

Marking & Refereeing

Uitsig Squash Club

General Information,
Guidelines and How to Get it Right



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A The Outcomes of this Workshop

1 Basic Outcomes

- Know the role of and the correct terminology used by a Marker
- Know the role of and the correct terminology used by a Referee
- Know the correct times allowed for various intervals during a game of squash
- Know the rules relating to the serve
- Understand the basic rules relating to interference on court
- Know the different categories relating to injuries and the times allowed for recovery (including for bleeding)
- Have a basic knowledge of the conduct rule and when it can be used

2 What the Course Doesn't Cover

- This course will not make you a qualified Referee!
- Complex interference situations
- Detailed information regarding illness, injury and bleeding
- Detailed information about the Conduct Rule

B Marking & Refereeing

1 Duties of the Marker

- Announce the match

Welcome to the [Tournament Name/League Name] [Round/String] match between [Player Name] from [Club/Team/Country] to serve and [Player Name] from [Club/Team/Country] to receive. Best of 5 games, love-all

- Introduce each game

e.g. [Player surname] leads by 1 game to love. Love-all

- Call the score at the end of each rally
- Announce the result at the end of each game

e.g. 11-9, game to [Player Surname].
[Player Surname] leads by 2 games to love

- Repeat the Referee's decision after a player's request for a LET

e.g. YES LET, 3-all

- **The Score**

- Server's score is always called first
- If the score is equal, the correct wording is "ALL"

e.g. Love-all or 2-ALL

DO NOT use "EACH" or "TOGETHER"

- At 10-all, play continues until one player is 2 points ahead

e.g. 12-10 or 13-11

- The Marker indicates this by saying

10-all: a player must win by 2 points

Player A	Player B
OR	
1L	1R
	2L
3L	3R
	4R
	5L
	6R

- **GAME BALL** indicates that one player requires one point to win the game
- **MATCH BALL** indicates that one player requires one point to win the match

NOTE:

- **DO NOT** split the score when the server has game or match ball
- **RIGHT** "10-6, Game Ball" or "10-6, Match Ball"
- **WRONG** "10 Game Ball 6" or "10 Match Ball 6"
- **WRONG** "10 Game Point 6" or "10 Match Point 6"

- Calls

Fault When the ball is hit directly into the tin or on to the floor (one word, one action)

Not Up Double bounce on the floor or double hit on wall/ racket (two words, double action)

Out Wrong to say "out of court"

Hand Out Change of server (not "hand in")

2 Duties of the Referee

- To keep score
- To award LETs, STROKES and NO LETs when a player appeals for interference
- To rule if a player appeals against the Marker's call or lack of call
- To enforce all rules relating to time
- To enforce all rules relating to illness, injury and bleeding
- To apply Rule 15 (Conduct) if a player's conduct is unacceptable

THE REFEREE'S DECISION IS FINAL

- Calls

Stop To stop play.

Time To indicate that a period of time prescribed has elapsed.

Half Time To advise players of the mid-point of the warm-up period.

15 Seconds To advise the players that 15 seconds of a permitted 90 second interval remain.

YES LET When allowing a LET, following a player's appeal for a LET.

NO LET When disallowing a player's appeal for a LET.

STROKE To (player or team name)
To advise that the player named is to be awarded a STROKE

LET/ Play A LET To advise that a rally is to be replayed in circumstances where the wording "YES LET" is not applicable (may be accompanied by an explanation).

3 General Play

- Warm-Up

Question	Answer
How long is the warm-up?	5 minutes
When must the player's change sides during the warm-up?	After 2½ minutes
What constitutes a fair warm-up?	Hitting the ball to yourself 2 or 3 times before hitting a cross-court to your opponent

- The Serve

- The server chooses which side to serve when he has won the serve
- While retaining the serve, the server must serve from alternate boxes
- The server must wait for the Marker to call the score before serving
- The server must not serve before the receiver is ready



What must happen for a serve to be classed as good?

1. The server must drop or throw the ball and strike it before it touches anything else
2. When the server hits the ball, one foot must be in contact with the floor inside the service-box with no part of that foot touching any boundary of that box
3. The ball must be struck directly to the front wall
4. The ball must hit the front wall between the service-line and the out-line
5. The ball must bounce in the opposite quarter-court without touching any line
6. The ball is not served out

• **Intervals**

Question	Answer
How long is the interval between the warm-up and the start of the match?	90 seconds
How long is the interval between games?	90 seconds
How about the interval between games 4 and 5?	90 seconds
Can players strike the ball during any interval?	Yes

4 Censure

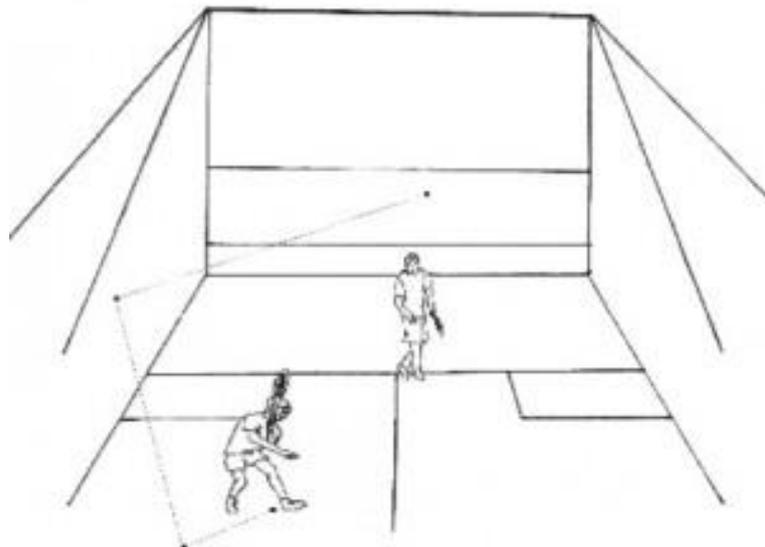
• **Interference (Rule 8)**

Question	Answer
What is a STROKE	
What is a LET	
What is a NO LET	
How does a player appeal to the Referee for a STROKE or LET?	“LET, please”

- The outgoing player must make **EVERY EFFORT** to clear their shot so that the opponent has:
 1. A **fair view of the ball** on its rebound from the front wall
 2. Unobstructed **direct access** to the ball
 3. The space to make a **reasonable swing** at the ball
 4. The **freedom to strike the ball** to any part of the entire front wall
- The incoming player must make **EVERY EFFORT** to get to and play the ball



- **General Points**
 - No interference or no reasonable fear of injury = **NO LET**
 - Interference but the striker would NOT have been able to make a good return = **NO LET**
 - Striker played beyond the point of interference = **NO LET**
 - Minimal interference = **NO LET**
 - Opponent not making every effort to avoid interference = **STROKE TO STRIKER**
 - Opponent making every effort to avoid interference = **YES LET**
 - Interference and striker would have made winning return = **STROKE TO STRIKER**
- **Further Attempt**
 - Striker requests a LET for interference while making a further attempt to strike the ball and could have made a good return = **YES LET**
- **Turning**
 - Turning is the action of the player who strikes, or is in a position to strike, the ball to the right of the body after the ball has passed behind him to the left (or *vice versa*), whether the player physically turns or not.



- **Ball Hitting a Player**
 - The ball hits the non-striker and the return was going directly to the front wall = **STROKE TO STRIKER**
 - The ball hits the non-striker and hit or would have hit any other wall before the front wall = **YES LET**
 - The ball hits the non-striker and the striker had turned = **STROKE TO NON-STRIKER**
- **Appeals**

What the Referee's decision is if:

 - Marker's call or lack of call was correct = **result of rally stands**

- Marker's call was incorrect = **YES LET**
- Marker made no call on a return that was **NOT GOOD** = award rally to other player
- Referee is uncertain whether the return was good = **YES LET**
- Referee is uncertain whether the return was good but the Marker's call interrupted a winning return by the other player = **STROKE TO OTHER PLAYER**

NOTE: wait until the end of the rally to appeal a Marker's call or lack of call

• **The Ball**

- The ball breaks during a rally = **YES LET**
- Player stops play to appeal that a ball is broken but the ball is not broken = **award rally to the other player**
- If the receiver, before attempting to return the serve, appeals that the ball is broken, and it is, the Referee, if uncertain when it broke, must allow a LET for the previous rally

• **Fallen Object**

- A player who drops a racket may **pick it up and play on**.
- If a player drops any other object without any contact with the opponent, the **opponent wins the rally**.

• **Distraction**

- Either player may request a LET because of distraction but must do so immediately
- If distraction was caused by one of the players then:
 - If accidental, a **LET** is allowed
 - If deliberate, **Rule 15** (Conduct) must be applied
- If the distraction was not caused by one of the players, a **LET** is allowed

• **Illness & Injury**

Illness	Injury
<ul style="list-style-type: none"> • Cramp • Nausea • Asthma Attack • Dizziness 	<ul style="list-style-type: none"> • Sprained ankle • Bruising/swelling caused by being hit by a racket/ball • Broken bones • "LET, please"

- A player who suffers an illness must either continue play immediately or concede the game in progress and take the **90-second** interval between games to recover
- If a player vomits on court, the match is awarded to the opponent
- **Categories of Injury:**
 - Self-inflicted
 - Contributed
 - Opponent-inflicted
 - Accidental
 - Deliberate or Dangerous



Illness	Injury
Self-inflicted	<ul style="list-style-type: none"> • 3 minutes recovery time • May also concede the game and take the additional 90-second interval between games • Only one game may be conceded • If additional recovery time is required, the player must concede the match
Contributed	<ul style="list-style-type: none"> • 15 minutes recovery time • Referee may allow an additional 15 minutes • If the player is unable to continue, match is awarded to the opponent
Opponent-inflicted (Accidental)	<ul style="list-style-type: none"> • 3 minutes recovery time • May also concede the game and take the additional 90-second interval between games • Only one game may be conceded • If additional recovery time is required, the player must concede the match
Opponent-inflicted (Deliberate)	<ul style="list-style-type: none"> • 15 minutes recovery time • Referee may allow an additional 15 minutes • If the player is unable to continue, match is awarded to the opponent

- **Bleeding**

- Whenever bleeding occurs, play must stop and the player must leave the court immediately to attend to the bleeding
- The player is allowed a reasonable time to stop the bleeding
- Play may only resume after the bleeding has stopped
- If the bleeding is caused a result of the opponent's **deliberate or dangerous** action, the match is awarded to the injured player
- If bleeding re-occurs, no further recovery time is permitted and the player must concede the game in progress, using the 90-second interval for further treatment. If the bleeding has not then stopped, the player must concede the match

- **Conduct**

- Neither player may request a change of any Official
- Players must not behave in a manner that is unfair, dangerous, abusive, offensive or in any way detrimental to the sport
- If a player's conduct is unacceptable, the Referee must penalise the player with a **Conduct Warning, Conduct STROKE, Conduct Game** or **Conduct Match** as appropriate.
- The Referee can award the penalty as follows:
 - **Conduct Warning** player A for receiving coaching during play
 - **Conduct** player A, **STROKE** to player B for time wasting

- **Summary**

- **The Marker** is responsible for announcing the score and making the appropriate call when the ball is not good
- **The Referee** is responsible for deciding on any appeals by the players and enforcing all rules relating to time. The Referee's decision is final.
- The outgoing player must make **EVERY EFFORT** to clear the ball and allow the incoming player a fair view of the ball, direct access to the ball, space for a reasonable swing and freedom to hit the ball to the front wall.
- The incoming player must make **EVERY EFFORT** to get to and play the ball
- There are 3 different categories of injury, each with differing recovery times
- The Conduct Rule (**Rule 15**) can be used to penalise unsportsmanlike behaviour on the court

C Resources

1 Squash SA website for refereeing resources

- www.squashsa.co.za/markings-refereeing
- Marking sheets
- How to become a qualified referee
- List of referees in SA
- Refereeing structure
- Who to contact regarding refereeing

2 WSF Website

- www.worldsquash.org/ws/rules-of-squash-2
- Singles Rules 2014 | www.worldsquash.org/ws/wp-content/uploads/2017/06/170620_Rules-of-Singles-Squash-2014-V2014-04.pdf
- Introduction to the Rules of Singles Squash 2014 | www.worldsquash.org/ws/wp-content/uploads/2015/11/150601_Rules-of-Singles-Squash-2014-V2014-03.pdf
- International Doubles Rules 2015 | www.worldsquash.org/ws/wp-content/uploads/2014/11/150101_Doubles-Rules-Final.pdf
- Sanctioned Protective Eyewear | www.worldsquash.org/ws/eyewear

3 Presenter's Contact Details

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Appendix A | Definitions of On-Court Code of Conduct Violations

Time Wasting

The unreasonable delaying of play, including unduly slow preparation to serve or to receive service, prolonged discussion with the Referee, unnecessary or excessive wiping of eye-wear, or delay in returning to court.

Audible Obscenity

The use of words commonly known and understood to be profane and uttered clearly and loudly enough to be heard by the Referee or spectators.

Visible Obscenity

The making of signs by a player using hands and/or racket or ball that commonly have an obscene meaning or import to reasonable people.

Abuse of Ball

Intentionally hitting a ball out of the court, hitting a ball dangerously or recklessly within the court, or hitting a ball with negligent disregard of the consequences.

Abuse of racket, court or equipment

Intentionally, dangerously or violently destroying or damaging a racket or equipment, or intentionally or violently hitting the court during a match.

Verbal Abuse

A statement directed at an official, opponent, spectator, or other person that implies dishonesty, or is derogatory or insulting.

Physical Abuse

The unnecessary touching of an official, opponent, spectator or other person.

Unsporting Conduct

Any misconduct by a player that is clearly abusive or detrimental to the sport, but that does not fall into the prohibition of any specific on-site offence contained herein.

Unsporting conduct shall include, but not be limited to, the giving, making, issuing, authorising of, or endorsing any public statement having or designed to have an effect prejudicial or detrimental to the best interests of the Tournament and/or to the officiating thereof.

Dissent

The making of unnecessary statements which demonstrate a disagreement with the Referee's decision: Championship Referee's decision or policy of the Tournament Director.

Appendix B | Code for South African Referees

(This Code is according to the WSF Code for International Referees)

General

1. Referees must be in good physical condition.
2. Referees must have natural or corrected 20-20 vision and normal hearing.
3. Referees must have a full knowledge of the current Rules of Squash and their correct interpretation as laid down by the WSF.
4. Referees must not gamble anything in any manner in connection with any squash event.
5. Referees shall at all times conduct themselves in a professional and ethical manner and give due regard to the authority of any Squash South Africa representatives, other Referees and the tournament personnel.
6. Referees shall at all times maintain complete impartiality with respect to all players and shall not enter into any relationship or take any action which casts doubt on their impartiality as referees.
7. Referees must maintain an up-to-date activity log.

When Refereeing at an Event

1. Referees shall attend all meetings required by the Championship Referee.
2. Referees must adjust their own schedules to the match schedule and the assignments they have been given.
3. Referees should arrive at least 30 minutes prior to the start of any session and must be prompt for all matches assigned to them.
4. Referees may not drink any alcoholic beverages until all the duties for the day are complete and the Championship Referee has released them.
5. Referees must not officiate in any match where their participation may cast doubt on their impartiality. Any real or perceived relationship, whether it is family, business, or other conflict of interest will render an official unsuitable for such an assignment.
6. Referees must not criticise or attempt to explain any calls or decisions by another Referee to anyone other than that Referee directly or to the Championship Referee privately. Where Referees agree to conduct assessments on each other, these should be done discreetly and should be co-ordinated through the **Championship Referee**.
7. Referees shall not participate in a media interview or meeting with a journalist, where any statement relating to squash refereeing can be printed or broadcast, without the approval of the Championship Referee.

Appendix C | The Role of a Technical Official in Sport

A technical official in sport has a unique and often difficult task to perform. The performance of the technical official has a direct impact on the result and often the enjoyment of the sport. Often an official goes through a period of self-analysis and self-doubt after a sports event. During this time an official may often analyse the event according to their own performance standards and the reactions of the people involved in the sporting event (e.g. athletes, coaches and supporters). Although self-analysis is healthy, it would be unwise to destroy one's confidence through destructive self-criticism.

Officials often realise that their position places them in a unique position of power. It is often the use of power by individuals that can enhance or detract from the enjoyment of the event. Officials should therefore accept the responsibility and unique role they play in sport.

Physical Qualities

Sports differ in the physical demands they make on technical officials. In some sports (e.g. rugby) the referee would be expected to keep up with the pace of the game and would therefore need to be as fit as the players they are refereeing. In other sports the technical officials are only required to sit and record results. However there are some general physical qualities which are applicable to all sports officials.

An official should ensure that they are physically fit enough to sustain the demands of their specific sport. Officials should also realise the benefits of fitness to one's general well-being as well as the benefits to their overall performance as a technical official.

Some of the benefits include:

- Being able to maintain the pace of the event.
- Improve decision making under pressure.
- Improves mental alertness.
- Improves concentration.
- Reduces the risk of injury.
- Leads to more enjoyment through better performance.

Remember that how you feel physically will influence how you perform mentally during the event.

Officiating in different sports require a person to remain focused and alert for different lengths of time. No matter what the time period of an event an official should ensure that they are physically prepared by:

Ensuring that they have eaten before the event so that they can concentrate and meet the demands placed on them by the event.

Ensuring that they have had enough rest and sleep before the event so that they can remain mentally alert for the duration of the event.

The image which an official projects will have a direct impact on the attitude of the people involved in the event. It is therefore vitally important for officials to project an image which gives a professional outlook. Officials should plan their clothing with care.

Appropriate comfortable dress should be worn. Try to avoid anything which could possibly be unprofessional and might put your position as an official in jeopardy.

Psychological Qualities

Officiating involves a number of aspects not least of which is the technical knowledge of the rules of ones chosen sport. Although a thorough knowledge of the rules is important, there is a definite art to being an effective official. Based on research in diverse sports, here follows a brief summary of the characteristics which top officials have in common.

1. Consistency

To achieve consistency an official should strive to ensure that their decisions are the same in similar circumstances. This means that the rules should be applied equally to all participants. Where athletes detect inconsistency they may attempt to abuse the situation and may create anarchy within the competition. This causes a lack of trust from all concerned and results in nobody enjoying the sport.

To achieve consistency try to:

- Apply the rules uniformly
- Demonstrate good, quick judgement
- Interpret the rules uniformly
- Know the rules well.

2. Rapport

Rapport involves relating effectively with all role-players throughout a competition (e.g. players, coaches etc.).

There is a fine line between trying to win popularity and making enemies as an official. The yardstick to use is simply to treat everybody related to the competition with courtesy and respect. Avoid at all times being arrogant and officious and always keep in mind what your role entails.

3. Decisiveness

An official will improve their decisiveness over time and through experience. One should strive to make a decision as close to the infringement as is possible. Clear, decisive action is imperative and builds confidence in the official's ability. As an official be certain of what you saw: which law/rule was broken and the appropriate action to take.

4. Poise

Very often in the officiating environment an official will have to accept that they will not always be able to please everyone. On occasion an official has to make a decision which causes unhappiness amongst some of the people. At times like these an official should remain calm and stick with the decision which is right. To try and please everyone is futile and detrimental to the event. Part of being relaxed is not being afraid to make a decision and not to lose control. An official should always keep their emotions and actions under control.

5. Integrity

As an official one has to ensure that the integrity of oneself and the event is upheld. Try at all times to officiate in an unbiased, honest manner regardless of the reactions of the people around. An official should always attempt to maintain their integrity by being aware of the following:

- Never place a bet on an event at which you are officiating.
- Avoid officiating when family or close friends might be involved or where an individual or team you coach might be involved.
- Avoid discussing players, officials or an event with anyone after the game if the discussion could compromise your position as an official.

6. Judgement

Good judgement begins with a complete and thorough understanding of the rules or laws governing the sport. Once an official has mastered the rules their judgement will improve with experience and confidence. A good official, through experience, will learn to focus on the event and to block out distractions around the focal point. An official should also try to move forward on a decision and be unconcerned with previous decisions or the reactions to these decisions.

7. Confidence

A confident official is one who has the ability to perform the necessary duties efficiently. Confident officials remain in control of the event in all circumstances and are well prepared and efficient in the decisions which they make.

8. Enjoyment/ Motivation

Many people have asked officials why they officiate. In many sports the officials are viewed as the "bad guys" of sport.

Why then would someone choose to put themselves in this position?

The answer is that officials enjoy their job and have a positive attitude towards officiating. When the enjoyment of officiating diminishes so does the motivation and at that point an official should seek alternative involvement in the sporting arena.

Officiating is physically and mentally demanding and therefore requires physical and mental preparation. The role of an official is to enhance an event and to obtain a fair and consistent result.

Appendix D | Qualities of a Good Official

Rod Symington

1. Consistency

The most important element of officiating in all sports. In squash it stands head and shoulders above all other considerations. At ALL levels of squash - from novice to international - consistency in decision making must be the primary goal of officials.

Consequences of inconsistency:

1. Players are always guessing what the referee's decision might be.
2. Players lose confidence in the referee.
3. The atmosphere on court may deteriorate.
4. The referee may try to "even up" calls, making the situation even worse.

What is meant by consistency?

1. All similar situations on the squash court are interpreted in an identical manner.
2. Both players are treated in precisely the same way.
3. Whether the referee awards a LET, STROKE or NO LET (or he/she applies the Code of Conduct), the decision is the same for both players in closely similar situations.

How do we achieve consistency?

1. Thorough knowledge of the rules.
2. Thorough knowledge of standard interpretations.
3. Experience, experience, experience.

Referee as often as possible at all levels.

Eradicate errors through familiarity.

Develop mental and emotional skills.

2. Decisiveness

1. Make decisions quickly and decisively.
2. Anticipate decisions (watch the flow of play)
3. Hesitation = indecision = LET

NB ALWAYS give the impression of being decisive (voice, bearing, appearance)

3. Rapport with the players

Cultivate effective communication skills (see Appendix F | **A Referee's Phrasebook**)

DANGERS: Overfamiliarity, a Patronising Attitude, Aggressive/ Sarcastic behaviour.

4. Poise

(= self-control, self-confidence, balance)

1. Control your emotions:

- a. Especially important in squash (speed, close quarters)
- b. Confrontation with player(s) = loss of emotional control
- c. Constant needling by players = undermining of emotional control

2. **Remain dispassionate:** stay calm and poised
3. **Try to stay relaxed** (various techniques: deep breathing, muscle tensing, "**centering**".)
4. **Put possible errors behind you:** concentrate on the next rally.
5. **Maintain authority** and control over the game without raising your voice or losing your cool.

5. Integrity

1. Make every decision in an honest unbiased manner
2. Disregard the influence of players, coaches, spectators
3. Extend this attitude to your behaviour away from the court. If you develop a reputation for integrity players will ask for you as a referee because they trust your competence and integrity.

6. Good Judgement

1. Closely related to experience: the more often you judge a particular situation, the more competent and confident you become in making the correct decision.
2. Concentration: difficult in along game. Develop techniques for concentrating for Jong periods.

7. Confidence

1. Develop self-confidence in your competence and abilities as a squash official.
2. While it is important to recognise errors and to accept constructive criticism, these factors should not outweigh your belief that you are good at what you do.
3. There is danger in being over-confident: it leads to decreased performance.
4. Attempting to referee matches at too high a level is also dangerous. Self-confidence comes from knowing that you are ready for the challenge and demands that a particular match is going to place on you.
5. You should have a total awareness of what is going on at all times with the players and the court

Appendix E | Conduct on Court - Guidelines for Rule 15 Violations

Rule 15 mandates that, in the event of unacceptable behaviour on court, the Referee "shall penalise the player." However, the severity of the offence and the nature of the penalty are left to the discretion of the Referee. This has led to the imposition of different penalties (or none at all) for similar offences, depending on who is refereeing. On the one hand, a harsh (inappropriate) penalty might be assessed for a single or mild offence; while on the other hand, a serious offence is penalised lightly, or not at all. The players do not know in advance what standards will be applied, and the Referees are left individually to set their own standards.

The development of these Guidelines is an attempt to bring some order to the existing chaos, and to offer both Referees and players some guidance on the application of Rule 15. If Referees follow these Guidelines fairly closely, then players will know in advance what the standards are in relation to Rule 15. This is, in effect, no different from the desirability of knowing what the standards are for the application of the rules concerning interference: a greater measure of consistency is the aim. The achievement of such consistency will greatly benefit the sport of squash.

Referees will apply the following Guidelines in the appropriate circumstances. While the Referee under Rule 15 retains discretion in deciding whether or not there has been an offence under that Rule, once the Referee has decided that an offence has occurred, the following actions MUST be taken:

Abuse of equipment (racket or ball or other equipment)

- Minor offence (e.g. throwing the racket onto the floor after losing a game, hitting the ball hard after the rally is over): Conduct Warning
- Major offence (e.g. deliberately breaking the racket; smashing the racket against the wall; hitting the ball or throwing the racket out of the court): Conduct STROKE

Audible or Visible Obscenity

- Minor offence (e.g. muttered expletive; blaspheming): Conduct Warning
- Major offence (e.g. audible obscenity): Conduct STROKE

Time-wasting

- Minor offence (e.g. a few seconds late back on court; taking excessive time to serve): Conduct Warning
- Major offence (e.g. very late back on court; prolonged discussion with Referee): Conduct STROKE

Dissent

- Minor offence (e.g. questioning a decision): Conduct Warning
- Major offence (e.g. prolonged or repeated questioning or disagreement with decisions) : Conduct STROKE

Abuse of Official

- Minor offence (e.g. unflattering comments about official or decisions): Conduct Warning
- Major offence (e.g. pejorative comments about official or decisions): Conduct STROKE
- Severe offence (e.g. hitting ball at official or into spectators; throwing racket at official or into spectators): Conduct Game or Match (depending on the severity of the offence and the danger caused)

Excessive Physical Contact

- Minor offence (e.g. running into the opponent): Conduct warning

- Major offence (e.g. physical abuse of the opponent): Conduct STROKE
- Severe offence (e.g. deliberately injuring the opponent; dangerous play that injures the opponent): Conduct Game or Match (depending on the severity of the offence and the extent of the injury caused)

Unsporting conduct

- Minor offence (e.g. making negative comments to the opponent): Conduct Warning
- Major offence (e.g. repeated negative or pejorative comments to the opponent; any attempt at intimidation of the opponent): Conduct STROKE
- Severe offence (e.g. extreme behaviour that brings the game into disrepute): Conduct Game or Match (depending on the severity of the offence)

Coaching

- First occurrence: Conduct Warning
- Second occurrence: Conduct STROKE and expulsion of offending person

Repeated and Excessive Bad Conduct

When, in the Referee's opinion, the player is guilty of repeated acts of unacceptable conduct on court following the imposition of the penalties outlined above, the Referee may impose for the next occurrence of the offence either the same penalty for the second offence or a more severe penalty than the one already imposed. However, if a Conduct Warning has been given for both the first and the second offences, for the third offence of a similar nature a Conduct STROKE must be applied. (Example: If a player has received a Conduct Warning for Dissent, on the next occurrence of this offence, either a Conduct Warning or a Conduct STROKE may be imposed. On the third occurrence, however, a Conduct STROKE is mandatory.)

Reporting Process

When a conduct penalty (other than a warning) is imposed against a player, the Match Referee and the Tournament Referee (TR) must report the incident using the Conduct on Court Report Form.

Should the TR have to take action against a player for any other (off-court) conduct violation, it is essential that a written report be sent to Squash South Africa (SSA) and the Referee Committee (RC) within seven (7) days of the incident. The report should cover the following details:

- Name of Tournament, dates and venue
- Name of individual against whom the complaint is made
- The name(s) and status (e.g. Official, Referee, Marker, Social, Committee, Spectator, Press, Administration) of those involved
- A detailed report of the incident from the TR
- Action taken (if any).

The report may also cover incidents involving the organisation and administration of the event including:

- Late withdrawal:
 - **Main Draw:** after the closing date for entries
 - **Qualifying:** 7 days after the closing date for entries

- Punctuality: any player not ready to play within ten (10) minutes after the match is called and where the TR or Tournament Director defaults the player
- Dress and Equipment: wearing of unacceptable attire, including sweatshirts, gym shorts, running shorts, T-shirts and failing to comply with an order from the TR to change
- Leaving Court: leaving the court area during a match without the permission of the Referee
- Best Efforts: failing to use best efforts to win a match
- Failure to complete a match unless reasonably unable to do so.

Process for Dealing with Conduct on Court Violation Reports

- The Director of the Disciplinary Committee, in consultation with his/her committee, should review each report in conjunction with any previous reports on the same player
- If the violation occurs at a WSF event, the Director should then determine whether the individual incident, or the pattern of behaviour, warrants any further action within 24 hours
- A charge of "bringing the game in to disrepute" or "unsporting" behaviour may be laid, banning the player from taking part in future WSF World Championships
- If a charge is not warranted, the report will be kept on file and may become relevant if there are further violations that warrant a charge because of the accumulation of violations, or may be relevant as part of the player's history if a penalty is being considered for another offence
- If no action is to be taken, a warning letter should be sent to the player copying both his Member Nation, Regional Federation and PSA or WSA as appropriate
- Copies of the Rule 15 report form and a report of any action taken should be forwarded to the player's Member Nation, Regional Federation and PSA, as appropriate
- The Referee who submitted the original report should receive a copy of the Disciplinary Committee's report, whether any further action is taken against the player or not.

Appendix F | A Referee's Phrasebook

Some suggested calls and explanatory comments:

1. When a player **appeal a call** by the Marker and the Referee wishes to confirm the Marker's call:
 "The ball was down/ out/ not up/ good." Never say "*I thought...*"
2. When a player **protests a decision** of "NO LET":
 "You could have reached the ball."
 "The ball was past you."
 "You did not make every effort."
 "The ball hit the nick."
3. When a rally ends and a **player appeals** one or more of the opponent's shots during the rally:
 "All balls were good."
4. When the Referee is unsure:
 "I cannot be sure, play a LET please."
 "I was unsighted, play a LET please."
5. When a player wishes to **prolong a discussion**:
 "Play on please." Ask the Marker to call the score.
6. When a **player is in the way** and a STROKE is awarded to the opponent:
 "Your opponent could have played a winning shot."
 "You were in the way."
 "You must clear out of your opponent's way."
 "You must give your opponent freedom of STROKE."
 "You are crowding your opponent."
7. When a **player persists in being in an opponent's way**:
 "Mr Hacker, you are not clearing."
 "Mr Clobber, you are crowding your opponent."
8. When **allowing a LET**, rather than an expected STROKE:
 "The ball was too tight."
 "Your opponent was clear but there was a reasonable fear of hitting the opponent."
9. **Never, never ask players if they would like a LET!**
 If you are unsure whether or not the player is asking for a LET simply wait. Don't say a word until the player actually asks for a LET. If a player uses sign language or mumbles something barely audible, you may assist by asking "**Are you asking for a LET?**"
 (*more for clarification than anything else.*)

<p>A final comment: Always be firm, yet polite: decisive, yet friendly: self-confident yet approachable: In other words, just perfect!</p>
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Always control the crowd - as regards noise and cell phones.

Appendix G | Illness, Injury and Bleeding (Rule 14)

Incident	Referee Action	Rule Ref.
Illness	Require the player to play on or concede the game and take the 90-second interval between games to recover	14.1
	If player's vomiting causes the court to become unplayable the match is awarded to opponent	14.1.2
Injury	Confirm injury is genuine. Advise the category of injury, announcing this to players and spectators	14.2.2
Not genuine Injury	Play on or concede game, take the 90-second interval between games, and then resume play or concede the match.	14.2.1
Self-inflicted	Allow 3 minutes recovery time.	14.3.1
	If additional time is required, concede game, take the 90-second interval between games and then resume play or concede the match	14.3.1
Contributed accidental action by both players	Allow 15 minutes recovery time.	14.3.2
	If additional time is required the Referee may allow a further 15 minutes .	14.3.2
	If injured player is then still unable to continue the match is awarded to opponent	14.3.2
Opponent inflicted Accidentally	Apply Rule 15 (Conduct). Injured player permitted 15 minutes to recover.	14.3.3.1
	If the player is then unable to resume play the match is awarded to the injured player.	
Opponent inflicted Deliberate or Dangerous play or action by opponent	If the injured player requires any time for recovery the match is awarded to the injured player.	14.3.3.2
	If the injured player is able to continue without delay Rule 15 (Conduct) must be applied.	
Injury and Bleeding	Bleeding is dealt with before considering any injury time	
Bleeding	Stop play. Allow reasonable time to stop bleeding and cover wound and/or change bloodstained clothing. Allow play to continue, once bleeding stopped.	14.4.1 14.4.6
	Apply Rule 15 (Conduct)	14.4.2
Bleeding Accidentally caused by opponent		
Bleeding Deliberate or Dangerous play or action by opponent	The match is awarded to the injured player	14.4.3
Bleeding unstoppable	Concede one game, take the 90-second interval and then continue play or concede the match	14.4.4
Bleeding recurrence	No further recovery time. Concede the game, use the 90-second interval for further treatment. If the bleeding has not then stopped, concede the match	14.4.5