tournament to provide a Massage Therapist.

B. ATP Challenger Tour Tournaments

1) Tournament Doctor. (See Challenger Addendum, page 398). Each ATP Challenger Tour tournament is required to have an English-speaking tournament Doctor at the site or on call in proximity of the tournament site during the event. Each tournament shall send the name and address of the tournament Doctor to ATP's Medical Services Committee forty-two (42) days in advance of the tournament.

2) Physiotherapist. (See Challenger Addendum, page 398). Each ATP Challenger Tour tournament must provide an English-speaking Physiotherapist(s) as shown below. All Physiotherapy treatments are provided to players free of charge.

a) ATP Challenger 125 events

- i) Two (2) Physiotherapists designated and paid for by ATP.
- ii) The tournament may apply to have a local physiotherapist in lieu of the 2nd ATP Physiotherapist. If approved, the local physiotherapist would work Sunday through Thursday*. All fees and expenses for the local Physiotherapist will be paid by the tournament.

b) ATP Challenger Tour 110 events

- i) One (1) Physiotherapist designated and all fees/expenses paid by ATP.
- ii) One (1) Physiotherapist nominated by the tournament and approved by ATP. This Physiotherapist is to be scheduled to work Sunday through Thursday* with all fees/expenses paid by the tournament.

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- * Sunday through Wednesday for events qualified and approved for a Saturday final.
 - c) **ATP Challenger Tour – all others**
 - i) Two (2) Physiotherapists designated by the tournament and approved by ATP.
 - ii) The tournament is responsible for all fees and expenses.
 - iii) One Physiotherapist to work Sunday through Thursday* and one physiotherapist to work Monday through Sunday**.
 - * Sunday through Wednesday for events qualified and approved for a Saturday final.
 - ** Sunday through Saturday for events qualified and approved for a Saturday final.
 - d) **Education module.** All non-ATP Physiotherapists must have successfully completed the ATP Medical Services education online program prior to working at ATP Challengers.
- 3) **Massage Therapist. (See Challenger Addendum, page 399).** One (1) Massage Therapist must be provided at each Challenger.
- a) For ATP Challenger 125 events, the service shall be provided to the players, while remaining in the event, free of charge.
 - b) For all other ATP Challenger Tour events, a fee may be charged with a recommended maximum fee of \$25/€25 for a 30-minute massage.

5.05 Agents, Tier I and Tier II

A list of Tier I and Tier II Agents will be established and revised on a yearly basis following the conclusion of the Nitto ATP Tour Finals. The criteria for becoming a Tier I or II Agent is defined below.

A. Tier I

- 1) Minimum of five (5) years of service, beginning with the first year's representation of an ATP player, and
- 2) Agent's Player must be active, and
- 3) Number of Singles Players representing
 - a) Ranking 1-10 = 1 player, or
 - b) Ranking 11-50 = 2 players, or
 - c) Ranking 11-100 = 4 players, or
- 4) Number of Doubles Players representing
 - a) Ranking 1-20 = 4
 - b) If agent does not represent four (4) doubles players, each doubles player ranked in the top 20 shall count as ½ player towards meeting the singles criteria.

B. Tier II

Agents that do not meet the criteria to be in Tier I may apply for consideration as a Tier II Agent. There are no benefits associated with Tier II classification.

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5.06 Supervisor

(See ATP Addendum, page 380)

A. Assignment & Designation

1) ATP Tour Tournaments

An ATP Supervisor shall be provided by ATP for each ATP Tour tournament.

2) ATP Challenger Tour Tournaments

ATP shall provide a Supervisor for each ATP Challenger Tour tournament.

B. Fees and Expenses

ATP Tour and ATP Challenger Tour Tournaments

ATP shall pay the fees and travel expenses of the supervisors hired by ATP.

Each tournament must provide each Supervisor with single room hotel accommodations, meals and laundry. Complimentary rooms shall be in the player hotel or another hotel approved by ATP or the Supervisor.

C. General

The Supervisor at each ATP Tour and ATP Challenger Tour tournament is provided by ATP. Whenever the Supervisor is not available, the Supervisor shall designate an approved Referee or ATP Official to assume all duties and responsibilities. (All references to Supervisor includes "or his designee.")

D. Responsibilities

In all ATP Tour and ATP Challenger Tour tournaments the Supervisor shall:

- 1) Act as ATP's representative, speaking with the full authority of ATP during the tournament.
- 2) Act as final on-site authority ensuring that the tournament is conducted fairly in accordance with ATP's Rules and Regulations as to all matters arising that require immediate resolution at the tournament site including the evaluation of tournament compliance with Facilities and On-Site Condition requirements.
- 3) Issue player conduct fines as necessary and appropriate.
- 4) Direct, supervise, instruct and evaluate the Referee, Chief of Umpires and all on-court officials, including the authority to:
 - a) Make the assignment of all Chair Umpires and approve all Line Umpires and net judge for tournament matches.
 - b) Remove a Chair Umpire and/or remove, rotate or replace any Line Umpire or net judge when necessary to improve the officiating of a match.
- 5) Make all draws for the qualifying and main draw competitions.
- 6) When weather or other conditions threaten the immediate safety of the players, spectators, officials or any other persons on the tournament site, the Supervisor may suspend or postpone the match(es) until such time that in his opinion the threat to safety is no longer evident.
- 7) Decide if a court is fit for play or decide if a match should be moved to another court. The Supervisor may, if necessary to eliminate the possibility of a player having to play two singles matches in one day, or if necessary to complete the

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event, move a match to another court, indoors or outdoors, regardless of surface.

- 8) Serve as the Chairman of the scheduling committee and make the final decision on all scheduling matters if the committee is not in agreement. Ensure that the daily order of play is posted on the bulletin board and at the official hotel.
- 9) Designate a highly visible place in the general player area as the official bulletin board.
- 10) Designate a visible timepiece at a fixed location as the "Official Clock" of the tournament.
- 11) Designate a specific area from which matches shall be called and determine when a match is to be called.
- 12) Maintain a continuous dialogue during the week with the Tournament Director and submit a report to ATP evaluating the tournament, including attendance, and officials. The Tournament Director shall receive a copy of the report prior to the Supervisor's departure.
- 13) Decide with the Tournament Director the designation of the lowest tier of seats that surround the playing area of the courts at each tournament.

E. Clothing - ATP Tour

The officiating uniform provided by ATP must be worn. No other commercial branding may be applied to the uniform without prior approval from ATP.

5.07 Chair Umpire / Review Official

(See ATP Addendum, page 380)

A. Assignment and Designation Process

- 1) ATP Tour Tournaments. Officials required to support the tournament are as follows:

ATP shall hire designated Chair Umpires as follows:

<u>Main Draw Size (Singles)</u>	<u>Total # of chair Umpires</u>
96	9
56	7
48	5
32	4
28	4

NOTE: In the event the tournament elects to employ the services of an electronic line calling system, ATP will hire a Review Official in addition to the Chair Umpires as stated above.

Each tournament is required to provide supplemental Chair Umpires approved by ATP for the qualifying competition as well as for some main draw matches not covered by the designated Chair Umpires hired by ATP. Supplemental Chair Umpires must have international certification of Gold, Silver or Bronze.

- 2) **ATP Challenger Tour Tournaments.** Tournaments must hire Chair Umpires as specified below:

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- a) **Chair Umpires.** Each tournament shall have a minimum of four (4) designated Chair Umpires for the entire week as selected and coordinated by ATP. Under special circumstances, ATP may require additional Chair Umpire(s) to be hired by the tournament.
- b) **Supplemental Chair Umpires.** Each tournament shall provide supplemental Chair Umpires approved by ATP for matches not covered by the designated Chair Umpires. Supplemental Chair Umpires must have certification of Gold, Silver, Bronze or White.

B. Fees and Expenses

ATP shall pay the fees and travel expenses of the designated Chair Umpires and review officials (if any) hired by ATP.

1) ATP Tour and ATP Challenger Tour Tournaments.

Each tournament must provide each designated Chair Umpire and Review Official (if any) with single room hotel accommodations, meals and laundry. Complimentary rooms shall be in the player hotel or another hotel approved by ATP or the Supervisor.

Each ATP Challenger Tour tournament shall pay a fair and reasonable fee and travel expense to each Chair Umpire hired by the tournament.

C. General

Chair umpires are assigned matches by the ATP Supervisor and are responsible to ensure those matches are conducted according to the rules of ATP in order to present a professional tournament.

D. Responsibilities

- 1) Enforce all ATP Rules and Regulations and on-court procedures to ensure accuracy, fairness and safety. Ensure that the players and all on-court officials observe the rules.
- 2) The following pertain to the rules for continuous play: Have a stopwatch in his possession which shall be used to time the warm-up, the time between points, the time permitted on changeovers, the time permitted during the set break and all other specified time periods designated under the provisions of any rule or regulation.
- 3) Dress uniformly with other Chair Umpires as prescribed by the Supervisor.
- 4) If appropriate, conduct a pre-match meeting with all of the on-court officials for the match to specify court assignments and the procedures to be used for making calls, hand signals, rotation of court assignments, etc.
- 5) Ascertain prior to matches from the Supervisor or the Chief of Umpires that the tournament has made appropriate arrangements for the safe escorting of players to and from the court before and after the match.
- 6) Immediately before the start of the match meet with the players to:
 - a) Verify the correct pronunciation of the player's names.
 - b) State any pertinent information (rule changes, new procedures, etc. for the players).

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- 7) Flip a coin in the presence of both players or teams to determine choice of serve and side at the beginning of the match prior to the warm-up. If play is suspended before the match begins, the winner of the toss may choose again before the match commences.
- 8) Determine if each player is dressed in accordance with the dress provisions of ATP rules. Corrective action taking more than fifteen (15) minutes shall result in a default in consultation with the Supervisor. An appropriate re-warm-up may be authorized.
- 9) Determine all Questions of Fact arising during the match (including the permitted five (5) minute warm-up).
- 10) Make the first determination of all Questions of Tennis Law arising during the match, subject to the right of a player to appeal to the Supervisor.
- 11) Announce the score after each point in accordance with On-Court Procedures. Announcements as a minimum must be in English. If two (2) languages must be used, announce in the local language first, then English. Conversations between the Chair Umpire and a player can be in any language. However, if the language used is not English, then the Chair Umpire must be prepared to advise the other player of the nature of the discussion.
- 12) Repeat the calls of a Line Umpire or net judge if the call is made in a weak voice or there is a close call that must be confirmed to remove any doubt from the minds of the players.
- 13) Be responsible for any ball mark inspection on clay courts. A ball mark inspection must be made in accordance with the approved on-court procedures.
- 14) Overrule a Line Umpire only in the case of a clear mistake by the Line Umpire and only if the overrule is made promptly after the mistake is made. All overrules must be made in accordance with the approved on-court procedures. Obvious foot faults must be called by the Chair Umpire consistent with the procedures used for handling "clear mistakes".
- 15) Remove, rotate or replace any Line Umpire or net judge whenever, in the opinion of the Chair Umpire, it will improve the officiating of a match.
- 16) Exercise his best efforts to control the crowd. Spectator involvement is encouraged as long as the Chair Umpire does not determine such involvement to be deliberately distracting. Whenever the spectators are impeding the progress of the match, the Chair Umpire should address them respectfully and request their cooperation. The tournament announcer and security personnel may be used to assist the Chair Umpire after consultation with the Supervisor.
- 17) Be responsible for the direction of the ball persons during the match so that they assist but do not disturb the players.
- 18) Be responsible for having the appropriate number of balls on-court for the match, for all changes of balls and for determining if a ball is fit for play. The appropriate number of ball containers should be opened and inspected sufficiently in advance of each ball change so as to avoid any delay of the match at the time of a ball change.
- 19) Complete a scorecard in accordance with the approved on-court procedures. Following the completion of a match, the scorecards or printouts are to be finalized and distributed to appropriate ATP tournament and/or media personnel. Maintain

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the ATP Point Penalty Card in accordance with the approved on-court procedures.

- 20) Determine if a court continues to be fit for play. If a change in condition occurs during a match that the Chair Umpire considers sufficient to make the court unfit for play or if weather conditions require stoppage of play, he should stop play and immediately notify the Supervisor.
- 21) Following the conclusion of the match, complete and give to the Supervisor, the Post Match Review form including all actions taken under the Code during the match. If required by the Supervisor, in addition to the brief summary of the violation made on the Point Penalty Card, the Chair Umpire shall write a detailed statement of the incident. All reports shall be signed, dated and delivered to the Supervisor.
- 22) Chair umpire responsibilities to include primary responsibility to call nets or throughs, unless otherwise assigned.
- 23) Chair umpires must promptly and accurately score matches using the handheld or other method provided by ATP. In addition, Chair Umpires agree not to, and shall not authorize or assist any third party to, disseminate, transmit, publish or release any match related data or information to or for any third party without the express written consent of ATP. Further, each Chair Umpire agrees that any and all work or data he/she collects or creates in connection with any match shall constitute a "work made for hire" and any and all rights attributable to such work shall be retained by, or if necessary automatically assigned to, ATP and its members.

E. Clothing - ATP Tour

The officiating uniform provided by ATP must be worn. No other commercial branding may be applied to the uniform without prior approval from ATP.

5.08 Line Umpire

A. Assignment and Designation Process

1) ATP Tour Tournaments

Officials required to support the tournament are as follows:

Unless otherwise approved by ATP, the following are required: A minimum of seven (7) Line Umpires must be provided per main draw match. A minimum of five (5) Line Umpires per qualifying match must be provided.

2) ATP Challenger Tour Tournaments (See Challenger Addendum, page 399)

Tournaments must hire officials as specified below:

For 50-90 Category events, a minimum of three (3) Line Umpires shall be provided for every qualifying match and also every main draw match up until the quarterfinal. From the quarterfinals on, a minimum of five (5) Line Umpires shall be provided. For 100-125 Category events, a minimum of five (5) Line Umpires shall be provided for every main draw match up until the semi-final. From the semi-final on, a minimum of seven (7) Line Umpires shall be provided. The qualifying competition shall have a minimum of three (3) Line Umpires per match.

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B. General

Line umpires are assigned by the Chief of Umpires and are responsible for calling their assigned lines according to ATP rules under the direct on-court supervision of the Chair Umpire.

C. Clothing

Clothing provided by the tournament for Line Umpires shall not be solid white, yellow or other colors that may interfere with the vision of the players, unless otherwise approved by ATP. It is recommended that dark-colored clothing be avoided for outdoor tournaments played in high temperatures. Clothing should not be identical to clothing provided to the ball persons.

D. Responsibilities

- 1) Carry out all duties in accordance with the approved procedures of ATP.
- 2) Not catch balls or hold towels for a player.
- 3) Not leave the court without permission of the Chair Umpire.
- 4) Dress uniformly with other Line Umpires as prescribed by the tournament and/or ATP.
- 5) Sit erect with both feet on the ground with arms resting on his or her legs.
- 6) Concentrate on the assigned line; conversation with spectators or others is to be avoided.
- 7) Be accountable to the Chair Umpire only and have no discussions with the players. A player's questions must always be referred to the Chair Umpire. However, a Line Umpire may answer a reasonably precise question if it relates to a call, especially foot faults, unless that call has been overruled.
- 8) Move away from the on-court chair if necessary to get the best view possible of the assigned line.
- 9) Make all calls as quickly as possible, maintaining consistency and accuracy. On very close calls a fraction of a second's hesitation is recommended to make sure that the call is correct.
- 10) Never call a ball "Out" until it actually hits out or it hits a permanent fixture.
- 11) Make "Out," "Fault," "Net" and "Foot Fault" calls loudly and crisply followed by the appropriate hand signal. Foot faults are never called until the serve is struck.
- 12) Do not make a call for a "good" ball. However, whenever there is a close call on a good ball, the "good" ball hand signals should be given quickly to confirm the call.
- 13) When there is an erroneous call, immediately call "Correction" so that the Chair Umpire and the players are aware of the error. Then, make the corrected call.
- 14) Do not give an opinion on a call that is not his or her responsibility.
- 15) Remain silent if the Chair Umpire overrules a call. Direct player inquiries to the Chair Umpire.
- 16) If directed by the Chair Umpire to identify a mark, and the Line Umpire is sure of the location of the mark, the Line Umpire should walk directly to the mark and

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point to it in a manner that is clear to the Chair Umpire. The Line Umpire should then return to his position without comment.

- 17) Promptly yield to the Chair Umpire when unsighted on a call.
- 18) If the Line Umpire sees that he or she may hinder a player's stroke, make a reasonable effort to get out of the way, but in so doing, make as little movement as possible.
- 19) When there are Code Violations by players not witnessed by the Chair Umpire, inform the Chair Umpire immediately or as soon as is reasonable prior to the start of the next point, without disrupting a point or the match. The Line Umpire should quickly approach the Chair Umpire and report the facts of the violation.

5.09 Referee

(See ATP Addendum, page 380)

A. Assignment and Designation Process

1) ATP Tour Tournaments

Each tournament is required to hire a certified Referee approved by ATP.

2) ATP Challenger Tour Tournaments (See Challenger Addendum, page 399)

Each tournament is required to hire a certified Referee approved by ATP.

B. Waiver of Obligation – Referee

A tournament may petition ATP to waive the Referee requirement. The following guidelines will be used to determine whether or not a waiver is appropriate for that particular event:

- 1) Must be an established event.
- 2) 28 / 32 draw.
- 3) 2-court event.
- 4) All matches played at one site, including qualifying.
- 5) Size of venue will be a consideration.
- 6) Must have the recommendation of the previous year's Supervisor that a waiver, if approved, will not jeopardize the quality of service.
- 7) Must be able to provide a suitable assistant to the Supervisor.

C. Fees and Expenses

1) ATP Tour and ATP Challenger Tour Tournaments

Each tournament must provide each Referee with single room hotel accommodations, meals and laundry. Complimentary rooms shall be in the player hotel or another hotel approved by ATP or the Supervisor.

Each tournament shall pay a fair and reasonable fee and travel expense to each designated and approved Referee hired by the tournament.

D. General

The Referee is hired by the tournament to advise in planning the event and shall

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assist the Supervisor while being available to serve on the scheduling committee.

E. Responsibilities

Advise, assist and cooperate with the Supervisor as appropriate and necessary when carrying out any assigned duties or responsibilities. Assigned duties may include;

- 1) Organizing the facilities, equipment and staff, to support play beginning with the qualifying competition.
- 2) Confirming the conditions of play, (i.e.), make and number of tennis balls, types of beverages including electrolyte, how matches are to be called, etc.
- 3) Ensure that each court is equipped as follows:
 - a) Umpire's chair.
 - b) Line umpire chairs.
 - c) Player's chairs.
 - d) On-court beverages.
 - f) Writing Tables and electrical outlet for the Electronic Scoring Device.
 - g) Microphones (if applicable)
- 4) Designate a highly visible place in the general player's area as the "Official Bulletin Board" and notify all players of its designation and location.
- 5) Make appropriate arrangements for the safe escorting of players to and from the court before and after the match.
- 6) Be on-site at all times during the playing of matches in the tournament. The Referee may not be a Chair Umpire or Chief of Umpires.

5.10 Chief of Umpires

(See ATP Addendum, page 380)

A. Assignment and Designation Process

ATP Tour and ATP Challenger Tour tournaments are required to hire a certified Chief of Umpires approved by ATP, unless otherwise determined by ATP.

B. Fees and Expenses

1) ATP Tour and ATP Challenger Tour Tournaments

Each tournament must provide each Chief of Umpires with single room hotel accommodations, meals and laundry. Complimentary rooms shall be in the player hotel or another hotel approved by ATP or the Supervisor.

Each tournament shall pay a fair and reasonable fee and travel expense to the Chief of Umpires hired by the tournament.

C. General

The Chief of Umpires is approved by ATP, hired by the tournament and is responsible for having sufficient quality Line Umpires assigned to each match.

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D. Responsibilities

- 1) Recruit a sufficient number of competent officials for the tournament. Be prepared to respond to or make recommendations to the Fulltime Official who is coordinating assignments and designations of all necessary and required Chair Umpires.
- 2) Conduct the necessary pre-tournament training of officials including review of all appropriate ATP Rules and Regulations.
- 3) Prepare a list of officials, which shall include the mailing address and national or local certifications, if any, of all officials used during the tournament. A copy of such list shall be delivered to the Referee and to the Supervisor.
- 4) Be on-site at all times during play. The Chief of Umpires may not be a chair or Line Umpire unless authorized by the Supervisor.
- 5) Schedule the on-court assignments of Line Umpires for each day of the tournament, subject to the approval of the Supervisor. Line umpires for the quarterfinals, semi-finals and finals must have worked a minimum of two (2) days prior to the quarterfinals and have the Supervisor's specific approval.

5.11 Ball Persons

(See ATP Addendum, page 380)

Each ATP Tour and ATP Challenger Tour tournament must provide ball persons for all main draw and qualifying competition matches. Ball persons should be on-site and available at a reasonable time prior to the first match of the day and there shall be ball persons available until the conclusion of play each day.

A. Number. (See Challenger Addendum, page 399)

Six (6) ball persons are recommended per court.

B. Clothing

Clothing provided by the tournament for ball persons shall not be solid white, yellow or other colors that may interfere with the vision of the players, unless otherwise approved by ATP. It is recommended that dark-colored clothing be avoided for outdoor tournaments played in high temperatures. Clothing should not be identical to clothing provided to the Line Umpires.

5.12 ATP/GRAND SLAMS/ITF/WTA Code of Conduct for Officials

A. The ATP, the Grand Slam Tournaments, the ITF and the WTA as members of the Joint Certification Programme require a high standard of professionalism from all Certified Officials (National, Green, White, Bronze, Silver and Gold) and all other Officials, (together, "Officials") working at ATP, Grand Slam, ITF and WTA events. All Officials are automatically bound by, and must comply with, this Code of Conduct for Officials ("Code"). The ATP, Grand Slam Board, ITF and WTA shall continue to have jurisdiction over a retired Official under the Code and, as applicable, ATP, Grand Slam, ITF and WTA Tournament Regulations and Codes of Conduct in respect of matters taking place prior to his/her retirement.

The full text of the Code of Conduct for Officials can be found at the following website: <https://officiating.itftennis.com/rules/code-of-conduct-for-officials/>.