

**Piano Technicians Guild**  
**PTG Organizational Policies**

*Revised January 2021*

<b>INTRODUCTION.....</b>	<b>1</b>
<b>PRINCIPLES OF THE PTG .....</b>	<b>1</b>
<b>I. OPERATIONS .....</b>	<b>1</b>
<b>A. PTG OPERATIONS.....</b>	<b>1</b>
1. ANTITRUST POLICY .....	1
2. PUBLIC IMAGE POLICIES.....	4
3. PRIVACY POLICY .....	11
4. PTG LOGO .....	13
5. PRODUCT ENDORSEMENT .....	13
<b>B. HOME OFFICE OPERATIONS.....</b>	<b>13</b>
1. EXECUTIVE DIRECTOR .....	13
2. FINANCIAL OPERATIONS .....	15
3. GENERAL OPERATIONS .....	16
4. EXPENSE REIMBURSEMENT.....	18
<b>C. PTG PUBLICATIONS AND MATERIALS .....</b>	<b>18</b>
1. PIANO TECHNICIANS GUILD PUBLICATION OBJECTIVES .....	18
2. PIANO TECHNICIANS JOURNAL – CONTENT .....	18
3. PIANO TECHNICIANS JOURNAL - ADVERTISING AND PROMOTION.....	19
4. PIANO TECHNICIANS JOURNAL - STAFF & EDITORIAL POLICIES .....	19
5. PTG MISCELLANEOUS MATERIALS .....	22
<b>II. PTG BOARD OF DIRECTORS.....</b>	<b>23</b>
<b>A. JOB DESCRIPTIONS .....</b>	<b>23</b>
1. PRESIDENT .....	23
2. VICE PRESIDENT.....	23
3. SECRETARY-TREASURER.....	24
4. EXECUTIVE COMMITTEE.....	24
5. REGIONAL VICE PRESIDENT .....	25
<b>B. TERM OF OFFICE .....</b>	<b>26</b>
1. CONCURRENT TERMS .....	26
<b>C. OFFICER RESPONSIBILITIES .....</b>	<b>26</b>
1. MEMBERSHIP APPLICATIONS .....	26
2. HOME OFFICE INTERACTION .....	26
3. RVP BOOTH INVENTORY AND SALES .....	27
4. STRATEGIC PLANNING SESSIONS.....	27
<b>D. EXECUTIVE COMMITTEE EXPENSES .....</b>	<b>27</b>
1. PRE-APPROVAL REQUIREMENT .....	27
<b>E. BOARD EXPENSES.....</b>	<b>27</b>
1. EXPENSE ADVANCES .....	27
2. REIMBURSEMENT REQUESTS .....	27
3. BUDGETS AND ALLOCATION OF FUNDS.....	28
4. BOARD MEETINGS .....	28
5. COLLISION DAMAGE WAIVER.....	28
6. AIRFARE CANCELLATION INSURANCE.....	28
<b>F. GUIDELINES FOR BOARD REVIEW OF AN ETHICS COMMITTEE HEARING.....</b>	<b>28</b>
<b>G. MISCELLANEOUS BOARD RESPONSIBILITIES.....</b>	<b>29</b>

1.	APPROVAL OF CERTIFIED EXAMINERS.....	29
2.	NOTIFICATION LETTERS .....	29
<b>H.</b>	<b>INTERNATIONAL RELATIONS.....</b>	<b>29</b>
1.	IAPBT REPRESENTATION .....	29
2.	INTERNATIONAL TOURS .....	30
3.	GIFTS.....	30
<b>III.</b>	<b>PTG COMMITTEES .....</b>	<b>30</b>
<b>A.</b>	<b>APPOINTMENTS AND OPERATIONS .....</b>	<b>30</b>
1.	COMMITTEE & TASK GROUP APPOINTMENTS .....	30
2.	COMMITTEE OPERATIONS .....	30
3.	BOARD LIAISON.....	31
<b>B.</b>	<b>COMMUNICATION.....</b>	<b>31</b>
1.	COMMITTEE COMMUNICATION .....	31
2.	COMMITTEE REPORTS .....	31
3.	BOARD AGENDA ITEMS AND BYLAWS PROPOSALS.....	31
<b>C.</b>	<b>FINANCIAL .....</b>	<b>31</b>
1.	EXPENSE AUTHORIZATION .....	31
2.	EXPENSE REIMBURSEMENT .....	31
<b>IV.</b>	<b>PTG CHAPTERS AND MEMBERSHIP .....</b>	<b>32</b>
<b>A.</b>	<b>CHAPTERS.....</b>	<b>32</b>
<b>B.</b>	<b>TRANSFER OF CHAPTER MEMBERSHIP .....</b>	<b>32</b>
<b>C.</b>	<b>CHAPTER POLICIES .....</b>	<b>33</b>
<b>D.</b>	<b>CHAPTER OFFICERS.....</b>	<b>33</b>
<b>E.</b>	<b>CHAPTER FINANCES.....</b>	<b>33</b>
<b>F.</b>	<b>CHAPTER OPERATIONS.....</b>	<b>33</b>
1.	BLANKET TAX EXEMPTIONS.....	33
2.	CHAPTER WEBSITES .....	33
<b>G.</b>	<b>MEMBERSHIP .....</b>	<b>34</b>
1.	MEMBERSHIP CERTIFICATES .....	34
2.	MEMBERSHIP CARDS .....	34
3.	SERVICE PINS .....	34
4.	SUSTAINING MEMBERSHIPS .....	34
5.	INCOMPLETE MEMBERSHIP APPLICATIONS .....	34
6.	RPT LISTINGS ON PTG WEBSITE.....	34
<b>V.</b>	<b>EDUCATION &amp; TRAINING .....</b>	<b>34</b>
<b>A.</b>	<b>GRAND REGULATION IN 37 STEPS .....</b>	<b>34</b>
1.	INSTRUCTOR SELECTION.....	34
<b>VI.</b>	<b>PTG CONVENTION .....</b>	<b>34</b>
<b>A.</b>	<b>PLANNING AND REGISTRATION.....</b>	<b>34</b>
1.	PURPOSE .....	34
2.	PTG ANNUAL CONVENTIONS.....	35
3.	CONVENTION PLANNING MEETING .....	35
4.	SITE SELECTION .....	35
5.	CONVENTION ONE-DAY ATTENDANCE .....	35
6.	PAST PRESIDENTS .....	35
7.	DISCOUNTS .....	35
8.	CHARTER MEMBERS .....	35
<b>B.</b>	<b>COUNCIL.....</b>	<b>35</b>
1.	DELEGATE FORMS TO CHAPTERS.....	35

2.	DELEGATE AGENDA BOOKS .....	35
3.	VOTING STRENGTH .....	35
4.	CANDIDATES FOR PTG OFFICE .....	35
<b>C.</b>	<b>BOARD AND HOST CHAPTER.....</b>	<b>36</b>
1.	CONVENTION COMPS FOR BOARD .....	36
2.	HOST CHAPTER.....	36
<b>D.</b>	<b>INSTITUTE AND EVENTS .....</b>	<b>36</b>
1.	INSTITUTE PERSONNEL .....	36
2.	INSTITUTE POLICIES.....	36
3.	MEMBERSHIP BOOTH.....	36
4.	EXHIBIT BOOTHS.....	36
5.	DUPLICATE COMPLIMENTARY REGISTRATIONS .....	36
6.	SALES AT CONVENTION.....	36
<b>E.</b>	<b>MISCELLANEOUS.....</b>	<b>36</b>
1.	REGIONAL MEETINGS AT PTG CONVENTIONS.....	36
2.	EXAMINATIONS .....	37
3.	AWARDS AT CONVENTION.....	37
4.	RESERVED TABLES AT BANQUET .....	37
5.	ATTENDANCE FROM OVERSEAS.....	37
6.	LETTERS OF THANKS .....	37
7.	CONVENTION EXPENSE SUMMARY .....	37
<b>VII.</b>	<b>REGIONAL CONFERENCES AND SEMINARS .....</b>	<b>37</b>
<b>A.</b>	<b>SEMINAR DATES AND APPROVAL.....</b>	<b>37</b>
1.	REQUIREMENTS.....	37
<b>B.</b>	<b>SEMINAR ADVERTISING.....</b>	<b>38</b>
1.	SEMINAR COMING EVENTS SECTION .....	38
2.	FREE PUBLICITY .....	38
3.	HALF-PRICED AD RATES .....	38
4.	GRATIS DISPLAY AD.....	38
5.	BLAST EMAIL .....	38
<b>C.</b>	<b>EXAMINATIONS.....</b>	<b>38</b>
<b>D.</b>	<b>CONTRACTS.....</b>	<b>38</b>
<b>E.</b>	<b>EQUIPMENT LOANS .....</b>	<b>38</b>
<b>F.</b>	<b>ONLINE REGISTRATION BY HOME OFFICE .....</b>	<b>38</b>
<b>VIII.</b>	<b>PTG FOUNDATION .....</b>	<b>38</b>
<b>A.</b>	<b>CONTRIBUTION OF PTG FUNDS.....</b>	<b>38</b>
<b>REGULATIONS &amp; CODES .....</b>	<b>1</b>	
<b>ARTICLE I –AWARDS .....</b>	<b>1</b>	
<b>A. ANNUAL AWARDS.....</b>	<b>1</b>	
1.	GOLDEN HAMMER .....	
2.	HALL OF FAME.....	1
3.	CROWL -TRAVIS MEMBER OF NOTE AWARD .....	1
<b>B. AWARD NOMINATION AND SELECTION PROCEDURES .....</b>	<b>1</b>	
<b>C. AWARD PRESENTATION PROCEDURES .....</b>	<b>1</b>	
<b>D. ADDITIONAL AWARDS.....</b>	<b>2</b>	
<b>ARTICLE II – COMMITTEES .....</b>	<b>2</b>	
<b>A. COMMITTEE RULES.....</b>	<b>2</b>	
<b>B. STANDING COMMITTEES.....</b>	<b>2</b>	

1. ACCESSIBILITY COMMITTEE ( <i>Board appointed</i> ).....	2
2. AWARDS COMMITTEE ( <i>Board appointed</i> ).....	2
3. BYLAWS COMMITTEE ( <i>Board appointed</i> ).....	3
4. COLLEGE AND UNIVERSITY TECHNICIANS COMMITTEE ( <i>Board appointed</i> ).....	3
5. COUNCIL MINUTES APPROVAL COMMITTEE ( <i>Board appointed</i> ).....	3
6. EDITOR ADVISORY COMMITTEE ( <i>Elected</i> ).....	3
7. EDUCATION COMMITTEE ( <i>Board appointed</i> ).....	3
8. ETHICS COMMITTEE FOR THE PTG INTERNAL CODE OF ETHICS ( <i>Elected</i> ).....	3
9. EXAMINATIONS AND TEST STANDARDS COMMITTEE (ETSC) ( <i>Board appointed</i> ).....	4
10. INTERNATIONAL RELATIONS COMMITTEE ( <i>Board appointed</i> ).....	5
11. MEMBERS' RIGHTS COMMITTEE ( <i>Elected</i> ).....	5
12. MEMBERSHIP APPLICATION REVIEW COMMITTEE ( <i>Elected</i> ).....	5
13. NOMINATING COMMITTEE ( <i>Elected</i> ).....	6
14. TEACHER RELATIONS COMMITTEE ( <i>Board appointed</i> ).....	6
<b>ARTICLE III – MEMBERSHIP</b> .....	<b>7</b>
<b>A. APPLICATION</b> .....	<b>7</b>
<b>B. DUES COLLECTION</b> .....	<b>7</b>
<b>C. DUES REDUCTION</b> .....	<b>8</b>
1. FINANCIAL HARDSHIP.....	8
2. RETIREMENT OR DISABILITY.....	8
<b>D. RESIGNATIONS</b> .....	<b>8</b>
<b>E. RETENTION OF RPT CREDENTIAL AND ELIGIBILITY FOR CONTINUOUS PTG SERVICE</b> .....	<b>9</b>
<b>F. INTERNATIONAL MEMBERS</b> .....	<b>9</b>
<b>G. RECIPROCAL RIGHTS AGREEMENT WITH APTTA</b> .....	<b>9</b>
<b>ARTICLE IV – ORGANIZATION</b> .....	<b>10</b>
<b>A. BUDGET AND FINANCE</b> .....	<b>10</b>
<b>B. COUNCIL</b> .....	<b>10</b>
<b>C. HOME OFFICE</b> .....	<b>10</b>
<b>D. AFFILIATION WITH OTHER ORGANIZATIONS</b> .....	<b>10</b>
<b>E. PTG/CHAPTER OFFICER TITLE USE</b> .....	<b>10</b>
<b>ARTICLE V – THE REGISTERED PIANO TECHNICIAN (RPT) EXAMS</b> .....	<b>10</b>
<b>A. EXAMINATIONS AND PROFESSIONAL CREDENTIALS</b> .....	<b>10</b>
<b>B. REQUIREMENTS FOR PASSING THE RPT EXAMS</b> .....	<b>11</b>
<b>C. EXAM SPONSORS</b> .....	<b>11</b>
<b>D. EXAM FEES</b> .....	<b>12</b>
<b>E. EXAM RECORD-KEEPING</b> .....	<b>12</b>
<b>F. ADMINISTRATIVE REQUIREMENTS</b> .....	<b>12</b>
<b>G. EXAMINER EXPENSE REIMBURSEMENT</b> .....	<b>13</b>
<b>H. EXAMINER ETHICS</b> .....	<b>13</b>
<b>I. MISCELLANEOUS</b> .....	<b>14</b>
<b>ARTICLE VI – CHAPTER DISSOLUTION</b> .....	<b>14</b>
<b>A. INVOLUNTARY DISSOLUTION - LIFTING OF CHARTER</b> .....	<b>14</b>
<b>B. VOLUNTARY DISSOLUTION</b> .....	<b>14</b>
<b>C. CHAPTER MERGER</b> .....	<b>15</b>
<b>ARTICLE VII – DISCIPLINARY PROCEDURE</b> .....	<b>15</b>
<b>A. MEMBER CONDUCT AND DISCIPLINE</b> .....	<b>15</b>
1. ETHICS VIOLATIONS.....	15
2. CRIMINAL CONVICTIONS.....	16

<b>B. DISCIPLINARY PROCEDURES FOR ETHICS VIOLATIONS.....</b>	<b>16</b>
<b>C. PROCEDURE FOR MEMBERS CONVICTED OF CRIMINAL OFFENSES .....</b>	<b>17</b>
<b>D. COMPLAINTS AGAINST ELECTED OFFICERS .....</b>	<b>18</b>
<b>E. APPEAL PROCEDURES .....</b>	<b>19</b>
<b>F. RIGHTS OF AN ACCUSED MEMBER.....</b>	<b>19</b>
<b>G. READMISSION OF EXPELLED MEMBERS WHO RESIGNED DURING DISCIPLINARY PROCESS.....</b>	<b>19</b>
<b>ARTICLE VIII– PUBLICATION DISCLAIMER.....</b>	<b>20</b>
<b>PTG CODE OF ETHICS .....</b>	<b>21</b>

## **INTRODUCTION**

PTG Organizational policies are intended for use as guidelines in the administration of the operations of PTG. They are subordinate to and may not conflict with the PTG Bylaws. A majority vote of the Board of Directors of PTG shall be required to amend the PTG Organizational Policies. *[97-031, 03-014]*

## **PRINCIPLES OF THE PTG**

In support of the mission statement, the Piano Technicians Guild, its subordinate bodies and/or its members shall:

1. Be democratic in its government and all its functions.
2. Comply with all legal obligations of the laws of the United States of America, of other applicable jurisdictions and under our corporate charter in all operations.
3. Provide its members with ongoing programs for technical and professional development.
4. Provide its members with a vehicle for the exchange of ideas.
5. Always strive to provide the best possible piano service to the piano community.
6. Always aim to provide service in an ethical way, keeping the piano user's needs and best interests uppermost.
7. Empower subordinate bodies in order that its mission and principles be carried out, supported and more easily shared by its individual members.
8. Facilitate interaction and communication between all segments of the piano service and sales trades, the piano manufacturing industry and the piano playing community.

## **I. OPERATIONS**

### **A. PTG OPERATIONS**

#### **1. ANTITRUST POLICY**

- a. PTG shall comply with Federal Antitrust Laws. *[79-138]*
- b. PTG's antitrust policy shall be based upon the most recent federal anti-trust laws and shall be developed and maintained by the Home Office. To promote a common understanding of anti-trust issues, PTG's anti-trust policy document will be distributed as necessary to PTG members. *[98-080]*
- c. As a means to promote the societies best interest by encouraging healthy competition and promoting legitimate business growth, to promote economic liberty aimed at preserving free and unfettered competition among its members, the Piano Technicians Guild, Inc. (PTG) pledges to support national antitrust and consumer protection laws and regulations. There is no reason for an individual or company to withhold participation in, support for, or membership in PTG for fear of violating the antitrust laws. There are, however, areas of the law that PTG members should know about in order to maintain strict compliance with the antitrust laws.

The antitrust laws prohibit "combinations or conspiracies in restraint of trade." Strict compliance with antitrust laws by trade associations and their members is essential since members of trade associations are usually competitors. Because trade associations are by definition a "combination," they are viewed with suspicion and, by definition, are half of an antitrust case. The other half of an antitrust case is the anticompetitive conduct. Generally, this means that PTG members should not discuss with other members pricing, markups, division of markets or allocation of customers. The penalties can be severe! The PTG Antitrust Policy provides more detailed guidelines with which you should familiarize yourself and with which you should comply.

People join the PTG to pursue common business interests and purposes. PTG provides useful services for the benefit of members, including education, information sharing and advancing the interests of members. PTG and each of its directors, officers and members should conduct themselves so that no antitrust laws are violated when engaging in these activities. Even seemingly casual or inadvertent discussions at meetings or social

gatherings (whether sponsored or not, by PTG) can have antitrust consequences if misconstrued by government investigators. A conviction for violation of the antitrust laws can carry stiff fines for the association or its members or both. Individuals who participated in the violation may receive a jail sentence.

The PTG Board of Directors has established this Antitrust Policy in order to alert PTG members to those types of activities, which are most likely to raise antitrust concerns and to provide guidance for avoiding antitrust liability

Discussion at association meetings may cover a broad range of issues pertinent to the interests or concerns of participants, most of which do not have antitrust implications. A number of topics that might be discussed at association meetings raise antitrust and trade regulation issues; some of these topics are:

- 1) *Price Fixing.* Historically, association members have been most likely to violate, and the government has been most likely to strictly enforce, the price-fixing prohibitions of the Sherman Act. A price-fixing violation may be inferred from similar price behavior by members, even in the absence of a written or oral agreement. If price-fixing is established, PTG and its members may not defend the claim on the basis that the prices set are reasonable or that the ends sought through the price-fixing behavior are beneficial to consumers.
- 2) *Agreements to Divide Customers.* An agreement among members of an association to divide customers is, in and of itself, a criminal act. The antitrust laws expressly prohibit any understanding or agreement between competitors or members of an association involving division or allocation of customers. Even an informal agreement whereby one member agrees to stay out of another's territory will constitute a violation of the antitrust laws. As with price-fixing, PTG and its members may not defend the claim on the basis that the allocation is beneficial.
- 3) *Membership Restrictions.* Assuming that the members of an association derive an economic benefit from membership, the denial of membership to an applicant may constitute a restraint of trade because it may limit the ability of the applicant to compete. Therefore, membership criteria must be carefully established with a view toward avoiding antitrust problems.
- 4) *Standardization and Certification.* An association that develops voluntary industry standards may face antitrust problems if the standard favors some competitors and discriminates against others. Similarly, association certification activities which further the interests of certain groups, to the exclusion of others, may result in antitrust problems.
- 5) *Industry Self-Regulation.* Associations commonly establish codes of ethics for their members, including procedures for enforcement of such codes. PTG must guard against any efforts to enforce such codes of ethics unreasonably if such enforcement would result in economic injury to certain members. Further, PTG must give a member due process before taking any significant disciplinary action against the member.
- 6) *Boycotts.* Members cannot use trade associations as a tool to suppress competition by refusing to deal with nonmembers or refusing to deal with those who deal with nonmembers. Accordingly, PTG and its members must not enter into any agreements to refuse to deal with certain competitors, customers, or suppliers.
- 7) *Information Exchanges.* Associations, such as PTG, may conduct economic surveys and exchange information regarding costs and how to accurately determine the cost of doing business. "Price surveys" of current prices or charges are prohibited. Any survey that collects current data on revenues on an item-by-item, product-by-product or service-by-service basis creates major antitrust issues and must be reviewed by counsel prior to circulation.

Accordingly, participants at association meetings, whether they be formal or informal meetings of the membership, the governing board, officers, committees, or subcommittees, must be made aware that discussion of certain subjects raise grave antitrust dangers and therefore must be avoided. Ordinarily association meetings should avoid discussions of the following issues lest an understanding or agreement on the subjects, expressed or implied, be affected and subsequently challenged as violating antitrust or consumer protection laws.

There must be no discussions at association meetings that may in any way tend to:

- 1) Raise, lower, or stabilize prices or fees
- 2) Regulate schedules
- 3) Affect the availability of products or services
- 4) Allocate markets, territories, or customers
- 5) Encourage boycotts or exclusions of products or services
- 6) Foster unfair practices involving advertising, merchandising, standardization, certification or accreditation
- 7) Encourage anyone to refrain from competing
- 8) Limit or exclude anyone from manufacture, sale, or practice
- 9) Result in illegal brokerage or rebates
- 10) Affect improper reciprocity in dealing, or
- 11) Regulate current or future prices

In addition, there should be no discussion of what constitutes a fair profit or margin level, possible increases or decreases in prices, standardization or stabilization of prices, pricing procedures, refusal to deal with a firm because of its pricing or distribution practices, whether or not the pricing practices of any industry member are unethical or constitute an unfair trade practice, market share, customer or supplier classification, allocation or selection, decisions to quote or not to quote, or sales territories.

Other topics lead to antitrust and trade regulation issues that are complex and have long series of court and agency decisions and opinions relating to them but are not per se illegal. These areas include membership restrictions, categories, and termination; membership services to nonmembers; trade show restrictions; business or professional codes; statistical programs; cost programs; standardization and simplification; product certification; professional restrictions and credentialing; joint research; credit reporting; and group buying. Each of these areas has separate antitrust implications so should be discussed only with the advice of counsel.

From a positive point of view, ordinarily, there can be appropriate discussions at association meetings that have as a purpose or result:

- 1) Reporting on general industry or profession economic trends
- 2) Describing advances or problems in relevant technology or research
- 3) Demonstrating methods by which an individual or firm can become more profitable by acquiring a better knowledge of its own costs
- 4) Summarizing effective methods of purchasing, manufacturing, and marketing
- 5) Educating about various aspects of the science and art of management
- 6) Considering industry or profession relations with local, state, or federal governments
- 7) Reporting or experiences and developments in employment relations
- 8) Relating efforts toward improvement of products
- 9) Developing ways to respond to consumer or environmental issues and
- 10) Effecting energy use and supply

Because the area of antitrust and consumer protection laws is so important, the discussions held at PTG meetings justifies constant and intense monitoring by legal counsel experienced in antitrust implications of association policies and programs. The ramifications of antitrust laws and trade regulations are subtle and dynamic. They are not



necessarily avoided merely by avoiding discussion in the areas indicated in this policy. It is, therefore, PTG policy to have counsel review agendas and minutes for meetings to guide and assist PTG on what are appropriate and inappropriate subjects for discussions at meetings. [04-058]

## 2. PUBLIC IMAGE POLICIES

### a. Policy for Institute Instructors:

Accentuate the Positive - Eliminate the Negative

The PTG Technical Institute instructors will emphasize solutions rather than problems. Instructors will not present a laundry list of complaints. Institute teachers will advocate their personal methods without denigrating contrasting opinions. Institute instructors will provide factual information in a thought-stimulating manner.

No energy will be wasted lamenting over obstacles. Instructors will turn every obstacle into an opportunity for superior service. Instructors will not spend time complaining about things over which we have no control. The focus of Institute presentations will be on methods of dealing with problems that arise in daily piano service as well as in the restoration of fine instruments that have been neglected or abused. Instructors will also present positive methods of dealing with customers who are unhappy with their pianos.

### b. Website Terms of Use

The Piano Technicians Guild Web Site(s), and all of Sites and information are provided under these "Terms of Use" and any amendments to these Terms of Use that may be posted by the Piano Technicians Guild from time to time (collectively, the "Agreement"). By accessing, browsing and/or using this site and/or any web site provided by Piano Technicians Guild, you agree to be bound by the agreement. The Agreement constitutes the entire agreement between you and the Piano Technicians Guild and supersedes any prior agreements between you and the Piano Technicians Guild regarding the use and contents of this Web Site.

- 1) Privacy - Piano Technicians Guild is committed to protecting your privacy. The information obtained through your use of the site, or through any registration process or otherwise, is subject to our Privacy Policy.
- 2) Modifications to this Agreement - Piano Technicians Guild may make changes to this Agreement from time to time in its sole discretion and will post any such changes on the Web Site(s). Use of the Web Site(s) after any changes are made constitutes acceptance of any such changes.
- 3) Modification or Suspension of the Web Site(s) - Piano Technicians Guild may, in its sole discretion, and at any time, discontinue, suspend or modify its operation of the Web Site(s), or any part thereof, temporarily or permanently, without notice to you, and Piano Technicians Guild shall not be liable for any consequences to you from that action.
- 4) User Content - All text, graphics, software, music, sound, photographs, videos, messages, posts, data, information, or other materials ("Content") are the sole responsibility of the person from whom the Content originated. Thus, you are responsible for all Content that you disseminate or transmit through or by means of the Web Site(s).

Piano Technicians Guild and its designees shall have the right (but not the obligation) in their sole discretion to refuse or remove any Content that is available via the Web Site(s). Without limiting the foregoing, Piano Technicians Guild and its designees shall have the right to remove any Content that violates these Terms of Use or is otherwise objectionable in the absolute discretion of Piano Technicians Guild. You must evaluate, and you will bear all risks associated with, the use of any Content, including any reliance on the accuracy, completeness, or usefulness of such Content. Piano Technicians Guild may preserve Content and may also disclose Content if required to do so by law or in the good faith belief that such preservation or disclosure is

reasonably necessary to: (a) comply with legal process; (b) enforce these Terms of Use; (c) respond to claims that any Content violates the rights of third-parties; or (d) protect the rights, property, or personal safety of Piano Technicians Guild, its users and the public. The technical processing and transmission of the Web Site, including your Content, may involve (a) transmissions over various networks; and (b) changes to conform and adapt to technical requirements of connecting networks or devices.

5) Policy Online Job Posting at PTG Hosted Sites

- (a) No posts advertising any open job positions, or any other solicitations of employment shall be offered or sought by individuals within communities at my.ptg.org, or any of the other social media platforms PTG maintains. Any such postings will be removed.
- (b) Those seeking to advertise job opportunities or seek employment may do so through advertising via the online Classified ad section of [www.ptg.org](http://www.ptg.org) and/or through the Piano Technicians Journal.  
Individual members may, within my.ptg.communities, post announcements related to individual employment status such as leaving or taking a job. The posting shall not include specific links or details about any open job positions.
- (c) PTG members will be given the opportunity to receive instant notification of any job posted via the Classified Ads section of my.ptg.org by subscribing to the Piano Jobs community and selecting instant notification. [20-016]

6) The Web Site(s) shall not be used by you in any way to:

- (a) post, disseminate or transmit any Content that is unlawful, harassing, defamatory, abusive, threatening, obscene, harmful, tortuous, libelous, or invasive of another's privacy;
- (b) post, disseminate or transmit any Content which infringes or violates any party's copyright, trademark, trade secret, patent or other proprietary right, including but not limited to using third party copyrighted materials without appropriate permission, using third party trademarks without appropriate permission or attribution, and using or distributing third party information protected as a trade secret in violation of a duty of confidentiality;
- (c) post, disseminate or transmit any viruses or other harmful, disruptive or destructive files, code or programs;
- (d) intentionally or unintentionally violate any local, state, national or international law;
- (e) post, disseminate or transmit any unauthorized advertising, promotional materials, chain letters, spam, junk mail or any other type of unsolicited mass e-mail to people or entities that have not agreed to be part of such mailings;
- (f) impersonate any person or entity, falsely state or otherwise misrepresent your affiliation with any person or entity, forge headers or otherwise manipulate identifiers to disguise the origin of any Content transmitted through the Web Site;
- (g) disseminate or transmit any content that you do not have the right to disseminate or transmit under law, or contractual or fiduciary relationships;
- (h) disrupt the normal flow of dialogue or otherwise act in a manner that negatively affects other users' ability to engage in real time exchanges;
- (i) interfere with, disrupt, or harm in any way the Web Site(s) or servers or networks connected to the Web Site(s);
- (j) stalk or otherwise harass another;
- (k) collect or store personal data about other users;
- (l) harm minors in any way;
- (m) engage in any activities that would violate the personal privacy rights of others, including but not limited to, collecting and distributing information about

- Internet users without their permission, except as permitted by applicable law;
- (n) intentionally omit, delete, forge or misrepresent transmission information, including headers, return mailing and Internet protocol addresses;
  - (o) engage in any activities intended to withhold or cloak identity or contact information;
  - (p) use the Web Site(s) for any illegal purpose, in violation of any applicable laws or regulations or in violation of the rules of any other web site providers, web sites, chat rooms, or the like.
- 6) Permissions - By posting Content to the Web Site(s), or by transmitting Content using the Web Site(s), (1) you represent and warrant to Piano Technicians Guild that they have all necessary permission to post or transmit the information, and (2) you grant to Piano Technicians Guild a worldwide, non-exclusive, perpetual, royalty-free, fully sub-licensable right and license to use, reproduce, modify, adapt, publish, translate, create derivative works from, distribute, perform, and display such Content (in whole or part) worldwide and/or to incorporate it in other works in any form, media, or technology now known or later developed.
  - 7) International Use - You must comply with all applicable local laws regarding online conduct and acceptable Content, including without limitation, laws regarding the transmission of technical data exported from the United States or the country in which you reside.
  - 8) No Reselling of Web Site(s) - You may not sell or resell for any commercial purposes any portion of the Web Site(s) or sell the use of or access to the Web Site(s).
  - 9) Termination - Piano Technicians Guild may, in its sole discretion, and at any time, terminate use of the Web Site(s), and may remove or delete any Content within the Web Site(s), for any reason, without prior notice. Piano Technicians Guild shall not be liable to you or to any third-party for any termination of use of or access to the Web Site(s). In the event of any termination of this Agreement or use of or access to the Web Site(s), the provisions regarding Proprietary Rights, Indemnification, Disclaimer or Warranties, and Limitations of Liability shall survive any such termination.
  - 10) Proprietary Rights - You should assume that content available through the Web Site(s), including without limitation, content in the form of text, graphics, software, music, sound, photographs, and videos, and content provided by suppliers, sponsors, or third party advertisers, is protected by copyrights, trademarks, Web Site marks, patents, or other proprietary rights and laws regardless of whether or not a copyright notice appears on all material, unless otherwise noted. Except as expressly authorized by Piano Technicians Guild or the applicable supplier, sponsor or advertiser, you may not copy, modify, rent, lease, loan, sell, assign, distribute, license, reverse engineer or create derivative works based on the Web Site(s) or any content (including without limitation any software) available through the Web Site(s). [10-012]
  - 11) Permission to Use Materials - In consideration for your agreement to the terms and conditions contained herein, PTG grants you a personal, non-exclusive, non-transferable license to access and use the Sites. You may download material from the Sites only for your own personal, non-commercial use provided that you keep intact all copyright, trademark, and other proprietary notices. Modification of Content or use of Content for any other purpose is a violation of the rights of PTG or third parties. Using this information for commercial gain or taking control of the information by reusing or reposting without prior approval from PTG would be detrimental to PTG and is a violation of international copyright law. In addition, you agree to indemnify, defend and hold harmless PTG for any and all

unauthorized uses you may make of any material on the site. For permissions or to advise of links to this site, e-mail [exec@ptg.org](mailto:exec@ptg.org). [10-012]

- 12) Disclaimer of Warranties - Use of the Web Site is at your sole risk. The Web Site is provided on an "as is" and "as available" basis. To the fullest extent permissible pursuant to applicable law, Piano Technicians Guild expressly disclaims all warranties of any kind, whether express or implied, including without limitation any warranty of merchantability, fitness for a particular purpose and non-infringement.

Piano Technicians Guild does not make any warranty that the Web Site(s) will meet your requirements, or that the Web Site(s) will be uninterrupted, timely, secure, or error-free, or that defects, if any, will be corrected; nor does Piano Technicians Guild make any warranty as to the results that may be obtained from the use of the Web Site(s), as to the accuracy or reliability of any information obtained through the Web Site(s), as to the quality of any products, web sites, information or other material purchased or obtained by you through the Web Site(s) or as a result of the Web Site(s), or as to any transactions entered into by use of or as a result of the Web Site(s).

Any material and/or data downloaded or otherwise obtained through the use of the Web Site(s) is at your own discretion and risk, and neither Piano Technicians Guild, nor its subsidiaries, affiliates, officers, directors, employees, agents, or suppliers will be responsible for any damage to a computer system or loss of data that results from the download of such material and/or data.

No advice or information, whether oral or written, obtained by you from Piano Technicians Guild or through the Web Site(s) shall create any warranty not expressly made herein.

- 13) Limitations of Liability - Under no circumstances, including, without limitation, negligence, shall Piano Technicians Guild or its affiliates, officers, directors, employees, agents, or suppliers be liable for any direct, indirect, incidental, special, consequential, or exemplary damages, including without limitation damages for loss of profits, use, data, goodwill, or other intangibles, even if Piano Technicians Guild or its supplier has been advised of the possibility of such damages, resulting from: (1) the use or the inability to use the Web Site(s), (2) the cost of procurement of substitute goods and Web Sites resulting from any goods, data, information or web sites purchased or obtained or messages received or transactions entered into by means of or through the Web Site(s), (3) unauthorized access to or alteration of your transmissions or data, (4) the statements or conduct of any third party on the Web Site(s), or, (5) any other matter relating to the Web Site(s). Some jurisdictions do not allow the limitation or exclusion of liability for incidental or consequential damages so some of the above may not apply to you.
- 14) Storage of Content - Piano Technicians Guild may establish, in its sole discretion and without prior notice to you, a maximum amount of storage space that it will maintain for Content disseminated or transmitted through the Web Site(s). Piano Technicians Guild shall have no responsibility or liability for the deletion or failure to store any messages, communications or other Content maintained, disseminated or transmitted through the Web Site(s).
- 15) Contact With Third Parties - Your dealings with third parties found on or through the Web Site(s), including participation in promotions, the payment for and delivery of goods and web sites, and any terms, conditions, warranties, or representations associated with such dealings are solely between you and the third party. Piano Technicians Guild does not make any representations or warranties with respect to any goods or Web Sites which may be obtained from such third parties, and Piano Technicians Guild will have no liability with respect to any loss

or damage of any kind incurred as a result of any dealings you and any third party, or as a result of the presence of such third parties on the Web Site(s).

- 16) Links - The Web Site(s), or third parties on the Web Site(s), may provide links to other sites and/or resources over which Piano Technicians Guild has no control. Piano Technicians Guild has no responsibility for and no liability for the availability of such external sites or resources, or for the Content, advertising, products or other materials available through such sites or resources.
- 17) Indemnification - You agree to indemnify and hold harmless Piano Technicians Guild, its affiliates, officers, directors, agents, employees, co-branders or other partners, and suppliers, from any claim, demand, action, or damage, including reasonable attorneys' fees, made by any third party due to, arising out of, or related to your use of the Web Site(s), content you submit, post, or transmit through the Web Site, your violation of the Agreement or any rights of another, or your connection to the Web Site(s).
- 18) Trademark Notices - Piano Technicians Guild and Piano Technicians Guild logo and trade dress are trademarks of Piano Technicians Guild. You may not use or display these marks without Piano Technicians Guild prior written consent. All other trademarks appearing on the Web Site(s) are the property of their respective owners.
- 19) Copyright, Copyright Agent - If a copyright owner believes that their work has been copied in a way that constitutes copyright infringement, please provide Piano Technicians Guild's Copyright Agent with the following information:
  - (a) An electronic or physical signature of the person authorized to act on behalf of the owner of the copyright interest;
  - (b) A description of the copyrighted work that is claimed to be infringed;
  - (c) A description of where the material that is claimed to be infringed is located on the Web Site;
  - (d) The complainant's address, telephone number, and email address;
  - (e) A statement that you have a good faith belief that the disputed use is not authorized by the copyright owner, its agent, or the law;
  - (f) A statement by you, made under penalty of perjury, that the above information in your notice is accurate and that you are the copyright owner or authorized to act on the copyright owner's behalf.Piano Technicians Guild's Copyright Agent for Notice of claims of copyright infringement on its site is:  
Piano Technicians Guild, Inc  
4444 Forest Avenue  
Kansas City, KS 66106-3750  
Phone: 913-432-9975  
Fax: 913-432-9986  
info@ptg.org  
www.ptg.org
- 20) Applicable Law, Forum - This Agreement shall be governed by and construed in accordance with the laws of the State of Kansas, without giving effect to its conflict of law provisions. You and Piano Technicians Guild agree to submit any dispute arising under this agreement to the exclusive jurisdiction of the federal and state courts located within the county of Wyandotte County, KS.
- 21) Miscellaneous - If any provision of this Agreement is found by a court or other binding authority to be invalid, you agree that every attempt shall be made to give effect to the parties' intentions as reflected in that provision, and the remaining provisions contained in this Agreement shall continue in full force and effect. You agree that any claim or cause of action that you may assert arising out of the

use of the Web Site(s) or this Agreement must be filed within one year after such claim or cause of action arose or it shall forever be barred, notwithstanding any statute of limitations or other law to the contrary. Any failure by Piano Technicians Guild to enforce or exercise any provision of this Agreement or related right shall not constitute a waiver of that right or provision.

- 22) Additional Information - This Web Site is an official bulletin of Piano Technicians Guild and is intended to provide general information. It contains the most current policies, regulations, procedures and fees.

Piano Technicians Guild reserves the right to make changes at any time to reflect current board policies, administrative regulations and procedures, amendments by state law and fee changes. Information provided on this Web Site is subject to change without notice and does not constitute a contract between Piano Technicians Guild and you. Piano Technicians Guild is not responsible for any misrepresentation or provisions that may arise as a result of errors in preparation.

[10-036]

- c. Policy for PTG Printed Materials and Journal:

General Information: © 2009 The Piano Technicians Guild, Inc. All rights reserved.

Articles published in the Piano Technicians Journal represent only the opinions of the author and not those of the Piano Technicians Guild, Inc. PTG provides this information as a benefit and service in furtherance of PTG's non-profit and tax-exempt status and makes no representations about the suitability of this information and these services for any purpose. The publisher reserves the right to accept or reject any advertising or editorial material. Advertisers, and/or their agents, assume the responsibility for all content of published advertisements and assume responsibility for any claims against the publisher based on the advertisement. Editorial contributions assume responsibility for their published works and assume responsibility for any claims against the publisher based on the published work. No part of this publication may be copied or reproduced in any form or by electronic or mechanical means, including information storage and retrieval systems, without permission in writing from the publisher.

By submitting items to the PTG Journal, the author grants to PTG first time rights to publish and rights to re-publish the items in various publications of the Piano Technicians Guild, Inc. in whatever form, format or medium PTG shall choose, including, without limitation, electronic, on-line or print publications. Editorial content may not necessarily reflect the views of the publisher. You may not use the trademarks or logos in the Piano Technicians Journal for any purpose including, but not limited to, use as "hot links" or meta tags in webpages or websites, without the written permission of PTG, or such third party that may own the trademark. Certain marks used in the Piano Technicians Journal are the property of parties other than PTG and are used in the Piano Technicians Journal with permission and/or to fairly identify the parties' products or services. All correspondence and inquiries should be addressed to: The Piano Technicians Guild, Inc., 4444 Forest Ave., Kansas City, KS 66106. [10-011]

- d. E-Group Rules & Etiquette

To ensure the best possible experience for all users, we have established some basic guidelines for participation.

By joining and using this community, you agree that you have read and will follow these rules and guidelines. You also agree to reserve discussions, shared files, and other content that is best suited to this medium. This is a great medium with which to solicit the advice of your peers, benefit from their experience, and participate in an ongoing conversation.

Please take a moment to acquaint yourself with these important guidelines. In order to preserve a climate that encourages both civil and fruitful dialogue, we reserve the right to suspend or terminate membership in this community for anyone who violates these rules.

- 1) The Rules:
  - (a) Don't challenge or attack others. The discussions and comments are meant to stimulate conversation not to create contention. Let others have their say, just as you may.
  - (b) Don't post commercial messages on any discussion list, in resource libraries, or other areas where others might see it. Contact people directly with product and service information if you believe it would help them. Use caution when discussing products. Information posted on the lists and in the libraries is available for all to see, and comments are subject to libel, slander, and antitrust laws.
  - (c) All defamatory, abusive, profane, threatening, offensive or illegal materials are strictly prohibited. Do not post anything that you would not want the world to see or that you would not want anyone to know came from you.
  - (d) Please note carefully all items listed in the disclaimer and legal rules below, particularly regarding the copyright ownership of information posted.
  - (e) Remember that other users have the right to reproduce postings to this site unless you specify otherwise.
  - (f) Post your message or documents only to the most appropriate lists or libraries. Do not spam several lists or libraries with the same message.
  - (g) All messages must add to the body of knowledge. We reserve the right to reject any message for any reason.
- 2) Discussion Group Etiquette
  - (a) Include a signature tag on all messages. Include your name, chapter, affiliation, location, etc.
  - (b) State concisely and clearly the topic of your comments in the subject line – changing the subject line when the discussion changes to another topic. This allows members to respond more appropriately to your posting and makes it easier for members to search the archives by subject.
  - (c) Include only the relevant portions of the original message in your reply. Delete any header information and put your response before the original posting.
  - (d) Only send a message to the entire list when it contains information that everyone can benefit from.
  - (e) Send messages such as "thanks for the information" or "me, too" to individuals – not to the entire list. Do this by using the "Reply to Sender" link to the left of every message.
  - (f) Do not send administrative messages, such as remove me from the list. Instead, use the web interface to change your settings or to remove yourself from a list. If you are changing e-mail addresses, you do not need to remove yourself from the list and rejoin under your new e-mail address. Simply change your settings.
  - (g) Warn other list subscribers of lengthy messages either in the subject line or at the beginning of the message body with a line that says, "Long Message."
- 3) The Legal Stuff

This site is provided as a service for the members of The Piano Technicians Guild. The Piano Technicians Guild is not responsible for the opinions and information posted on this site by others. We disclaim all warranties with regard to information posted on this site, whether posted by The Piano Technicians Guild or any third party; this disclaimer includes all implied warranties of merchantability and fitness. In no event shall The Piano Technicians Guild be liable for any special, indirect, or consequential damages or any damages whatsoever resulting from loss of use, data, or profits, arising out of or in connection with the use or performance of any information posted on this site.

Do not post any defamatory, abusive, profane, threatening, offensive, or illegal materials. Do not post any information or other material protected by copyright without the permission of the copyright owner. By posting material, the posting party warrants and represents that he or she owns the copyright with respect to such material or has received permission from the copyright owner. In addition, the posting party grants the Piano Technicians Guild and users of this site the nonexclusive right and license to display, copy, publish, distribute, transmit, print, and use such information or other material.

Messages should not be posted if they encourage or facilitate members to arrive at any agreement that either expressly or impliedly leads to price fixing, a boycott of another's business, or other conduct intended to illegally restrict free trade.

Messages that encourage or facilitate an agreement about the following subjects are inappropriate: prices, discounts, or terms or conditions of sale; salaries; profits, profit margins, or cost data; market shares, sales territories, or markets; allocation of customers or territories; or selection, rejection, or termination of customers or suppliers.

The Piano Technicians Guild does not actively monitor the site for inappropriate postings and does not on its own undertake editorial control of postings. However, in the event that any inappropriate posting is brought to the attention of The Piano Technicians Guild we will take all appropriate action.

The Piano Technicians Guild reserves the right to terminate access to any user who does not abide by these guidelines.

The Piano Technicians Guild may, in its sole discretion, and at any time, discontinue, suspend or modify any community, or any part thereof, temporarily or permanently, without notice to you, and the Piano Technicians Guild shall not be liable for any consequences to you from that action.

4) Modifications to this Agreement

Piano Technicians Guild may make changes to this Agreement from time to time in its sole discretion and will post any such changes on the Web Site(s). Your use of the Web Site(s) after any changes are made constitutes your acceptance of any such changes.

5) Enforcement

If you have any questions about these E-Group Rules & Etiquette or have a concern that these provisions are being violated, please contact the PTG Executive Director at [exec@ptg.org](mailto:exec@ptg.org). For any other information please contact us using the Contact Us page. [07-025, 07-037, 09-048, 10-011, 10-012, 11-036]

3. PRIVACY POLICY

The Piano Technicians Guild, Inc. (or "PTG") has created this privacy statement ("Policy") in order to demonstrate our firm commitment to the privacy and the confidentiality of our members. We endeavor to comply with all federal and state laws pertaining to privacy. The following discloses the information gathering and dissemination practice of PTG.

a. Information Collection and Storage

1) Collection of Personal Information

When you join PTG, request membership information or make a financial transaction (PTG Store, event registration, etc.), we ask you to provide information that personally identifies you and allows us to process your membership or to contact you. This information includes your name, work and home mailing address, employer, phone numbers, e-mail addresses, web site addresses, your credit card information if submitted for payment purposes, and other information to assist us in keeping you informed of PTG activities and your rights and privileges as a member.

2) Storage of Personal Information



The information is retained in the active database maintained at the PTG Home Office and in individual hard copy member files maintained at the Home Office.

Credit card information obtained for purposes of paying dues, purchasing PTG Store items or registering for PTG events and classes is not stored with the membership record or available to other PTG members. PTG staff retains this information separately for internal processing only.

Names and contact information for RPTs is available in the public area of the PTG Web Site for referral purposes. RPTs may choose not to be listed or limit the contact information listed. All PTG members are also listed in a searchable directory on the PTG Web Site accessible only by members via personal login information.

3) Information Use

(a) PTG Staff

PTG's Home Office staff uses this information to maintain your membership and to provide you with standard PTG communications and privileges.

(b) Local Chapter

PTG encourages professional networking and sharing of information and experience between members. The local PTG chapter has a critical role in facilitating this type of member interaction. In support of this, we share local member contact information with chapter officers. In addition, we also forward contact information for those inquiring about PTG membership or services to local chapter officers.

(c) Educational Activities

As an association committed to providing members with opportunities for professional development, we seek every opportunity to make our members aware of training, tools and services that might benefit them and their businesses. This may be done through mailings or email messages.

(d) Member Benefits

As a special service to our members, we continually attempt to improve the benefits provided to our members. To provide these benefits, it is sometimes necessary to share our member information with selected vendors for the provision of such services. However, this information is provided under agreements that prohibit them from using the information for any other purpose and under which your privacy must be protected. E-mail addresses are never sold to outside vendors.

(e) Third-Party Goods and Services

We also provide an additional service, permitting vendors of related goods and services to make you aware of their offerings. We sell to vendors a one-time use of mailing addresses of PTG members and they are contractually bound to us to use that mailing list only once. You can choose not to be included, and your information will not be sold in this manner. You will not receive these mailings. E-mail addresses are never sold to outside vendors.

Please contact the PTG Home Office if you do not wish to be included in third-party mailings. This will not affect mailings and communications sent to you by PTG, including the *Piano Technicians Journal*, notices about conventions, regional seminars and other PTG events and information about member benefits.

(f) Web Site Access

Your assigned member number and password gives you access to PTG's restricted membership services on-line.

You can renew annual dues, receive member discounts on PTG Store merchandise and register for events online through a secured SSL link. No

personal or credit card information submitted for this purpose is stored upon the web server.

We provide members with an opportunity to ensure their personal information is correct and current. Members may review and submit updated information in the Administration Area of the secure Member Area.

PTG hosts a number of newsgroups and forums. Most are available to the general public. Please remember that any information that is disclosed in these areas becomes public information, and you should exercise caution when deciding to disclose your personal information.

(g) Changes to this Policy

PTG may amend this Policy from time to time. If we make substantial changes to the way we use your Personal Information, we will notify all PTG members through email, Journal notice and by posting it on the PTG Web Site(s).

(h) Enforcement

If you have any questions about this privacy statement or have a concern that these privacy provisions are being violated, please contact the PTG Executive Director at [exec@ptg.org](mailto:exec@ptg.org). [08-010, 11-036]

4. PTG LOGO

The Piano Technicians Guild (PTG) is the exclusive owner of the official PTG logo and all secondary logo versions (hereafter called logo) and retains all rights of ownership. Use of the logo for individuals or organizations is specified in the PTG Graphics Standards Manual. Any other use is expressly prohibited without the advance written permission of the PTG Executive Director. Reproducing and offering the logo for sale by an individual or organization may require a royalty fee to be paid to PTG. [94-132, 95-031]

a. Logo Use in Advertising

- 1) The Home Office shall be allowed to utilize all logos in marketing PTG and/or the promotion of its members.
- 2) Members are authorized to use the Corporate logo on their websites only within the context of promoting the PTG and only if the logo is a link to [www.ptg.org](http://www.ptg.org).
- 3) The logo with the appropriate subscript description line may be used to promote chapter and regional conferences, seminars and other events or activities that promote PTG.
- 4) Non-Member Use of Logos
  - (a) Non-PTG use of all logos is permitted only under specific guidelines as determined by the PTG Board of Directors.
  - (b) The Executive Director is permitted to facilitate non-PTG logo use only under the direct authorization of the Executive Committee. [19-150]

5. PRODUCT ENDORSEMENT

The PTG name and emblem(s) may not be used in advertising products without authorization from the Board of Directors. [76-017]

**B. HOME OFFICE OPERATIONS**

1. EXECUTIVE DIRECTOR

Reports To: Board of Directors

Supervises: All Staff

Interfaces With: Board members, staff, committees, industry and individual members

a. OVERVIEW

The Executive Director is the chief staff executive of the Piano Technicians Guild. As such, he or she is responsible for the organization's administrative functions, including operation of the Home Office; carrying out the organization's policies in a professional manner consistent with the PTG Bylaws, Regulations and Codes; and providing

information, advice and other assistance to the organization's governing bodies. He or she also serves as administrator of the Piano Technicians Guild Foundation.

b. **RESPONSIBILITIES**

The Executive Director is hired by the PTG Board of Directors, and his or her specific duties are listed in Organizational policy documents. In addition to the specified duties, under the supervision of the PTG Board of Directors and within the approved budget, he or she is responsible for:

- 1) Establishing a Home Office to serve as PTG's headquarters and establishing the organizational structure and administrative policies and procedures appropriate to best serve the membership.
- 2) Establishing the Home Office staffing structure, recruiting, hiring, training, establishing compensation levels and discharging staff, and establishing an effective personnel program.
- 3) Ensuring that complete financial, membership and organizational records are accurately maintained and that all funds, physical assets and other property of the organization, including files, records, legal and historic documents, and membership and mailing lists are properly safeguarded.
- 4) Planning, recommending for approval and operating within an annual budget, providing all budgets, financial reports, records and recommendations to the PTG Board of Directors, Council delegates, chapters and individual members as detailed in the PTG Bylaws. He or she is also responsible for providing such information to such outside agents as the PTG Board of Directors may select to periodically examine, audit and evaluate those records.
- 5) Serving as Publisher of the Piano Technicians Journal, supervising its production and that of other publications, periodicals and educational materials as the membership and PTG Board of Directors may direct.
- 6) Coordinating the PTG convention, providing administrative supervision and operation as directed by the PTG Board of Directors. Planning and coordinating other organizational meetings as needed, and ensuring that accurate records, including minutes, attendance and specifications of all conventions and meetings are kept.
- 7) Providing the staff liaison and staff support to committee chairs and committees to help them fill their functions.
- 8) Researching, developing and proposing to the PTG Board of Directors programs and activities that will better serve PTG's membership or enhance its image or financial situation.
- 9) Executing such contracts and commitments as may be authorized by established policy or by the PTG Board of Directors and monitoring the performance of the contracted vendors.
- 10) Representing PTG at industry trade shows, conventions and meetings; serving with PTG's officers and other designees as a spokesman for the organization; promoting the image of PTG and its members to the piano and music industries and to the public; promoting interest in the organization's activities through active participation by present and prospective members.
- 11) Keeping the PTG Board of Directors fully informed on the conditions and operations of the organization and on all-important matters through regular mailings and individual contact. A committee consisting of PTG's elected officers or their designees will review the Home Office operation and the performance of the Executive Director at regular intervals.

c. **REQUIREMENTS**

- 1) General knowledge of all aspects of association management, including legal considerations, accounting principles, budgeting processes, and personnel

management, as well as a thorough background in the specific requirements of trade, professional and individual-membership societies.

- 2) Excellent verbal and written communication skills.
- 3) An understanding of organizational dynamics and the ability to synthesize differing points of view and agendas in furthering the organization's goals.
- 4) The ability to organize, prioritize and meet deadlines.
- 5) The ability to lead and motivate employees and volunteers.

d. DISTRIBUTION OF MEMBER DATA

The Executive Director has the authority to review and approve requests from outside sources for distribution of member information only if such information will be used in relationship to educational opportunities or piano technician-related products. The Executive Director is responsible for determining a fair price for information, whether distributed in printed or electronic form. Each sale shall include a standard disclosure stating that the information received is restricted to one-time use. [03-052]

2. FINANCIAL OPERATIONS

a. PTG INVESTMENT POLICIES

- 1) PTG funds available for investment consist of funds needed for current-year operations ("Operating Funds") and those funds, which are available for less liquid, longer-term commitments (Reserves Fund). [94-030]
- 2) The committee shall be responsible for:
  - (a) Monitoring the distribution and performance of invested Funds;
  - (b) Evaluating PTG's current financial situation and making an annual determination of how much money can be transferred from Operating Funds to Reserve Funds;
  - (c) Determining the need for an outside financial advisor to assist with investment of Funds, securing the services of such an individual and monitoring the performance of funds invested with that individual;
  - (d) Evaluating the level of risk associated with various investment options and apportioning invested funds accordingly. [94-030]
- 3) In addition, the Executive Director shall be responsible for:
  - (a) Serving as a voting member of the Reserve Fund Committee;
  - (b) Monitoring cash flow and investing Operating Funds in such a way that those monies are available to meet the organization's financial obligations as they arise;
  - (c) At the direction of the Reserve Fund Committee, contracting with and overseeing the performance of all financial advisors designated by the Committee;
  - (d) Reporting the performance of all investments in a timely manner, as cited in the PTG Bylaws and Organizational policies. [94-030]
- 4) Monitoring Procedures.
  - (a) The Executive Director will provide members of the Reserve Funds Committee with monthly financial statements detailing the distribution and Performance of Funds. Quarterly statements are to be distributed to all Board members. [94-030]
  - (b) The Reserve Fund Committee will distribute an annual report on investments, including all transactions made during the year, to all members. The report will accompany the PTG budget distributed to all members as part of the spring supplement to the Journal. [94-030, 11-038]
- 5) Risk. Investment funds shall be evaluated by the following priorities: Operating Funds: Liquidity, Safety, Yield; Reserve Funds: Safety, Yield, Liquidity [94-030]

b. FINANCIAL REPORTS AND RECORDS

- 1) Written reports of audits are to be sent to the PTG Board of Directors. Financial reports will be sent quarterly. *[76-004, 76-012]*
- 2) No member in good standing shall be denied the right to inspect the financial records of PTG, which are to be maintained at all times in the custody of the Home Office, provided the member makes prior arrangements to do so and does not disrupt the normal conduct of PTG business. *[74-011]*
- 3) Financial data necessary to the performance of its duties shall be provided routinely or on request to any duly constituted body of PTG, including the officers, committees, the Council and the chapters. *[74-011]*
- c. PTG MERCHANDISE AND SALES
  - 1) All financial transactions are to be in U.S. dollars. PTG merchandise is to be shipped at a profit. Members shall receive a discount on items sold by PTG, which are also available to non-members. *[76-002, 78-006, 92-099]*
  - 2) New Member Packets. No sales items are to be included except samples of pamphlets and one Journal. *[80-189]*
- d. MEMBERSHIP, DUES AND OUTSTANDING ACCOUNTS
  - 1) Dues may be paid in installments using the "PTG Automatic Debit Plan. If chapter dues are collected by the Home Office, the annual Chapter dues will be divided into 12 equal payments. *[20-111]*
  - 2) Any payment received from a member with any outstanding account balance is to be applied to the oldest outstanding balance first. *[91-015]*
  - 3) Delinquent chapter sustaining membership dues shall be subtracted from the chapter dues account of the sponsoring chapter prior to release of these funds. *[98-086]*
  - 4) Any member paying PTG dues, but refusing to pay chapter dues, will be notified by the Home Office that unless he/she pays chapter dues he/she will be dropped. *[86-007, 93-106]*
  - 5) Payment Policy.
    - (a) Payment of all advertising invoices is due upon receipt of the invoice. Payment in advance may be required of advertisers with a history of credit problems.
    - (b) Event registrations, subscriptions, exams and merchandise shall require prepayment.
    - (c) Exhibit Hall invoices shall be one half prepaid with the second half due by May 15<sup>th</sup>.
    - (d) Any account more than two billing cycles (60 days) delinquent may, at the discretion of the Executive Director, be refused additional credit and may be charged a 1-1/2 percent finance charge. *[09-047] [20-017]*
3. GENERAL OPERATIONS
  - a. BOARD ORIENTATION MEETINGS. A member of the Home Office staff shall attend Board orientation meetings to provide input regarding the various functions of and services available from the Home Office. *[94-106]*
  - b. CORRESPONDENCE. Copies of correspondence written by PTG employees regarding members, chapters or regions shall be copied to the Executive Committee and to the RVP in whose region the addressee is located. Copies of correspondence on PTG letterhead written by any Board member shall be copied to the Home Office for archival purposes. *[93-106, 01-012]*
  - c. COMPLAINTS. Complaints made by the general public (non-members) against members of PTG must be in writing. Such complaints should be forwarded to the Executive Director and the appropriate RVP. The Executive Director may suggest a response to the complainant in a manner consistent with legal counsel recommendations. The RVP may offer mediation if appropriate. All complaints and their dispositions shall be reported to the Board as soon as possible. *[04-010, 07-023]*

- d. **ADVERTISING COMPLAINTS.** Complaints regarding violations of PTG advertising and logo use policies made by or against PTG members or nonmembers should be made confidentially in writing to the Executive Director who then investigates the complaint. The Executive Director should also notify the appropriate RVP that a complaint has been received. If the complaint is found to be valid, a cease-and-desist letter may be sent to the accused. If the offense continues, complaints against members may be sent to the PTG Members' Rights Committee and complaints against nonmembers may be referred to an attorney for further action. All records, correspondence and reports related to the complaint shall be kept confidential and stored in a secure location. *[11-009]*
- e. **AVAILABILITY OF MINUTES.** Minutes of all official meetings of the PTG Board of Directors and PTG Council sessions, as well as agenda books prepared in advance of the meetings shall be made available to all members in good standing of PTG upon request. A small fee may be charged to offset the costs of printing and mailing if a hard copy is requested. Any PTG past president who requests these materials will not be charged for them. *[90-086, 93-106, 94-098, 08-062]*
- f. **PUBLICATION OF BOARD MINUTES.** Minutes of all PTG Board of Directors meetings shall be published in the next available supplement to the Journal. All agenda items shall be reflected in the minutes. *[92-083, 92-090, 94-033, 96-025, 03-008]*
- g. **COLLECT CALLS.** The Home Office personnel may not accept collect telephone calls. *[76-166]*
- h. **TRAVEL INSURANCE.** Accidental death and dismemberment insurance shall be maintained for all current Board members. *[74-006]*
- i. **ASSOCIATION MEMBERSHIPS.** PTG shall maintain membership in and/or make contributions to other industry organizations as deemed appropriate. *[76-p6, 76-p17, 83-093, 89-064]*
- j. **MEMORIALS AND CONTRIBUTIONS.** Flowers shall be sent in the name of PTG for all deceased PTG officers past or present. The amount shall not exceed \$100. A \$50 donation will also be made to the PTG Foundation. *[80-075, 80-077]*
- k. **MEMBER RECOGNITION.** Membership classification activity shall be published in the membership section of the Journal. New members and reclassified members shall be listed by region and chapter. *[80-046, 90-017, 96-025]*
- l. **MEMBERSHIP CHANGES.** Regional Vice Presidents shall be kept fully informed by the Home Office of membership activity affecting their region: transfers, resignations, changes of chapter officers, address changes which might result in a change of jurisdiction, etc. The Home Office will send information on all resignations to the appropriate RVP and wait one month before processing the resignation. *[80-023, 82-012, 82-020, 82-124, 92-094]*
- m. **PTG BUSINESS CARDS.** PTG Business cards will be provided to all PTG Board members; they are to be used for official PTG business only. *[79-137, 81-200]*
- n. **POLICY FOR GRANTING USE OF WEBSITE MATERIAL**
  - 1) Permission generally is granted to reprint articles from the PTG website(s) for non-commercial, educational purposes. Requirements for reprinting are as follows:
    - (a) Note writers' byline, if applicable
    - (b) Include copyright notice: © Piano Technicians Guild, Inc
    - (c) Include statement as follows: Reprinted, in its entirety, with permission of Piano Technicians Guild, Inc. (PTG) [www.ptg.org](http://www.ptg.org)
  - 2) Members of PTG may use material from PTG website(s), as follows:
    - (a) Whenever possible, summaries or snippets of web material should be used along with proper credits, as opposed to entire articles.
      - i. Statement as follows: Reprinted with permission of the Piano Technicians Guild, Inc. (PTG) [www.ptg.org](http://www.ptg.org)
      - ii. Writer's byline, if applicable

iii. Copyright notice: © Piano Technicians Guild, Inc.

- 3) PTG materials shall not be used in other publications by either members or non-members as a complete work. Short quotes may be used to make references to particular pieces of PTG literature. If used on a website the use of links to the particular publication being quoted may be used. [13-018]
- 4) If the text you use is published, in whole or in part, electronically or in print, please send a copy of the final version or the publication in which it appeared to the attention of the PTG Executive Director, 4444 Forest Ave, Kansas City, KS 66106-3750. [10-012]

#### 4 EXPENSE REIMBURSEMENT

- a. Travel Expense and Per Diem
  - 1) PTG shall reimburse mileage in the amount equal to the allowable deduction by the Internal Revenue Service or airfare plus mileage to and from the airport whichever is less (assuming air reservations would have been made 30 days in advance) for travel. [79-147, 92-044, 94-096, 97-071, 00-010, 00-011, 00-012, 04-057, 06-012, 06-013]
  - 2) Per Diem will be paid at the rate set by the US General Services Administration for the area in which the event takes place with the exception of the PTG convention for which per diem will be set by the Executive Committee. Only one day of per diem may be charged for travel to and one day of per diem for travel from an event at a rate of 75% of total M&IE or the current rate as set by the US General Services Administration. [79-147, 92-044, 94-096, 97-071, 00-010, 00-011, 00-012, 04-057, 06-012, 06-013, 08-011, 08-078, 09-067, 20-089]
- b. Multiple Reimbursements. When attending any approved event, an employee or contract vendor of PTG shall be reimbursed from only one PTG source.

### C. PTG PUBLICATIONS AND MATERIALS

1. PIANO TECHNICIANS GUILD PUBLICATION OBJECTIVES
  - a. The *Piano Technicians Journal (PTJ)* shall be the official magazine of the Piano Technicians Guild and shall be published by the Home Office under the direction of the Executive Director as a means of bringing technical knowledge and advancement to PTG members.
  - b. The *PTJ* shall be the exclusive property of the Piano Technicians Guild.
  - c. The *PTJ* shall be sent to each member in good standing. Postage and handling fees may be charged to International Members as noted in Article II.
  - d. Subscription to the *PTJ* shall be made available to nonmembers, and to the industry.
  - e. Spouses of deceased members may receive the *PTJ* for one (1) year following the member's death at no charge. After the first year, regular subscription rates shall apply.
2. PIANO TECHNICIANS JOURNAL – CONTENT
  - a. PUBLICATION AND DISTRIBUTION. There shall be twelve technical issues of the Journal published per year. In addition, an annual membership directory will be published. [93-064, 98-045]
  - b. JOURNAL COPYRIGHT. The Executive Director may provide assistance in obtaining the proper releases for those wishing to publish translations of Piano Technicians Journal articles. The Executive Director shall request courtesy copies of any such publications. [03-072]
  - c. PTG FOUNDATION. PTG shall make space available for information on the PTG Foundation in every issue of the Journal when such information is submitted by the established Journal deadlines. [03-049]

- d. JOURNAL SUBSCRIPTION. The member rate for the Journal shall be based on actual expenses as determined by the Executive Director. *[06-011]*
- 3. PIANO TECHNICIANS JOURNAL - ADVERTISING AND PROMOTION
  - a. ADVERTISING PAYMENT POLICY. Payment for Journal advertising is due on receipt of invoice. Advertisers whose accounts are more than two billing cycles (60 days) may, at the discretion of the publisher, be refused subsequent advertising and could be charged a 1-1/2 percent finance charge. Payment in advance may be required of first-time advertisers or those with a history of credit problems. *[85-160]*
  - b. SALE OF BACK ISSUES
    - 1) Back issues from the current calendar year may be sold for \$15. Back issues from previous years may be sold for \$5. Back issues more than two years old may be sold for \$2. *[86-031, 92-095, 93-106, 98-045]*
    - 2) RVPs may give one sample issue without charge to a prospective member. Back issues will be sent to RVPs for distribution only upon their request. *[92-095]*
    - 3) The Executive Director is authorized to send a few of the extra Journals to different non-members each month as a promotion for membership or subscriptions. *[85-111]*
  - c. JOURNAL TEARSHEET. Advertising invoices shall be emailed. Printed invoices and tear-sheets will not be mailed unless requested. *[82-110] [20-010]*
  - d. JOURNAL PAGE REPRODUCTION. Journal articles may be reproduced by the Home Office and sold at a profit. *[79-105]*
- 4. PIANO TECHNICIANS JOURNAL - STAFF & EDITORIAL POLICIES
  - a. JOURNAL STAFF
 

The PTG Board shall appoint the publisher and editor of the Journal. *[92-031]*

    - 1) Publisher. The Journal publisher is responsible for all non-technical aspects of the magazine, including printing, mailing, advertising, and hiring Journal staff not otherwise appointed by the Board of Directors. *[92-031, 04-059]*
    - 2) Journal Editor. The Journal Editor is responsible for a monthly column. He/she will plan the content of the Journal, set the vision, and recommend (in consultation with the Publisher) contributing, associate, and/or assistant editors. He/she will have editorial control over all technical content of the Journal, including the authority to accept and reject articles for publication. *[92-031, 03-042, 04-059]*

(a) Journal Editor Job Description.

Overview: The Editor is responsible for the general production and technical content of the *Journal*, including direct supervision of assistant editors. The Editor has a primary responsibility to see that deadlines are met, and each monthly issue is produced on schedule. Journal Editor has authority over all technical articles, their content and accompanying graphics but shall consider any and all input from the Designer/Illustrator. The Publisher shall resolve editorial disputes.

Qualifications: The Editor should be a skilled writer and photographer. This individual must be capable of identifying, soliciting and editing articles for proper style, accuracy and fairness. Must have hands-on knowledge of various computer programs, including proficiency with word-processing, electronic communication and high-speed internet access. Knowledge of desktop publishing software is a plus. This person must possess the ability to organize time and projects to ensure that details are not overlooked and must be accurate, detail-oriented, and able to work independently and under pressure to meet deadlines.

Requirements: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The responsibilities listed below are representative of the knowledge, skill, and/or ability required. Reasonable



accommodations may be made to enable individuals with a disability to perform the essential functions.

Responsibilities:

- i. To respond, with the assistance of the Publisher and *Journal* Staff, to all suggestions and proposals for articles and provide guidance to the authors in the preparation of those articles.
  - ii. Journal Editor agrees to attend and facilitate an annual meeting of the *Journal* editorial staff; date and time of meeting to be determined by the Publisher. The main purpose of which is to prepare an editorial calendar for the coming year.
  - iii. To provide technical content for the *Journal* by identifying and soliciting articles, works and information from individuals and companies in the piano industry and other such sources of information as deemed appropriate, in accordance with the budgets and policies established by the Board of Directors of the Piano Technicians Guild.
  - iv. To schedule technical articles, prepare submissions and other information for publication, ensuring that proper style and nomenclature guidelines are followed, and that the information provided is complete, accurate and fairly presented.
  - v. To supervise the PT *Journal* Staff in the planning and preparation of material for publication including proofreading and writing of editorials.
  - vi. Work with Designer/Illustrator to create edit and enhance charts, graphics and photos to accompany all technical articles in the publication.
  - vii. The Editor shall provide input to the Designer/Illustrator (who then work as a team) to provide the most aesthetic design possible, up to and including cover art.
  - viii. To meet deadlines as established for the publication and ensure that all parties (staff and authors) involved in the development of the *Journal* also adhere to material deadlines.
  - ix. Secure PTG's rights and ownership to the material it publishes and to derivative works based thereon
  - x. Ensure that all published material is produced for easy conversion to electronic transfer for use electronically and in other media.
  - xi. To submit reports on progress, goals and other aspects of editorial responsibilities for regularly scheduled meetings of the Piano Technicians Guild Board of Directors and at such other times as the Board or its agents may request.
  - xii. The Editor shall provide for editorial coverage of the National Association of Music Merchants' (NAMM) Winter Market for the *Journal*. Editor may assign another person to provide editorial and photographic coverage of these events.
  - xiii. The Editor shall provide editorial coverage of PTG Convention and Technical Institute in order to provide *Journal* editorial content and photo coverage. In case of emergency, and with the approval of the Publisher, Editor may assign another person to provide editorial and photographic coverage of these events.
  - xiv. Continually explore different media and more efficient methods of publishing PTG material and report to Executive Director.
  - xv. Other responsibilities and duties as assigned. [07-046]
- 3) Contributing Editor, Associate, Assistant Editor(s), and/or Illustrators. Contributing, associate, assistant Editors and/or illustrators will be responsible for

performing duties as assigned by the Journal Editor and publisher. The PTG Board will retain the right to ratify the choice of contributing, associate, assistant editors and/or illustrators. [92-031, 03-042, 04-059, 07-042]

- 4) Feature Writer(s). Feature writers will be responsible to meet a deadline and/or prepare an article on a specific topic; they will be paid at a rate established by the Publisher. Feature writers may be volunteers or may be recruited by the Journal Editor or one of the Contributing Editors. [92-031, 14-008]
- 5) Designer/Illustrator Job Description.

Overview: The Designer/Illustrator is responsible for the overall visual design of the publication including but not limited to creating covers, editing and enhancing photos and/or creating any charts, graphs or illustrations necessary to convey the intended message. The Designer/ Illustrator shall provide direction for the layout person to create the most aesthetic design possible. Technical Editor has authority over all technical articles, their content and accompanying graphics from a technical point of view but shall consider any and all input from the Designer/Illustrator for layout and design. Designer/Illustrator has authority over the visual/aesthetic presentation of material. The Publisher shall resolve editorial disputes.

This position requires travel to, and participation in, a yearly editorial meeting; time and place to be determined by the Publisher.

Qualifications: The Designer/Illustrator should be a skilled, experienced art director, designer, illustrator and photographer. This individual must possess up-to-date knowledge of printing, production, color processes and publishing procedures. Must have hands-on knowledge of various computer programs, including desktop publishing, proficiency with word-processing, electronic communication and have high-speed internet access. The ability to design attractive layouts is essential. This person must possess the ability to organize time and projects to ensure that details are not overlooked. This individual must be accurate, detail-oriented, able to work independently and under pressure to meet deadlines. The Designer/Illustrator is part of the editorial staff and, as such, will be working as part of a team to produce the monthly publication.

Requirements: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The responsibilities listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with a disability to perform the essential functions.

Responsibilities:

- i. To provide visual design and illustration assistance to enhance and improve the aesthetics of the *Journal*.
- ii. Work with *Journal* staff and Publisher to prepare a yearly editorial calendar.
- iii. Work with the *Journal* Editor in planning content of each issue.
- iv. To meet deadlines established in the publication schedule developed by the Editor and the Publisher.
- v. Assist with production of the *Piano Technicians Journal* to ensure it is distributed on schedule.
- vi. Produce all published material for easy conversion to electronic transfer for use on the PTG Web Site and other media.
- vii. Create electronic files of all graphics and forward to PTG for publishing purposes.
- viii. Continually explore different media and more efficient methods of publishing PTG material and report to Executive Director. [07-047]

b. EDITORIAL POLICY

- 1) Style sheet. The Journal Editor shall create and make available a style sheet specifying criteria for submissions for publication. *[92-031]*
- 2) Internal designations. The use of the letters “CTE” or “Certified Examiner” or “Examiner Level”, or language similar to this in ads, articles, etc., is not permitted unless expressly authorized by the Board of Directors unless the language is contained within an article approved for publication in the Journal. Material should be edited to avoid using “this country,” “our country,” etc. *[92-031]*
- 3) Acknowledgment/Rejection of submissions. The Journal Editor will acknowledge receipt of articles within 30 days of receipt. If the Journal editor rejects a manuscript for publication, the author should be informed of this by the Journal editor. If the author of solicited or unsolicited manuscripts is a member of PTG, the Journal editor must list the specific points on which he/she is basing the rejection for publication. *[92-031]*  
Published authors of the Journal have the privilege of responding to any rebuttals printed in the Journal in the same issue in which the rebuttals are printed. Authors of submitted rebuttals will not be allowed to alter them after being received by the Journal editor. *[92-031]*
- 4) Use of Editor Advisory Committee. If the Journal Editor rejects an article for publication and the author wishes to appeal the decision, the appeal must be directed to the PTG Editor Advisory Committee. At the Editor’s discretion, this committee may also provide pre-publication peer review of selected articles, in order to help the Journal authors, present the clearest, most accurate material possible. *[92-031, 97-092]*
- 5) Requests for technical advice. The Journal Editor is not expected to function as an “advice hotline” for technicians; requests for individual help and counsel will be considered inappropriate. A formal notice to this effect will be published in each Journal. Readers shall be encouraged to write with their questions; the Editor will answer in print those questions of interest. *[92-031]*

c. COMPENSATION

- 1) Journal Editor. The PTG Board of Directors will determine the monthly stipend for the Journal Editor. *[92-031]*
- 2) Journal Contributors. Fees paid to Journal contributors shall be established by the Publisher. *[07-043] [08-040]*
- 3) Feature Writers. Feature writers who commit to a series of articles may be paid at a rate established by the Publisher. Writers who review convention classes may receive an honorarium. *[92-031] [08-040]*
- 4) Disbursement. The Home Office will disburse funds; The Home Office will monitor the budget amounts and keep the Journal Editor informed of total expenditures. *[92-031, 14-008]*

5. PTG MISCELLANEOUS MATERIALS

- a. PTG Manuals and Publications. All PTG publications, (e.g., CTE Manual, RPT Exams, Exam Resource Manuals etc.) will be made available to Board members upon request. *[81-119]*
- b. CTE Manual. Each handbook is to be labeled; “This handbook is the property of PTG for use by Certified Tuning Examiners only and must be returned to the Home Office.” Handbooks are to be numbered in sequence and a distribution record is to be maintained by the Home Office. *[80-019]*
- c. Exam Use
  - 1) The Piano Technicians Guild (PTG) owns the Registered Piano Technician (RPT) examinations and reserves these exams for its exclusive use in creating PTG RPT members. Any use of copyrighted PTG exam materials by other organizations or

individuals, without prior formal request and approval by the PTG Board of Directors is prohibited.

- 2) The PTG recognizes that vendors may train their customers in the basic use of the tuning exam scoring programs included in their products. [00-087]

## **II. PTG BOARD OF DIRECTORS**

### **A. JOB DESCRIPTIONS**

#### **1. PRESIDENT**

##### **a. BASIC FUNCTION**

The President is the chief elected officer; s/he is the head of PTG and serves as its official spokesman. As such, the President truly represents the membership and speaks for them. The President is responsible for assuring that all the activities and programs of PTG work towards achieving the goals stated in PTG's Mission Statement. S/he needs to be the public example to the industry of the professional piano technician. The President is the principal liaison with the Executive Director and exercises general supervision over all affairs of PTG.

##### **b. RESPONSIBILITIES**

- 1) Serve as head of PTG and be its official spokesman; when the President is unable to attend official functions, he/she will assist those designated to represent PTG in fulfilling this role professionally. Assure PTG is adequately represented at all major industry events and that liaison is maintained with other industry associations and representatives.
- 2) Chair all Board meetings, Council sessions, and Executive Committee meetings. Prepare the agenda for these sessions, consulting with the Executive Director and other officers as needed. [08-062]
- 3) Exert leadership in assisting the Board to set policy priorities for PTG; work with Executive Director to prepare and execute both long-term and strategic planning.
- 4) Communicate regularly with the membership through monthly Journal articles and attendance at PTG regional seminars as budget permits. Report to the Board and Council prior to each session.
- 5) Write all PTG committee charges, focusing activities in all committees to achieve the goals of our Mission Statement. Make all non-elective appointments, subject to ratification by the PTG Board of Directors. Fill a vacancy or replace incapacitated or inactive members in any committee, subject to ratification by the PTG Board of Directors and in accordance with the PTG Bylaws. Serve as an ex-officio member of all committees except as otherwise specified by the PTG Bylaws.
- 6) Serve as Chair of the Executive Committee.

#### **2. VICE PRESIDENT**

##### **a. BASIC FUNCTION**

The Vice President will assist the President in the discharge of all presidential duties. Specifically, the Vice President is responsible for coordinating the work of all committees and for overseeing the Regional Vice Presidents as they carry out their duties and approve expense reports as necessary.

##### **b. RESPONSIBILITIES**

- 1) In the absence of the President, perform the duties of President.
- 2) Coordinate the work of all standing and special committees under the direction of the President; maintain close liaison with committee chairs and assist them in understanding and completing their committee charges. Keep the President informed of all problems and progress and assist the President and Board in identifying members qualified and willing to serve on committees. Serve as an ex-officio member of all PTG committees except as specified by the PTG Bylaws.

- 3) Approve dates for state, regional, and one-day seminars using the approved PTG form.
  - 4) Maintain close communication with all RVPs and assist them in performing their regional and Board duties. Assume primary responsibility for orienting and training new Board members; conduct a New Board Member Orientation Meeting during any convention at which new Board Members have been elected. *[97-095]*
  - 5) Approve all expenditures by Board members and committee personnel. Monitor the finances of all committees and RVPs and keep the President informed. *[08-062]*
  - 6) Serve on the Executive Committee.
  - 7) Report to Council and Board prior to each session.
3. SECRETARY-TREASURER
- a. BASIC FUNCTION
 

The Secretary-Treasurer must stay informed of the financial affairs of PTG and keep accurate records of all Council and Board actions. This position exists to assure that the membership's interests are being served in all financial dealings and that all Bylaws, policies and Council and Board actions are well documented. The Secretary-Treasurer has a major role in keeping the membership well informed on PTG's financial position.
  - b. RESPONSIBILITIES
    - 1) Act as Secretary to the Council and to the Board and produce accurate minutes of all Council and PTG Board of Directors sessions in a timely manner. All minutes are to be published and available to the membership. Maintain accurate copies of all Board policies, Council directives and contracts. The Secretary-Treasurer is authorized to make the numerical, grammatical and editorial changes necessary for the minutes to accurately reflect the intent of Council and Board actions. *[02-075, 08-062]*
    - 2) Serve as ex-officio member of the Bylaws Committee and maintain an up-to-date copy of the PTG Bylaws and Regulations.
    - 3) Review the credentials of delegates to the PTG Council. Serve as Parliamentarian to the PTG Board of Directors.
    - 4) Work with the Executive Director to provide timely and accurate financial reports to the membership and report to the Council and Board before each session.
    - 5) Keep a file record of these transactions. Review all monthly financial statements produced by the Home Office and maintain a file of same.
    - 6) Process all PTG expense reports in a timely manner.
    - 7) Chair the Reserve Fund Committee, when directed to do so by the PTG Board of Directors. Report to the Board and the Council before each session of all activities related to this fund.
    - 8) Serve on the Executive Committee.
    - 9) Review the expenses of the Executive Director. Expense reports shall be submitted on the proper form as soon as possible after each activity. *[03-051]*
4. EXECUTIVE COMMITTEE
- a. RESPONSIBILITIES
    - 1) Conduct Management Review, usually twice annually. The President will be responsible to call these meetings, set the agenda and choose the meeting site. Although formal minutes are not taken, the Secretary-Treasurer will produce a written summary of the meeting for the President who will distribute it to the Board in a timely manner. The purpose of Management Review is to review, with the Executive Director, the Home Office operations, personnel status and requirements, building maintenance needs, budget and upcoming expenditures.
 

At least once annually, the Executive Director's performance review is done. The Executive Committee is encouraged to use input from the full Board in conducting this review. Contracts negotiated by the Executive Committee shall

provide that they are subject to Board approval. However, the salary of the Executive Director and all other staff members is to be kept confidential; the Executive Committee sets the salary of the Executive Director and approves all bonuses and benefits. [02-012] [ATTORNEY'S NOTE: *If an officer of the Guild were to execute a contract after Executive Committee approval (but before Board approval), that contract would be binding on the Guild (whether or not the Board approves it), UNLESS THE CONTRACT SPECIFICALLY PROVIDED THAT IT WAS SUBJECT TO BOARD APPROVAL.*]

- 2) Approve (by majority vote) all emergency expenditures. Non-emergency, discretionary expenditures of \$10,000 or more must be approved by a majority vote of the full PTG Board of Directors.
- 3) Keep a record of all expenditures voted upon by the EC and report to the PTG Board of Directors as quickly as possible.
- 4) Communicate with each other, the Executive Director, and the full Board regularly.

5. REGIONAL VICE PRESIDENT

a. BASIC FUNCTION

In addition to serving as a member of the PTG Board of Directors as listed at the beginning of Section II.A, the Regional Vice President is the primary liaison between the regional membership and the Board and is responsible for communicating the members' concerns to the Board and for educating the members regarding the Board's work and decisions. The RVP is membership chair in the region and should actively promote membership. [02-012] [19-091]

b. GENERAL DUTIES

- 1) Inform the Executive Committee periodically between Board meetings of regional concern and activities; solicit regional input on Board issues.
- 2) Interact with the Home Office as needed to address members' concerns and needs.
- 3) Maintain proper financial records for RVP expenses; work with the Vice President to establish a yearly budget for travel and other expenditures; review the RVP budget quarterly with the Vice President.
- 4) Promote membership in the region, both in maintaining current members and in reaching out to non-members. When dues are being collected, work with chapters to assist members who may have financial problems.
- 5) Submit a written report for the Winter Board meeting and for the Council meeting.
- 6) Follow-up on all PTG Board of Directors directives in a timely manner.

c. REGIONAL DUTIES

- 1) Identify and inform the Vice-President of regional members who are qualified and willing to serve on PTG committees.
- 2) Communicate with the total regional membership at least twice annually via newsletter, more if possible or needed. Advise membership on PTG concerns and issues.
- 3) Annually check with the regional chapters for adherence to Bylaws requirements, especially for the number of meetings, chapter bylaws updates, and membership roster.
- 4) Assist regional chapters which fall below the Bylaws minimum standard.
- 5) Assist with and foster regional chapters, seminars, and conferences' educational opportunities.
- 6) Attend all regional conferences/seminars; supervise and staff the PTG booth. Ensure that a regional caucus occurs during the same to afford members and non-members an opportunity to interact with the RVP. Promote PTG membership at all seminars by personal contact with non-members; obtain names and addresses of non-members to forward to Home Office.

- 7) Visit chapters as budget and time restrictions permit.
- 8) Initiate member involvement with PTG for future direction.
- 9) Work with chapter officers relative to membership status.
- 10) Maintain files of official activity and correspondence; pass them on to succeeding RVP.

## **B. TERM OF OFFICE**

### **1. CONCURRENT TERMS.**

The term of office shall commence upon the close of the PTG Council Session. In cases where there is a newly elected officer and a retiring officer, these shall be considered concurrent terms of office. During that convention, the retiring officer shall fulfill all ceremonial duties of the office, including but not limited to the opening ceremonies, convention banquet, and regional meetings. The newly elected officer will fulfill the legislative responsibilities of the office, including but not limited to, board meetings, committee meetings, etc. After election to the Board, PTG Board members are encouraged to relinquish other chapter and/or regional offices within PTG. *[93-013, 94-099]*

## **C. OFFICER RESPONSIBILITIES**

### **1. MEMBERSHIP APPLICATIONS.**

RVPs and their assistants may take applications for PTG membership (and receive the application fee) at seminars and other functions as appropriate. The RVP shall then forward the application to the Home Office for further processing. *[94-142, 07-011]*

#### **a. The following deadlines shall apply:**

- Nov. 1 Dues Invoice sent (no information about late payments).
  - Dec. 1 Reminder sent to members regarding unpaid dues.
  - Jan. 2 Dues Statement sent (includes information on late payments).
  - Jan. 31 Letter sent to those still unpaid.
  - March 1 Drop date for all who have not responded.
- [94-019, 94-087, 05-054, 07-010]*

### **2. HOME OFFICE INTERACTION**

a. Communications. The Home Office will be available to assist the RVP in communication with his/her region, but such communication must pertain to official board duties, and not be used for political purposes except: *[76-004] [20-026]*

- 1) Any duly qualified candidate for the Board of Directors and vetted by the Nominating Committee will be allowed two uses of the membership database to email members. This will be done by submitting the emails through the home office.
- 2) Nominees for Regional Vice President would only be allowed to contact their region. *[20-018]*

b. Newsletters. Two newsletters per year shall be sent from the Home Office to all members of PTG, with space reserved for separate messages from each RVP to the members of their region. RVPs shall submit their newsletter copy to the Executive Director within 3 weeks of the close of each respective board meeting, after which the Executive Director will distribute the standard newsletter without the local copy, if it has not been received. *[93-045, 93-126]*

c. Complaints. If an officer receives a complaint about Home Office staff and/or performance, the complaint is to be forwarded to the Home Office with the name of the member making the complaint so that the matter can be researched, and a report sent to the officer, President and Vice President. *[79-089]*

- d. Operations Manual. Each Board member will be provided with a PTG Operations Manual. A copy of the manual will be available in the Board section of the PTG website. The website will contain the most current version of the manual. *[94-035, 12-009]*
  - e. President, Executive Committee, Board, Home Office staff shall not censor any communication by a Board member without the Board member's written consent. The sole exception is where the President feels such communication is libelous. *[13-013]*
3. **RVP BOOTH INVENTORY AND SALES**  
Regional Vice Presidents are required to promote PTG membership and provide help to current members. Operating a sales booth is optional. If a sales booth is requested, a full accounting of items sold, and remaining inventory shall be submitted to the Home Office within 3 weeks of the seminar. No cash of any kind may be sent to the Home Office. Cash can be converted to a check by the seminar association by using a personal check or converted to a money order. *[95-086] [20-009]*
4. **STRATEGIC PLANNING SESSIONS** for the Board of Directors. If required, work sessions may take place each Spring and Fall and there will be no other business conducted. No official votes will be taken, and any results of these work sessions will need to be ratified at the next regular Board meeting.

**D. EXECUTIVE COMMITTEE EXPENSES**

1. **PRE-APPROVAL REQUIREMENT**

If a member of the Executive Committee is considering some activity which would require an expense of \$1000 or more, advance clearance from the other two members of the Executive Committee is required. *[97-091]*

**E. BOARD EXPENSES**

1. **EXPENSE ADVANCES**

a. PTG Board members shall be offered a credit card with a \$1,500 credit limit at the commencement of their term of office, to be used for activities directly associated with their official duties, such as membership development and operating expenses. This credit card, if accepted, is not under any circumstances to be used for personal expenses. *[03-071] [20-008]*

2. **REIMBURSEMENT REQUESTS**

- a. When attending any approved event, a PTG Board member shall be reimbursed from only one PTG source. *[81-34, 91-050, 00-086, 13-022, 14-009]*
- b. Only one event per Expense Reimbursement form is allowed. If you have more than one event for which you want to claim reimbursement, please use a separate form. *[14-009]*
- c. If the RVP is considering some activity that would require expenses of \$500 or more, advance clearance from the Vice President is required. *[14-009]*
- d. Approval of expense reimbursement requests from the Regional Vice Presidents and President will be sought from the Vice President and the Secretary-Treasurer. Approval of requests from the Secretary-Treasurer shall be sought from the Vice President and President, and approval of requests from the Vice President shall be sought from the President and Secretary-Treasurer. Expense requests shall be submitted within 15 days after each activity for which reimbursement is sought or by December 15, whichever is sooner. *[13-011, 14-009]*
- e. Members seeking reimbursements shall properly complete a Reimbursement Request Form and submit the form along with supporting receipts to the Home Office. Scanned receipts are acceptable and must be emailed with the reimbursement request form to the Home Office accounting department. The Home Office will process the request and seek all necessary approvals from the PTG officers. Officers shall process all requests within 15



days of receipt from HO either by approving the request or notifying the member in writing of their intent to reject the request along with clear instructions for resubmitting the item or items in question, if applicable. Members shall allow 30 days after submission of a Reimbursement Request Form for receipt of their reimbursements. [94-094, 96-008, 01-011, 02-051, 03-009, 13-069, 13-090, 14-009]

3. BUDGETS AND ALLOCATION OF FUNDS

- a. The Secretary-Treasurer will oversee the budgets of the RVPs and the Executive Committee. [97-100]
- b. At the discretion of the Secretary-Treasurer, RVPs are to prepare and submit a budget for each board meeting agenda. The budget must cover the six-month period until the next board meeting. The budget is to be prepared and submitted at the Pre-Council Board session by all RVPs whether nominated for re-election or retiring from the board. [82-53, 93-023]
- c. Funds may be allocated to each RVP based on need and other circumstances at the discretion of the Secretary-Treasurer. [79-002, 91-050]

4. BOARD MEETINGS

- a. The cost of the Board meeting in travel and accommodation expense is to be considered in selecting the site. Room reservations for all Board meetings and convention will be made by the Home Office and paid from the master account at the basic rate of one single or one double room as requested. Options for special requests related to room reservations may be made; however, those reservations will be removed from the master list and must be paid by the individual, who will be reimbursed at the basic rate. Room and tax only will be paid by PTG; the occupant shall pay all other charges on the room account. Board members attending the PTG convention will be reimbursed at the standard per diem and travel rates with room accommodations billed to the master account, subject to standard review. [81-107, 81-225, 07-009]
- b. Newly elected Board members shall be reimbursed for three nights hotel accommodations, three days per diem, reimbursement of one-half of paid registration fees, and will receive a complimentary banquet ticket for the convention at which elected. [81-107, 81-225, 83-093, 91-050, 94-097, 09-066, 13-023]

5. COLLISION DAMAGE WAIVER

Accept the "Collision Damage Waiver" for car rentals when using a PTG-issued credit card and self-insure for the diminished value exposure. Coverage should be reviewed annually. [11-033]

6. AIRFARE CANCELLATION INSURANCE

Board members shall accept the airline cancellation insurance when booking travel. If an unforeseen circumstance should occur and travel must be modified or canceled, the board member may be obligated to reimburse the cost of travel if the cancellation insurance was not elected. [19-110]

**F. GUIDELINES FOR BOARD REVIEW OF AN ETHICS COMMITTEE HEARING**

The parliamentary authority for PTG is ROBERT'S RULES OF ORDER, NEWLY REVISED, Tenth Edition. The following quotation from ROBERT'S RULES OF ORDER (Section 61, Disciplinary Procedures, page 624) shall be the ultimate guide for the use of the PTG Disciplinary Code: "In most societies it is understood that members are required to be of honorable character and reputation, and certain types of associations may have particular codes of ethics to enforce. Although ordinary societies seldom have occasion to discipline members, an organization or assembly has the ultimate right to make and enforce its own rules and to require that its members refrain from conduct injurious to the organization or its purposes. No one should be allowed to remain a member if his retention will do this kind of harm. Formal disciplinary procedures should generally be regarded as a drastic step reserved for serious situations or those potentially so. When it appears that such measures may become necessary, proper and tactful handling of the case is of

prime importance. It is usually in the best interest of the organization first to make every effort to obtain a satisfactory solution of the matter quietly and informally."

1. Upon a Member' Rights Committee decision to forward a case to the Ethics Committee, the Board shall be promptly notified and shall begin to review the disciplinary code and the most current version of the Ethics Committee's Internal Rules and Procedures.
2. If the Ethics committee decides to formally hear the charge(s), it will submit a report to the PTG Board of Directors per Disciplinary Code, section 5, g.
3. Within 7 days following an Ethics Committee's hearing, the Ethics Committee shall forward copies of all Members' Rights and Ethics Committee reports and recommendations to every Board member expeditiously (i.e. UPS 2<sup>nd</sup> day air, Federal Express, etc.). Copies of all electronic tapes, transcripts, evidence and correspondence shall be made available for review upon request of any board member.
4. Board members shall review all evidence, reports and material from the Ethics Committee in order to determine if all procedures were properly followed. They shall also review the merits of the case and whether the evidence supports the Ethics Committee's decision to reprimand, suspend, or expel the member accused of professional misconduct.
5. The board shall have 21 days to review the materials from the Ethics Committee. There will be an initial conference call meeting one week from receipt of the Ethics Committee materials to answer any questions of procedure, or any initial questions on the materials presented. The Chair of the Ethics Committee may be included in this call if clarification is needed. Following that there shall be a conference call meeting two weeks later, during which the board will have time to deliberate and make a decision to concur with the recommendation of the Ethics Committee, reduce the restriction on membership, or dismiss the charge(s). A second conference call meeting for the purpose of deliberating further may be called by a 2/3rds vote of board members present and voting.
6. The Board shall prepare a written statement, and shall notify the Accuser, Accused, and Chair of the Ethics Committee of its decision within 10 days. *[00-014]*

## **G. MISCELLANEOUS BOARD RESPONSIBILITIES**

### **1. APPROVAL OF CERTIFIED EXAMINERS**

The ETS Committee must receive a signed consent-to-serve form before approval may be granted. A majority vote of the PTG Board shall be necessary for approval of a certified examiner. Members who joined under a reciprocal rights agreement must pass the PTG administered RPT exam before applying as certified examiners. *[19-151]*

In the event that an RPT whose name comes before the board for approval as a certified examiner (tuning or technical) should fail to receive a majority of votes in favor of certification or recertification, then the RPT may be considered again by the board only after a two-year period has passed and the Examination and the Examinations and Test Standards Committee sees fit to submit the name again. *[81-018, 82-096, 05-009]*

### **2. NOTIFICATION LETTERS**

Congratulatory letters to newly certified examiners shall be sent by the Home Office over the PTG President's signature. *[81-209]*

## **H. INTERNATIONAL RELATIONS**

### **1. IAPBT REPRESENTATION**

The Executive Committee may choose to appoint up to two representatives to all IAPBT functions. Economy plus, or equivalent class of airfare, is authorized for international travel. With the exception of the Executive Director, the Executive Committee is strongly encouraged to extend paid international travel only once per individual to allow others to experience this unique opportunity.

*[95-078, 03-016, 20-104]*

## 2. INTERNATIONAL TOURS

All international tours shall be proposed in writing by the International Relations Committee to the Board. No tour arrangements may proceed without Board approval. Proposed contracts relating to any international tours shall be submitted for approval to the PTG Executive Director. The Executive Director shall have the sole authority to make contracts relating to any international tours. Tour insurance as may be deemed appropriate by the Executive Director to protect PTG and tour participants shall be obtained, and all costs associated with tour insurance shall be borne by tour participants. All tour participants shall be required to sign liability waivers provided by the Executive Director. [03-015]

## 3. GIFTS

Special pins designated as “Friends of PTG” will be available for gifts to foreign visitors. [86-073]

### III. PTG COMMITTEES

#### A. APPOINTMENTS AND OPERATIONS

##### 1. COMMITTEE & TASK GROUP APPOINTMENTS

The President shall make committee and task group appointments with the approval of the PTG Board. Vacancies occurring during the year shall be filled by the President and presented to the Board at the next meeting for ratification. Committee members must comply with all PTG Bylaws and Organizational Policies. [16-047]

The PTG President may approach members for possible committee appointment on the understanding that the incoming President and PTG Board approve appointments after the election of officers. [79-063]

##### 2. COMMITTEE OPERATIONS

a. The committee chair shall coordinate the work of his/her committee in accordance with the charges issued to that committee by the PTG President. [93-106]

b. Ask an Expert

- 1) Ask an Expert volunteers shall serve as a Board Task Group with the oversight of a liaison. The Task Group charges, and staffing shall be reviewed annually. [19-007]
- 2) An automatic reply should be set up to all inquiries as follows: “Thank you for contacting the Expert’s Line at the Piano Technicians Guild. The technicians who volunteer their time to this service will be in touch with you as quickly as possible. If you don’t get a response within 48 hours, please contact our Webmaster at [webmaster@ptg.org](mailto:webmaster@ptg.org). Thank you once again for using our service.”
- 3) When answering an inquiry to the list, the responder will use the following: “Thank you for contacting the Piano Technicians Guild.” When answering an inquiry to the list, the responder will use the following closing statement: “Once again, thank you for contacting the Piano Technicians Guild. We hope that you will contact us in the future for all your piano related needs. Sincerely, Joe Tuner, RPT.”
- 4) In no case should the responding technician exclusively promote his/her own business using this forum.
- 5) The responding technician shall - Accentuate the Positive and Eliminate the Negative by:
  - (a) The technician will emphasize solutions rather than problems.
  - (b) The technician will advocate their personal methods without denigrating contrasting opinions.
  - (c) The technician will provide factual information in a thought-stimulating manner.
  - (d) No energy will be wasted lamenting over obstacles.
  - (e) The technician will turn every obstacle into an opportunity for superior service and will not spend a minute of time complaining about things over which we

have no control.

- (f) The technician will also present positive methods of dealing with customers who are unhappy with their pianos. *[10-013]*

### 3. BOARD LIAISON

A Board Liaison is defined as a PTG Board member who has been appointed by the President to support a PTG committee or task group. The Board Liaison's duty is to assist the committee or task force in accomplishing their goals or charges by serving as a resource and an advisor (i.e. research, publication review, assistance in developing RFAs, presentations, etc.). The Board Liaison will be included in the committee's or task group's e-mail group address. *[08-012]*

## B. COMMUNICATION

### 1. COMMITTEE COMMUNICATION

- a. The committee chair shall keep all committee members fully informed about the operations of the committee. Committee members who are acting officially as a representative of the committee and who execute written or verbal communication must have prior approval of the committee chair. All committee members, but especially the Chair, must maintain written records of their committee work and are obligated to pass all committee files on to their successors. *[93-106]*
- b. All committee correspondence, committee information and action must be copied to the PTG President, the Vice President, and the Secretary-Treasurer. This can be accomplished by sending a copy to the Home Office with instructions to copy to the Executive Committee. PTG stationery for committee correspondence is available from the Home Office. Personalized stationery for committee use will not be made available but can be used for committee correspondence. Cost for personalized stationery must be paid by the individual committee member and will not be reimbursed. *[93-106]*
- c. Members of a committee in attendance at the PTG convention are expected to meet with their committee during the time allocated for committee meetings. *[93-106]*

### 2. COMMITTEE REPORTS

Two written committee reports are required annually: one for the Winter Board Meeting and one for the Council Agenda Book. Report forms will be supplied by the Home Office to the committee chairs prior to the reporting deadline. *[93-106]*

### 3. BOARD AGENDA ITEMS AND BYLAWS PROPOSALS

Board agenda items and Bylaws proposals generated by a committee member must first be cleared through the committee before being placed on the Board agenda or submitted to the Bylaws Committee. All proposals submitted to the Board or Bylaws Committee must be submitted by the committee chair. *[93-106]*

## C. FINANCIAL

### 1. EXPENSE AUTHORIZATION

The committee chair will approve ordinary committee expense (i.e. postage, mailings, telephone, etc.). Committee chairs should be aware of the budget allocation (if any) for their committee for the current fiscal year (Jan. 1 to Dec. 31) and should ask the PTG Secretary-Treasurer for periodic expenditure updates. *[93-106]*

All out-of-the-ordinary committee expenses (i.e. travel expense, conference telephone calls, participation at regional/state seminars, etc.) must be submitted in advance to the PTG Secretary-Treasurer for authorization. *[93-106]*

### 2. EXPENSE REIMBURSEMENT

- a. When attending any approved event, a PTG member shall be reimbursed from only PTG source. *[14-009]*

- b. Only one event per Expense Reimbursement form is allowed. If you have more than one event for which you want to claim reimbursement, please use a separate form. *[14-009]*
- c. Expense requests shall be submitted within 15 days after each activity for which reimbursements are sought or by December 15, whichever is sooner. *[14-009]*
- d. Members seeking reimbursement shall properly complete a Reimbursement Request Form and submit the form along with supporting receipts to the Home Office. Scanned receipts are acceptable and must be emailed with the reimbursement request form to the Home Office accounting department. The Home Office will process the request and seek all necessary approvals from the committee chair and/or PTG officers. Officers shall process all requests within 15 days of receipt from HO either by approving the request or notifying the member in writing of their intent to reject the request along with clear instructions for resubmitting the item or items in question, if applicable. Members shall allow 30 days after submission of a Reimbursement Request Form for receipt of their reimbursements. *[14-009]*

#### **IV. PTG CHAPTERS AND MEMBERSHIP**

##### **A. CHAPTERS**

- 1. Each new chapter shall select a name which is geographically descriptive, and which references the state, province, or other jurisdiction in which it is located.
- 2. New Chapter Charter Applications:
  - a. Chapters in the United States, Canada, and Mexico shall submit the application to their RVP to be approved by the PTG Board of Directors.
  - b. Chapters in International Areas shall submit their application to the PTG Home Office to be approved by the PTG Board of Directors.
- 3. Existing chapters may apply for a chapter name change. The new name shall be geographically descriptive and must reference the state, province or other jurisdiction in which it is located. This application shall be submitted to the Regional Vice President for approval by the PTG Board of Directors.
- 4. A chapter's area shall be defined as the 75 miles radius from the city hall of the chapter seat. The chapter seat shall be defined as the city or other municipal jurisdiction after which the chapter is named, the capital of the state after which the chapter is named or the central municipality of an unincorporated area after which the chapter is named. The formation of new chapters within the area of any existing chapter (s) is subject to approval by the existing chapter(s).
  - a. The board(s) of the existing chapter(s) must be notified at least two (2) months before any new chapter charter is awarded.
  - b. The new chapter must be approved by the RVP and by a simple majority of the existing chapter(s) membership.
  - c. The PTG Board of Directors shall have the power to overrule chapter or RVP approval upon appeal from interested parties. New charters shall not be awarded for at least two weeks after existing chapter and RVP approvals, to allow time for appeals (if any) to be submitted. Appeals must be submitted in writing, through the RVP.

##### **B. TRANSFER OF CHAPTER MEMBERSHIP**

- 1. Each member shall belong to a chapter that is in or near the area where the member lives and/or works with the exception of International Members (see Article II). If there is more than one such chapter, the member may choose which chapter to join.
- 2. Upon receipt of notice of a member's change of address out of the area of the member's current chapter and into the area of another, the PTG Home Office shall send a letter to the member, both chapter presidents, and RVPs, requesting verification that the member is in good

standing in accordance with Article II, F.3 of the Bylaws. If the chapter nearest the member's new address is inactive, the member may join another chapter in the area, upon approval of the RVP. If there is more than one chapter nearby, the member may choose which chapter to join. If there is no negative response received by the Home Office within 60 days, the Home Office shall complete the transfer process.

### **C. CHAPTER POLICIES**

1. Chapters shall have the right to have boards, trustees, committees, etc., within the chapter framework as provided by the chapter laws.
2. All matters of law, membership, and all elections must be determined by the individual members in attendance at a regular meeting or at a called meeting of which all members have been given due and timely notice.
3. Chapters shall include the following disclaimer in any publications containing statements of opinion: "All expressions of opinion and all statements of supposed fact are published on the authority of the author as listed, and are not to be regarded as expressing the view of this chapter or the Piano Technicians Guild Inc. unless such statements or opinions have been adopted by the chapter or the Piano Technicians Guild Inc."

### **D. CHAPTER OFFICERS**

1. Chapter officers shall be elected annually and shall take office during the three (3) month period, April, May, June of each year.
2. All members are eligible to hold chapter offices of president and vice-president.
3. Chapter presidents shall work with their RVPs to assure compliance by their chapter members with all PTG Bylaws.

### **E. CHAPTER FINANCES**

1. Chapter funds shall be deposited in the name of the "Piano Technicians Guild, Inc., (chapter name)," in a federally insured depository.
2. It is recommended that chapter treasurers be bonded at the discretion of the chapter officers.
3. PTG shall have no interest in chapter funds beyond amounts due to PTG from the chapter.

### **F. CHAPTER OPERATIONS**

#### **1. BLANKET TAX EXEMPTIONS**

PTG will not pursue blanket tax exemptions for chapters since it requires a level of activity for the chapters to maintain a blanket exemption as would be required in getting the exemption themselves. The Home Office will make tax exemption information available to chapters by request. Information will also be included in the PTG Operations Manual. [85-092, 95-017]

#### **2. CHAPTER WEBSITES**

- a. Chapter websites, hosted by companies other than PTG, shall adhere to the rules regarding informational publications as contained in Bylaws Article IV. Any list of members accessible by the public shall contain the following language:  
*A Registered Piano Technician (RPT) has passed a series of rigorous examinations on the maintenance, repair, and tuning of pianos. Only RPTs are authorized by The Piano Technicians Guild to display the logo containing the words "Registered Piano Technician."*

*A member is a member who has not passed the RPT examinations. Members may be studying piano technology and working toward RPT status, or may be piano retailers, rebuilders, refinishers or other specialists.*

- d. PTG hosted Chapter websites shall adhere to the rules regarding informational publications. Any list of members accessible by the public shall contain only Registered Piano Technician (RPT) members. Members may be listed if currently holding an elected Chapter Office but only within a list of Chapter Officers or when referring to the office held. *[06-065, 11-035]*

## **G. MEMBERSHIP**

### **1. MEMBERSHIP CERTIFICATES**

Membership certificates will be sent to new RPT members upon reclassification. New members and membership category upgrades will be published in the Journal. *[79-023, 11-037]*

### **2. MEMBERSHIP CARDS**

Annual membership cards will be sent after full payment of dues, or when payment arrangements through the PTG website, have been verified by the Home Office. *[79-024, 20-111]*

### **3. SERVICE PINS**

- a. Service pins shall be given to all members in recognition of continuous membership starting at twenty (20) years and for each five-year increment thereafter; accompanying letters shall be signed by the sitting president. *[92-046, 93-106, 99-074, 10-049, 12-052]*

### **4. SUSTAINING MEMBERSHIPS**

- a. The Home Office will send letters of congratulations to those who have been voted for Chapter or PTG Sustaining membership. Chapter Sustaining members who move to a new location need not be transferred from the old chapter. *[79-007, 81-145, 95-017]*

### **5. INCOMPLETE MEMBERSHIP APPLICATIONS**

The Home Office shall review new membership applications upon submission. If found to be incomplete, the application will be returned to the applicant with a cover letter giving them 30 days to properly complete the application and resubmit it without having to pay an additional application fee. *[09-015]*

### **6. RPT LISTINGS ON PTG WEBSITE**

Only Registered Piano Technician members shall be listed on the “Find A Technician” page of the PTG website. *[09-044]*

## **V. EDUCATION & TRAINING**

### **A. GRAND REGULATION IN 37 STEPS**

#### **1. INSTRUCTOR SELECTION**

- a. There should be a minimum of three (3) teams of two (2) instructors at all times. Current instructors should locate, obtain consent and recommend to the Board, additional instructors when openings become available or additional personnel are needed. *[16-045]*
- b. The Board shall be responsible for appointing all instructors. *[16-045]*

## **VI. PTG CONVENTION**

### **A. PLANNING AND REGISTRATION**

#### **1. PURPOSE**

- a. The purpose of the Piano Technicians Guild Annual Conventions shall be:
  - 1) To provide opportunities for professional development through training classes in piano technology and related fields.
  - 2) To provide members with an opportunity to discuss PTG organizational policies and procedures.
  - 3) To exchange ideas and work cooperatively for the improvement and expansion of PTG activities.

- 4) Provide networking opportunities for PTG members among themselves and with practitioners of other piano-related professions.
  - 5) Provide a showcase for products and services required by PTG members to maintain and advance the practice of their profession.
2. **PTG ANNUAL CONVENTIONS**
    - a. Once convention of the entire PTG membership shall be held annually, if conditions permit, and shall be known as the PTG Annual Convention. The PTG Council shall meet at the time of the PTG Convention.
    - b. The PTG Board of Directors shall have complete responsibility for the management of PTG Annual Conventions and shall have the authority to delegate responsibility in accordance with the PTG Convention Manual.
  3. **CONVENTION PLANNING MEETING**
    - a. A convention planning meeting will occur each fall to plan the PTG Convention and Technical Institute for the following year. The results of this meeting will be presented to the Board. *[93-015, 96-025, 02-076, 07-070, 08-062]*
    - b. Interns for the Institute Team should attend the annual planning meeting in order to participate in the discussions and to become knowledgeable of the program and how it is run from the very beginning. *[19-011]*
  4. **SITE SELECTION**
    - a. Convention site selection shall be considered finalized when the PTG Executive Director signs the contracts with the convention facilities. *[92-045, 96-025]*
    - b. All PTG convention hotel contracts shall require two signatures, those of the President and the Executive Director. *[00-051]*
    - c. All PTG convention hotel contracts shall contain a "no penalty" escape clause to be in effect until board approval is obtained. *[01-072]*
  5. **CONVENTION ONE-DAY ATTENDANCE**  
One-day registrations for Institute classes at the convention will not be allowed. *[85-146, 93-106, 96-025]*
  6. **PAST PRESIDENTS**  
Shall receive complimentary registration. *[80-113, 96-025]*
  7. **DISCOUNTS**  
For the 2019 and 2020 Annual PTG Convention and Institute, members who are first-time attendees will receive a \$300 discount. *[16-065, 18-088]*
  8. **CHARTER MEMBERS**  
Shall receive complimentary registration. *[97-135]*

## **B. COUNCIL**

1. **DELEGATE FORMS TO CHAPTERS**  
Are to be mailed to chapters two months and follow-ups one month before the deadline for return. *[81-142, 96-025]*
2. **DELEGATE AGENDA BOOKS**  
One copy to be sent to each registered delegate and alternate. Books for chapters with no registered delegate and/or alternate will be sent to the chapter president. *[C92-067, 96-025]*
3. **VOTING STRENGTH**  
The Home Office will supply the Secretary-Treasurer with a current record of chapter voting strength by region, for use during the Council session. *[88-047, 96-025]*
4. **CANDIDATES FOR PTG OFFICE**  
Lists of duties of officers and consent-to-serve forms to be available at all Council and caucus sessions. *[80-060, 96-025]*



## **C. BOARD AND HOST CHAPTER**

### **1. CONVENTION COMPS FOR BOARD**

Board members shall be extended a complimentary registration, a banquet ticket and a guest room at the convention hotel. *[85-163, 93-022, 96-025, 02-015, 03-010, 08-078]*

### **2. HOST CHAPTER**

- a. The local chapter shall be invited to propose a local host chairman for the convention to be approved by the Board. Duties and responsibilities of the local host committee are to be detailed in the Institute Handbook. *[93-106]*
- b. The Host Chapter may be reimbursed up to \$600 for expenses incurred during the performance of host chapter responsibilities. The Host Chapter Chair shall be responsible for submitting all expense report forms through proper channels. If the host chapter desires, the Vice President may authorize a float of up to \$200. *[80-040, 83-094, 93-106, 96-025]*
- c. The Host Chapter Chair may receive one (1) complimentary registration and one (1) banquet ticket, as well as one (1) complimentary valet parking pass for the convention hotel. *[93-106, 96-025, 16-042, 20-085]*

## **D. INSTITUTE AND EVENTS**

### **1. INSTITUTE PERSONNEL**

The Institute Team will be composed of up to 5 members. The normal rotation will be as follows: 1 year as an intern, 1-3 years in training, followed by one year as Institute Director. The Institute Director will then rotate off the committee for at least one year. *[94-121, 97-029, 05-064]*

### **2. INSTITUTE POLICIES**

Official policy concerning the PTG Institute is contained in the Institute Handbook, the Functions and Responsibilities document, and the Convention Schedule of events. *[83-126, 96-025]*

### **3. MEMBERSHIP BOOTH**

The President shall appoint a committee for the membership booth at the PTG convention. This committee shall be comprised of up to five members, including the chair, which will be responsible for the set-up, staffing, and tear down of the booth. The booth must be open and staffed at all regular exhibit hours. The committee chair will be compensated the same as a sponsored instructor, as will other committee members who agree to work at least the equivalent of two full days in the booth. To minimize expense, the committee chair should secure as many volunteers, who will not be compensated, as is necessary to keep the booth fully staffed. *[92-027, 96-02]*

### **4. EXHIBIT BOOTHS**

- a. The PTG Foundation shall be extended one complimentary standard exhibit booth at the PTG convention; supplemental contents or supplies to be billed directly to the PTG Foundation as applicable. *[03-011, 13-016]*

### **5. DUPLICATE COMPLIMENTARY REGISTRATIONS**

Persons attending the PTG convention shall receive only one complimentary registration (e.g. a journal editor who also instructs will receive only a single registration.) *[09-053, 13-016]*

### **6. SALES AT CONVENTION**

Only paid exhibitors are permitted to sell and/or take orders for merchandise at the convention. Exhibitors and their employees, representatives and agents may not sell or take orders except in their assigned booths. *[09-068]*

## **E. MISCELLANEOUS**

### **1. REGIONAL MEETINGS AT PTG CONVENTIONS**

Space is to be planned during peak convention time for regional meetings at a time when most members will be able to attend. [82-217]

2. EXAMINATIONS

- a. RPT Examinations shall be available at all PTG conventions. [82-345, 95-019]
- b. Examiners who participate in exams shall be eligible for reimbursement of ¼ their registration fee paid plus a per diem for each full day of service. [17-031]

3. AWARDS AT CONVENTION

- a. Only officially approved awards shall be presented at PTG convention. Additional awards may include the Jack Greenfield Award, the Jack Stebbins Examiner of the Year Award, Presidential Citations, and an award presented by the PTG Foundation. [83-125, 08-079]
- b. Outstanding Chapter Leader Award; This award would represent the chapter leader who goes farther than just planning and leading their regular meetings. The award is to be presented at the annual Leadership Luncheon. [17-050]
- c. Recognition of Outgoing President. The ceremonial passing of the gavel shall take place during the Golden Hammer Banquet whenever a new President is elected. The outgoing President will receive the Presidential Medallion for their service as part of this ceremony. A plaque recognizing the entire time spent volunteering on the Board of Directors shall be presented to the outgoing President at the Opening Awards Ceremony (along with other outgoing Board members). [19-010][20-072]

4. RESERVED TABLES AT BANQUET

A table is to be reserved at the Banquet for the staff of any manufacturer sponsoring a social hour before the Banquet so that they will have a place to sit after hosting that function. [85-147]

5. ATTENDANCE FROM OVERSEAS

Invitations must originate with PTG President. [81-032]

6. LETTERS OF THANKS

To be written by the Home Office over the President's signature to all attendees who experienced their first convention and those designated by the Board of Directors. The letters are to be mailed promptly following the adjournment of the convention. [81-199, 16-023]

7. CONVENTION EXPENSE SUMMARY

A separate report covering convention expenses is to be prepared showing all items categorized. [78-p5]

## VII. REGIONAL CONFERENCES AND SEMINARS

### A. SEMINAR DATES AND APPROVAL

1. REQUIREMENTS

- a. Regional conference approval should be submitted to the Home Office, using the proper form, eleven (11) months prior to the event. Chapter seminar and event approval should be submitted to the Home Office using the proper form, three (3) months prior to the event. The Home Office will obtain the necessary approvals. [85-098, 88-083, 13-009, 14-064]
- b. Conferences will not be approved for dates two months preceding or following the PTG convention without express permission from the Executive Committee. Chapter seminars will not be approved for dates one month preceding or following the PTG convention without express permission from the Executive Committee. [04-012, 05-044, 14-064]
- c. Approval of chapter seminars shall be limited to two per year per chapter. [93-069]
- d. The PTG Vice President may approve only one regional conference for any given date. Regional conferences and Chapter seminars may be approved for the same dates, but forms are to be submitted for all events. Any conference or seminar not approved by the PTG Vice President shall be prohibited from making any reference to the Piano Technicians Guild. [93-070, 93-146, 13-009, 14-064]

- e RVPs are to keep in close touch with their regions and be aware of all proposed conferences and seminars to ensure that proper procedure is being followed. [79-034, 14-064]

## **B. SEMINAR ADVERTISING**

### **1. SEMINAR COMING EVENTS SECTION**

Only approved events shall be listed in the Journal or on the PTG website. Journal entries to be listed chronologically as space allows. [04-013]

### **2. FREE PUBLICITY**

In the coming events section only. [79-038]

### **3. HALF-PRICED AD RATES**

Ad rates for all approved events shall be approved at half-price. [79-041, 14-064]

### **4. GRATIS DISPLAY AD**

One two-inch display ad shall be offered to all approved events. [79-042, 08-052, 13-009, 14-064]

### **5. BLAST EMAIL**

Approved RCOs may request a maximum of three (3) blast emails be sent to the membership by the HO for the purpose of advertising the event. Chapters with approved events may request a maximum of two (2) blast emails. [13-009, 14-064]

## **C. EXAMINATIONS**

It is recommended that seminars and conferences hold a class on conducting examinations and it is the RVPs responsibility to encourage classes in conducting examinations at seminars and regional conferences. [82-099]

## **D. CONTRACTS**

Contracts for seminars with hotels and motels shall be strictly in the name of the sponsoring body and shall not be drawn in the name of the Piano Technicians Guild. The “hold harmless” clause shall be part of each such contract. [86-068]

## **E. EQUIPMENT LOANS**

The Home Office may make equipment (LCD projectors, action models, etc.) available for use by other subordinate bodies of the PTG. Equipment loans are to be made only for events which have been approved by the Executive Committee. The borrower must submit an Equipment Loan Form, available from the Home Office, and agree to the conditions listed on the form including, but not limited to, paying all shipping and handling costs, being responsible for lost or stolen equipment and maintaining the equipment while it is in their care and control. [08-051]

## **F. ONLINE REGISTRATION BY HOME OFFICE**

PTG may provide, as a service, online registration and fee collection including credit card processing for Regional Conference Organizations (RCO). All expenses (credit card fees, postage, long-distance calls, etc.) directly related to providing this service shall be reimbursed by the RCO. Setup online is complementary however a \$25 fee shall be charged if any changes are requested after the initial setup is complete. [13-021]

## **VIII. PTG FOUNDATION**

### **A. CONTRIBUTION OF PTG FUNDS**

- 1. Contribution of PTG funds to the PTG Foundation shall be made by the PTG Executive Director at the beginning of each fiscal year. The amount of funds transferred shall be equal to the amount budgeted by Council in the fiscal year of the transfer. [95-126]

2. The PTG Foundation shall request of the PTG Board of Directors, at the Winter meeting, an amount to be contributed and a detailed accounting of how the contribution will be used. The Board will make budget recommendations based on the request. *[95-126]*
3. The PTG Board of Directors, acting as a body, has full authority over the transfer of funds to the PTG Foundation. *[95-126, 95-127, 96-025]*



## **REGULATIONS & CODES**

### **ARTICLE I –AWARDS**

#### **A. ANNUAL AWARDS**

The Piano Technicians Guild (PTG) shall bestow the following international honors on members of PTG who have shown outstanding personal and professional integrity to the point of being an inspiration to others.

1. **GOLDEN HAMMER:**

The Golden Hammer Award shall be presented to one (1) outstanding PTG member per year who has made a definite and permanent change for the better by many years of outstanding contributions to PTG and the piano industry for service and dedication above and beyond the call of duty. Candidates must have contributed more than 20 years of service and dedication to the ideals and goals of the PTG.

2. **HALL OF FAME:**

There shall be a Hall of Fame to honor those who have shared their talents, time and loyalty with our profession wherein the names, tributes to and biographies of honorees may be preserved and remembered. There shall be no more than (2) inductees into the Hall of Fame per year. Candidates for this award must have shown:

- a. Significant long-term dedication to the causes, ideals and purposes of PTG.
- b. Outstanding contributions to and implementation of ideas, programs, etc., resulting in improvement to and upgrading of the piano industry as a whole.

3. **CROWL -TRAVIS MEMBER OF NOTE AWARD:**

This award is presented for recent outstanding service to PTG and the piano industry. There shall be no more than four (4) recipients per year. Candidates for this award must have shown:

- a. Significant dedication within the past two (2) years to the causes, ideals and purposes of PTG.
- b. Outstanding contributions to and implementation of ideas, programs, etc., resulting in improvement to and upgrading of the piano industry as a whole.

#### **B. AWARD NOMINATION AND SELECTION PROCEDURES**

1. Any PTG member in good standing or any PTG Chapter may nominate candidates for the Annual Awards.
2. Nominations must be submitted to the Chair of the Awards Committee on the appropriate form by December 31 of the year preceding the award. The Home Office shall make appropriate forms available to the membership.
3. Golden Hammer nominations must be accompanied by the nominee's resume and an essay of 100 words or more, on the individual's contributions that justify the award. This essay is traditionally used as the award presentation speech and should not reveal the recipient's name until the end.
4. Hall of Fame nominations must be accompanied by the nominee's resume.
5. Crowl -Travis Member of Note nominations must be accompanied by a short essay of 50 words or less, describing the individual's contributions that justify the award.
6. The Awards Committee may request additional information about selected honorees from sources other than the nominating members or chapters.
7. Chapters and persons whose nominees were not selected by the Awards Committee shall be encouraged to resubmit their nominations the following year.

#### **C. AWARD PRESENTATION PROCEDURES**

1. The recipients shall each be presented with a suitable trophy, plaque and/or lapel pin.
2. All awards shall be presented at the PTG Annual Convention, if at all possible.
3. If an honoree is not present, the award shall be forwarded to the honoree's local chapter president who shall bestow the honor in an appropriate manner.

4. If an honoree is deceased, the award shall be presented to a member of his or her family. If the award cannot be presented at the PTG Annual Convention, it shall be forwarded to the local chapter president nearest the family member accepting on behalf of the recipient. Said president shall present the award in an appropriate manner.
5. All persons elected to the Hall of Fame shall be additionally honored by having a picture, if available, and a short history outlining their contribution to the piano industry included in a Hall of Fame Record Book to be displayed in a prominent position at each PTG Annual Convention. After the PTG Annual Convention the book shall be returned to the Home Office for safekeeping.

#### **D. ADDITIONAL AWARDS**

The PTG Board of Directors, by majority vote, may establish one-time or repeating honors in addition to the ones mandated in this article, designate their nomination and selection process, and delegate the task of selecting honorees to PTG committees of their choosing.

### **ARTICLE II – COMMITTEES**

#### **A. COMMITTEE RULES**

1. The Vice President shall coordinate the work of all committees at the direction of the President. The Vice President shall oversee the relationship between committees and the Home Office staff; all requests for staff involvement, time, or procedural change must be routed through the Vice President.
2. The committee chair shall be responsible for the performance of the committee and shall supply the Piano Technicians Guild (PTG) Secretary-Treasurer with a written copy of all reports.
3. On request, a committee chair shall make a report of progress to the President or the PTG Board of Directors.
4. A committee chair shall have the privilege of enlisting members to serve the committee in a non-voting capacity if such action will promote the action of the committee. The committee shall make the PTG Vice President aware of the names of such enlistments.
5. No employee of the PTG shall serve on any elected committee.
6. Vacancies in Elected Committees
  - a. Vacancies occurring in elected committees during the year shall be filled by the alternate who received the next highest number of votes. If the committee does not have alternates, the vacancy will be filled by the member who received the next highest number of votes but only if the committee chair deems it necessary to staff the open position.
  - b. If the committee chair position is vacated during the year and a vice chair position exist, the vacancy will be filled by the vice chair. If the committee does not have a vice chair position, the vacancy will be filled by the committee member who received the next highest number of votes. [20-015]

#### **B. STANDING COMMITTEES**

1. ACCESSIBILITY COMMITTEE (*Board appointed*)
  - a. This committee shall identify and promote accessibility and inclusion for members with special needs.
2. AWARDS COMMITTEE (*Board appointed*)
  - a. Award committee members shall be the six most recent Golden Hammer award recipients willing to serve. [19-121]
  - b. If a chapter nominates an Awards Committee member to receive an award, the Awards Committee member must either resign from the Awards Committee or decline the

- nomination.
- c. This committee shall complete its work by March 31 of each year. The person(s) honored shall be recognized at the following Annual Convention.
3. **BYLAWS COMMITTEE** (*Board appointed*)  
 This committee shall serve to counsel any chapter or committee member wishing to amend the Bylaws, Regulations and Codes, and present to the PTG Board of Directors at the proper time any resolutions to amend, together with their recommendations to adopt or reject, with full reasons assigned. The chair of this committee shall serve as the parliamentarian in the absence of a professional parliamentarian.
4. **COLLEGE AND UNIVERSITY TECHNICIANS COMMITTEE** (*Board appointed*)  
 This committee shall serve to promote the specific interests of college and university technicians. This committee shall maintain an updated list of college and university technicians. Additional activities may include the publication of a regular newsletter, development of educational opportunities, and/or other special projects.
5. **COUNCIL MINUTES APPROVAL COMMITTEE** (*Board appointed*)  
 This committee shall be appointed from among the Council members at the start of each Council session. This committee shall review Council minutes for accuracy and report approval to the Secretary-Treasurer.
6. **EDITOR ADVISORY COMMITTEE** (*Elected*)  
 This committee shall be composed of three (3) RPT members, none of whom shall hold higher office than chapter president. This committee shall be elected by Council for a two (2) year term. The committee shall be available to consult with and advise the *Piano Technicians Journal (PTJ)* editors on material for publication, either at the editor's request or at the request of other parties.
7. **EDUCATION COMMITTEE** (*Board appointed*)  
 This committee shall:  
 a. Coordinate the efforts and projects of the various education-based committees and educational offerings of PTG.  
 b. Develop articles and materials needed for a complete curriculum to teach the core competencies of Piano Technology.  
 c. Work with the Journal Editor to recruit authors to write articles that augment and support the curriculum needs of ARTICLE II.B.14.b.  
 d. Work with the Home Office, Online Education Task Group, Institute Team and other committees to identify ways to deliver educational material effectively.  
 e. Report to the Board of Directors as requested. [*19-025 to take effect 2019 Post-Council Board Meeting*]
8. **ETHICS COMMITTEE FOR THE PTG INTERNAL CODE OF ETHICS** (*Elected*)  
 This committee shall consist of five (5) members and two (2) alternates led by a chair and a vice chair. Each year, the position of chair shall be filled by the previous years' vice chair.  
 a. All other vacancies on the Committee shall be determined in the following manner:  
 1) Each region (except that of the new chair) shall elect a representative in Regional Caucus to be considered by Council for a position either on the Committee or as an alternate.  
 2) Council shall vote among these representatives; the highest number of votes shall determine the new vice chair, and the lowest two numbers of votes determining the two alternates.  
 b. The duties of this committee shall include:  
 1) Conducting investigations and, as necessary, serving as a hearing body concerning conduct of individual members who may have violated the PTG Code of Ethics.



- 2) Acting as an advisory body, rendering opinions on the ramifications of contemplated actions by individual members in terms of the provisions of the PTG Code of Ethics and the provisions of Regulations, Article VII – Disciplinary Procedure.
  - 3) Performing all duties and obligations as described by the PTG Disciplinary Procedure in an unbiased, fair, impartial, and unprejudiced manner.
  - 4) Submitting articles to the *PTJ* on a regular basis to educate the current membership as to the correct use of the PTG name and emblems.
  - 5) Assisting in the preparation of information for new members to aid them in the proper use of the PTG name, logos and emblems.
  - 6) Acting as a board of review, with the authority to judge the propriety of specific cases of questionable use of the PTG name and emblems in any such cases as may be brought to them by any PTG member or staff member. A yearly report of any such actions shall be presented to the PTG Board of Directors, which shall retain final authority.
  - 7) Formulating Internal Rules and Procedures designed to facilitate the expeditious, fair, discreet, and impartial handling of all complaints or matters brought before it. The Rules and Procedures, and any subsequent deletions, additions, or amendments thereto, shall be subject to approval by the PTG Board of Directors in legal session.
9. EXAMINATIONS AND TEST STANDARDS COMMITTEE (ETSC) (*Board appointed*)
- a. The ETSC shall consist of 1 Chair, 3 Subchairs, and at least 1 Certified Tuning Examiner (CTE) and 1 Technical Examiner, Certified (TEC) from each region. Any other advisors may be appointed by the Chair as needed. The Chair, Subchairs, and regional representatives must all be certified examiners. A certified examiner is defined as one who is qualified and approved by the Board of Directors to administer the RPT Exams. Each Subchair is responsible for supervising their Written, Tuning, or Technical Subcommittee, respectively. The Written Subchair must be a certified examiner, the Tuning Subchair must be a Certified Tuning Examiner (CTE), and the Technical Subchair must be a Technical Examiner, Certified (TEC). Specific duties of Subchairs shall be detailed in the Exam Policy Manual.
  - b. The ETSC shall administer, monitor and evaluate the Registered Piano Technician exams, train examiners, provide information and assistance to those wanting exams, and recommend procedures to further standardize and/or simplify exam administration. Accordingly, the ETSC shall:
    - 1) Administer all CTEs and TECs.
    - 2) Recommend approved candidates as certified examiners to the PTG Board of Directors.
    - 3) Maintain the official Examination Manuals.
    - 4) Recommend exam fees.
    - 5) Monitor exam records for accuracy and examiner performance level.
    - 6) Periodically evaluate the levels of difficulty and pass/fail ratios of all exams.
    - 7) Provide the Written, Tuning and Technical Exams at the PTG Annual Institute and encourage conference organizers to provide the same exams at their respective conferences.
    - 8) Make class and exam dates and locations known by publication in the *PTJ* as much as possible.
    - 9) Communicate directly with all known examiners via the *PTJ* or an ETSC newsletter at least once a year after the PTG Annual Convention and more often as needed.

- 10) Determine areas of need in terms of exam availability, efficiency of exam sites or exam resources.
  - 11) Make recommendations to the PTG Board of Directors directing PTG resources to areas of greatest need.
10. INTERNATIONAL RELATIONS COMMITTEE (*Board appointed*)  
This committee shall serve to foster relations with technicians, organizations and other individuals in the piano industry who are in countries outside the regional jurisdiction of the PTG.
11. MEMBERS' RIGHTS COMMITTEE (*Elected*)
- a. This Committee shall consist of three (3) members elected at the annual Council session.
  - b. Each region shall select one candidate from among the region's members.
  - c. Names of nominees shall be presented to the Council for election to the committee. The three (3) nominees receiving the greatest number of votes shall serve for one (1) year. The nominee receiving the greatest number of votes shall be named chair of the committee. Tie votes shall be broken by any suitable method approved by Council.
  - d. Those nominees receiving the fourth through seventh highest number of votes shall be designated as alternate committee members in order of the number of votes received. They shall be required to fill any vacancy. The number of members actively serving on the Members' Rights Committee shall be three (3) at all times.
  - e. The Committee shall perform all duties and obligations described by the PTG Disciplinary Procedure in an unbiased, fair, impartial and unprejudiced manner. To this end it shall:
    - 1) Study the problems of those who submit grievances to the committee.
    - 2) Consider the opinions of aggrieved parties and advise them of their rights under the prevailing circumstances.
    - 3) Make certain that every member receives and enjoys all due rights and privileges.
    - 4) Make certain that no member who requests adjudication is denied a courteous and constitutionally proper hearing.
    - 5) Ascertain all facts pertinent to any grievance brought to its attention.
    - 6) Be certain that full factual knowledge pertinent to all matters under consideration is made known to all parties concerned.
  - f. Aggrieved members or chapters presenting a complaint through the Members' Rights Committee shall provide copies to all individuals or PTG subordinate bodies against whom it is directed. The complaint and all its copies shall cite all points of the grievance in the greatest possible detail and list all desired remedies. The Members' Rights Committee shall not act on the complaint until all parties receive their copies.
12. MEMBERSHIP APPLICATION REVIEW COMMITTEE (*Elected*)
- a. This Committee shall consist of three (3) members who shall be elected at the annual Council session to serve for the next term.
  - b. Each region shall select one (1) candidate from among the region's members.
  - c. Names of nominees shall be presented to the Council for election to the committee. The three (3) nominees receiving the greatest number of votes shall serve for one (1) year. The nominee receiving the greatest number of votes shall be named chair of the committee. Tie votes shall be broken by any suitable method approved by Council.
  - d. Those nominees receiving the fourth through seventh highest number of votes shall be designated as alternate committee members in order of the number of votes received. They shall be required to fill any vacancy. The number of members actively serving on the Membership Application Review Committee shall be three (3) at all times.
  - e. No member of the Ethics or Members' Rights Committees may serve concurrently on the

Membership Application Review Committee.

- f. The Committee shall review objections to membership applications and results of background investigations of applicants with past criminal records and determine whether membership applications shall be approved or rejected. The Committee shall, within 14 days of receiving an objection, determine whether the criteria set forth in Regulations, Article III, Section A, are met and transmit the determination to the Home Office.
    - 1) With regard to Chapter objections there are three possible determinations:
      - a) The objection may be upheld, and the membership application denied. The Home Office shall notify the chapter and applicant of the decision and the applicant's right to appeal per subparagraph "g." below.
      - b) The objection may be denied, and the membership application accepted. The Home Office shall notify the chapter of the denial and shall complete the new member's application process. The chapter shall have no right to appeal the determination of the Membership Application Review Committee.
      - c) The objection does not meet the criteria for denying an application, but the application constitutes an ethical violation by the applicant. The Home Office shall notify the chapter and the applicant of the decision and process the application as in sub-sub paragraph "2)" above, including collection of dues. After the new member's application process is completed, the Committee shall transmit notice of ethical violations with all materials and reports to the Members' Rights Committee for action in accordance with the provisions of PTG's Disciplinary Procedure.
    - 2) With regard to criminal background investigation results, the Committee may only determine whether or not the criteria for denial of membership are met. The Home Office shall notify the applicant of the decision and proceed in accordance to sub-sub-sub paragraphs "a)" and "b)" above.
  - g. If an applicant believes that his or her application should not have been denied, he or she may appeal the unfavorable decisions of the Membership Application Review Committee to the PTG Board of Directors. This appeal must be filed within 14 days from the date of the decision notice to the applicant.
  - h. When the PTG Board of Directors receives an appeal it shall, within 14 days, make its own determination of whether a chapter objection meets the criteria as set forth in Regulations, Article III, Section A, and transmit its determination to the Home Office, who shall in turn notify the applicant and the objecting chapter. The determination of the PTG Board of Directors shall be final.
  - i. If a member of the Membership Application Review Committee and the applicant are from the same chapter, that member of the Membership Application Review Committee shall recuse himself or herself from service and the appropriate alternate committee member with no conflict of interest shall actively serve on the committee for the duration of this applicant's review process.
13. NOMINATING COMMITTEE (*Elected*)
14. TEACHER RELATIONS COMMITTEE (*Board appointed*)  
This committee shall serve to develop joint initiatives with organizations of music teachers to promote music education for the mutual benefit of the PTG and of their members. It shall seek to foster understanding of piano service and maintenance issues among music teachers through developing educational programs for presentation to teachers' groups by PTG members.

## **ARTICLE III – MEMBERSHIP**

### **A. APPLICATION**

1. Application fee shall be \$149 effective September 1, 2020 and is non-refundable. The Chapter's portion of the application fee shall be 50%. *[20-031]*
2. All Applicants shall complete an official Piano Technicians Guild Membership Application Form and submit it, along with the application fee, to the Home Office.
3. The Home Office shall send a copy of the application to the Chapter.
4. The local Chapter shall notify the Home Office in writing regarding approval of or objections to the application within forty-five (45) days of receipt of the original application by the Home Office.
5. Upon receipt of approval or objection to an application the Home Office will send the Chapter's portion of the application fee to the Chapter and notify the applicant. If no objection is made the HO will prepare and send an invoice to the applicant for the amount of dues to be paid.
6. The applicant has thirty (30) days from the time chapter approval is received by the Home Office to pay the dues invoice or make payment arrangements through the PTG website. After 30 days the applicant must reapply and pay an additional application fee.
7. Upon completion of the application and payment process, the Home Office shall notify the applicant promptly by sending the new member's membership card.
8. Criteria for denying PTG member applications shall include:
  - a. False, misleading or incomplete information on the application form.
  - b. Refusal to sign the application agreement to abide by the PTG Code of Ethics.
  - c. Failure to submit appropriate fees and dues.
  - d. Incidents during former membership involving misuse or abuse of PTG supplies, equipment or funds.
  - e. Incidents involving misuse of PTG logos and emblems.
  - f. Advertisement of PTG membership as a nonmember.
  - g. Previous expulsion or resignation from PTG for disciplinary reasons, per Regulations Article VII.G.
  - h. Membership applicants on whose applications the "yes" box has been checked regarding past felony conviction(s) shall be required to supply PTG with a full fingerprint supported background check before their application would be considered complete. Once received, our 90-day processing clock would begin, and all pertinent facts would be subject to full review by the Membership Application Review Committee prior to the approval of the application.

### **B. DUES COLLECTION**

1. Membership dues shall be established by the PTG Board of Directors. The PTG Board of Directors may not increase or decrease dues by more than 3.75% unless prior notice has been given to the membership at least thirty (30) days prior to the PTG Board of Directors meeting at which dues are to be set and unless passed by a two-thirds (2/3) vote of the PTG Board of Directors.
2. PTG offers annual membership dues that are billed on a calendar year basis. Members may elect to pay annual dues in full or make payment installments based on payment options that have been approved by the PTG Board of Directors. Dues are due by December 31 prior to the membership year. Dues will be delinquent if not paid by January 1. Members will be dropped on January 31 if dues have not been paid in full or payment installments have not been established in writing. The Home Office shall be authorized to make reasonable accommodations, as necessary.

The following deadlines shall apply:

November 1 – Invoices Sent

December 1 – Reminders sent

January 2 – Delinquency notices sent

January 31 – Drop date for non-payment

3. Dues for the first year will be pro-rated. Chapter dues will not be collected by the Home Office for the first year.
4. Members who elect to make payment installments will be required to set up automatic payments through the PTG website to be withdrawn on the 1<sup>st</sup> of each month. Members who have automatic payments not clearing will have until the 15<sup>th</sup> of the month to pay and re-establish the automatic payments. Members will be dropped on the 16<sup>th</sup> of the month for non-payment.
5. An administration fee of \$5.00 per month will be assessed to members who elect installment payments for dues.
6. Membership benefits (including *Piano Technicians Journal [PTJ]* subscription) will cease when members are dropped from the active roll.
7. Chapter PTG dues shall be billed and collected by either the chapter or the Home Office based on completion of the appropriate chapter dues collection form. Dues collected by the Home Office shall be disbursed to the chapters twice a year. Payments collected from January-June will be dispersed in August. Payments collected from July-December will be dispersed in February.
8. Those members who are serving in active military service in the Armed forces of their nation shall be allowed to defer payment of dues until their return from active duty with no lapse of membership incurred. This protection begins upon the receipt of military orders. Active military service is defined as including: 1) Full-time active duty members of the five military branches serving overseas (Army, Navy, Air Force, Marine Corps, and Coast Guard); 2) Reservists on Federal active duty; and 3) Members of the National Guard on federal orders for a period of more than 30 days.  
This definition shall include the equivalent branches of the National Armed Services for those members in countries other than the United States.  
Upon return from active military service the member shall be required to pay the current prorated dues for the year in which they return.

## C. DUES REDUCTION

### 1. FINANCIAL HARDSHIP

In cases of inability to pay as determined by chapter members, a chapter may vote to maintain a member on the PTG roll by paying an annual fee of one-half (1/2) of membership dues on behalf of the member directly to the Home Office. This payment shall maintain the member's good standing, *PTJ* subscription, and all other benefits.

- a. Executive Committee approval shall be required for a dues reduction in two or more consecutive years.
- b. Dues reduction request forms must be received by the PTG Home Office no later than December 31 of each year. Payment from the chapter equal to one-half (1/2) of the PTG annual membership dues must accompany the request.

### 2. RETIREMENT OR DISABILITY

- a. Any member may apply for a reduction of dues if they:
  - 1) Have been a member in good standing of PTG for ten (10) or more continuous years up to the time of application, and
  - 2) Have reached the age of sixty-five (65) and drawing Social Security benefits (or the equivalent), or have been declared medically disabled by the Social Security Administration (or the equivalent), and

- 3) Have the approval of the chapter or the PTG Board of Directors.
- b. If the member meets the requirements in section C.2.a above, the member may request continued membership in ~~one~~ of the following ways:
  - 1) One-half (1/2) dues: Following submission of the appropriate form, the member may elect to pay PTG membership dues at one-half (1/2) the normal rate and shall receive full membership benefits and maintain good standing.

#### **D. RESIGNATIONS**

1. A member without indebtedness to the PTG or a chapter of PTG, and otherwise in good standing, has the right to resign in good standing.
2. Resignations to escape delinquent dues, or other financial obligations or disciplinary proceedings, need not be accepted. If dues have not been paid as provided in the PTG Disciplinary Procedure, the member may be dropped.
3. A chapter member wishing to resign must obtain the concurrence of his/her chapter and notify the PTG Home Office before he/she becomes delinquent. The resignation request shall include the reasons for resigning and the effective date. If the reasons are not valid, the chapter should attempt to get the request withdrawn.
4. The Home Office shall ascertain the status of dues and other obligations of the member and notify the officers concerned.
5. Upon receipt of acceptance from a chapter or regional vice president of a resignation, the Home Office shall remove the name from the rolls and confirm the action to the resigning member.
6. Upon death, resignation, or other termination of membership, pro-rated remaining dues shall be refunded for members who elected to pay dues in full. Members who elected payment installments will not receive a refund.
7. A survey shall be sent from the Home Office to all those who have discontinued their membership in PTG so that the reasons for the discontinuance can be analyzed.

#### **E. RETENTION OF RPT CREDENTIAL AND ELIGIBILITY FOR CONTINUOUS PTG SERVICE**

1. Any RPT member whose membership has lapsed may be returned to the active roll with full RPT rights by paying all past membership dues, a processing fee equal to the application fee, (to be equally divided between the chapter and PTG) and the current years' dues.
2. Any member whose membership has lapsed may be returned to the active roll to reflect continuous active participation in PTG by paying all past membership dues, a processing fee equal to the application fee, (to be equally divided between the chapter and PTG) and the current years' dues.

#### **F. INTERNATIONAL MEMBERS**

An International Member is a member who lives outside of the United States, Canada or Mexico. Application for such an international membership must be made through the Home Office. International members will receive the *Piano Technicians Journal* and other Piano Technicians Guild mailings. Postage and handling fees, as set by the Executive Director, may be charged in addition to International Members' dues. International Members are not required to be members of a PTG chapter, but may apply for such membership if they wish, in consultation with the Home Office, prospective chapters, and if necessary, the International Relations Committee and the Executive Committee. International Members, Associates and RPTs, shall have all the rights and privileges of their respective PTG membership classification, with the exception of Council representation for RPT International Members who are not members of a chapter.

#### **G. RECIPROCAL RIGHTS AGREEMENT WITH APTTA**

Members in good standing with the Australasian Piano Tuners and Technicians Association

(APTTA) may apply for membership in the Piano Technicians Guild (PTG) in accordance with SECTION E – INTERNATIONAL MEMBERS. Those APTTA members, who are in good standing as an Australasian Registered Piano Technician (ARPT) AND have passed the ARPT tuning portion of the exam by setting, at a minimum, the temperament and mid-range sections aurally only, will be recognized as a Registered Piano Technician (RPT) once their membership is accepted by the PTG. [19-151]

## **ARTICLE IV – ORGANIZATION**

### **A. BUDGET AND FINANCE**

Any and all recommendations for increasing The Piano Technicians Guild (PTG) annual budget shall be accompanied by a suggested method of generating the additional revenue.

### **B. COUNCIL**

1. It shall be the duty of each chapter secretary to provide proper credentials for the chapter's delegate to Council and to ensure that such credentials are received by the PTG Secretary-Treasurer before the opening of a Council session.
2. If the properly completed credentials form has not been received at the Home Office before Council check-in, a letter authorizing the delegate to represent the chapter that is signed by an officer of that chapter may be presented as a substitute.
3. Up to two alternate delegates for each chapter may be seated at the Council table and must sit only with the delegate if present. An alternate may speak to a motion with the delegate's consent. Alternates are not permitted to vote if the delegate is present. If an alternate does vote with the delegate present, he or she will be subject to loss of accreditation at the Council table and removal from the meeting.
4. A copy of the Council minutes shall be distributed to each member.
5. Chapters may bear all, or any portion of their delegate's and alternates' expenses incurred as a result of attending a Council meeting, so long as there is no payment made for the time spent serving as a delegate or alternate.

### **C. HOME OFFICE**

The Home Office shall maintain a list of current PTG members and, upon request, provide it to any PTG member in good standing and to other persons or organizations as may be approved by the PTG Executive Committee.

### **D. AFFILIATION WITH OTHER ORGANIZATIONS**

The PTG Board of Directors shall have the prerogative, on behalf of PTG and its members, to pursue formal affiliation with other organizations that may further the goals of PTG.

### **E. PTG/CHAPTER OFFICER TITLE USE**

Past or present officers of PTG or PTG chapters are prohibited from personal use of the title of office in any advertisement. Present officers may identify themselves as such when performing the official duties of their office. Past or present officers of PTG or PTG chapters may list their service in their printed or electronic resumes, along with their terms of service.

## **ARTICLE V – THE REGISTERED PIANO TECHNICIAN (RPT) EXAMS**

### **A. EXAMINATIONS AND PROFESSIONAL CREDENTIALS**

1. The Piano Technicians Guild shall offer examinations to evaluate members' skills and knowledge in piano technology and to provide professional credentials for practitioners of the piano service trades. The fundamental professional credential conferred by the PTG in the field

of piano tuning, service and maintenance shall be known as the Registered Piano Technician (RPT). The membership status of Registered Piano Technician shall be awarded to members who pass the Written, Technical and Tuning Examinations.

2. PTG examinations may only be administered to PTG members in good standing.
3. PTG examinations, current or past versions, shall not be used for any purpose not specifically sanctioned in the PTG bylaws.
4. The passing grade in all PTG sanctioned examinations shall be 80%.
5. Exams shall be the current version and may be given at any examination site provided proper procedures are used and requirements for equipment and qualifications of examiners are met. Such procedures and requirements shall be stated and treated in detail in the official Exam Policy Manual and the Examination Manuals.
6. Exam fees shall be established by the PTG Board of Directors, subsequent to recommendation by the ETSC. Exam fees shall be divided between the exam sponsor and the PTG.
7. The PTG shall promote the credentials and endorsements resulting from PTG examinations as standards of professional competence in the piano service trades.
8. The PTG may provide educational assistance to its members who wish to attain standards of competence required by the RPT credential.

## **B. REQUIREMENTS FOR PASSING THE RPT EXAMS**

1. Candidates may apply for the RPT exams at any time. Piano Technicians Guild (PTG) membership numbers must appear on all applications and exam forms.
2. The written exam must be passed prior to attempting either the Technical or the Tuning Exam. To pass the RPT Written Exam, the examinee must score at least 80%.
3. To pass the RPT Tuning and Technical exams, the candidate must score at least 80% in each section of the exams. Any part of the Tuning or Technical Exam may be retaken for 1/3 the full exam fee. If Part 2 of the Tuning Exam is not passed, Parts 1 and 2 must be retaken together. If any two parts or sections of either the Tuning or Technical Exams are failed, they must be retaken together. Exam Retakes may be taken up to 2 times within 43 months of the original exam. If two (2) portions of the Technical Exam are failed, they must be retaken together.
4. If all Retake options have been exercised and failed, the current version of the entire exam must be retaken.
5. Upon meeting these requirements and completion of record keeping, the Home Office will notify the candidate of reclassification as a Registered Piano Technician.

## **C. EXAM SPONSORS**

1. Exam sponsors are defined as those constituent entities within the PTG eligible to benefit from exam fee income. Individuals, businesses, corporations, or other entities that are not integral parts of the PTG, may not benefit from exam fee income and therefore cannot sponsor exams; however, they may provide facilities, equipment, donations, and other assistance to exam sponsors.
2. The following entities are eligible to sponsor PTG exams:
  - a. The Examinations and Test Standards Committee (ETSC). ETSC may sponsor exams at PTG Annual Conventions and at other permanent or temporary exam sites set up through the PTG Home Office.
  - b. Area Exam Boards (AEB). AEBs shall be subordinate bodies of the PTG whose function is to administer Tuning and Technical exams within a specified geographical area in which several chapters may be located. AEBs shall be self-governing, maintain their own treasuries and shall not be subject to the authority of any chapters, their officers or committees.



- c. PTG Chapters. Chapters may sponsor exams for members of their chapter or of other chapters. At their discretion, chapters may refuse to sponsor exams for applicants other than their own members.
  - d. Regional Conference Organizations (RCO). RCOs are encouraged to sponsor exams at their own State or Regional conventions.
3. Exam sponsors are responsible for providing appropriate facilities, equipment and staffing for administering exams.
  4. Exam sponsors shall set clear and consistent policies regarding examiner reimbursement for necessary and reasonable expenses incurred in connection with exams, including but not limited to: examiner travel to exam sites, maintenance of exam equipment, postage fees and telephone costs.
  5. Exam sponsors are not required to underwrite the expenses of training or certifying examiners but may do so at their discretion.

#### **D. EXAM FEES**

1. Fees for the RPT Exams shall be as follows: Written Exam - no fee; Technical Exam - \$210.00; Tuning Exam - \$210.00 effective January 1, 2021. *[20-011]*
2. In the event that exam fees are increased or decreased, the new amounts must be evenly divisible by 3 in order to easily allow for prorating of fees on partial Retakes.
3. Exam fees are to be paid directly to PTG and shall be remitted to the PTG Home Office in advance of the exam. Upon receipt of payment, the candidate shall receive a voucher or other proof of payment that shall be accepted by all exam sites and sponsors in payment for the specified exam(s). Payment procedures shall be detailed in the Exam Policy Manual.
4. The PTG Home Office shall remit to the exam sponsor ½ the full exam fee for each Tuning or Technical Exam properly administered, and the same proportion for partial Retakes, as allowed. This is only after the fee voucher or other proof of examinee's payment is submitted on behalf of the exam sponsor, together with a properly completed exam score form. Fees from RPT exams sponsored by the ETSC shall also be retained by the PTG in their entirety.
5. Exam fees may be waived for RPTs who sign a "Consent to Serve as Examiner" form prior to the exam provided the number of such waivers and exams does not exceed three (3) in any five-year period. If records indicate that a waiver was erroneously given for any exams in excess of this number, the PTG Home Office shall notify the ETSC chair, bill the examinee at the current exam fee rate, and transmit to the appropriate exam sponsors their portion of the fee.
6. Revenue from exam fees shall be used in offsetting administrative, equipment, and personnel costs of PTG exams. Exam sponsors shall have full discretion over allocating their portion of the exam fees to specific exam uses.

#### **E. EXAM RECORD-KEEPING**

1. The Examiner-in-Charge, on behalf of the exam sponsor, must transmit score forms to the PTG Home Office for every exam administered, including failed exams and exams left incomplete.
2. Exam fees may not be disbursed to exam sponsors if appropriate exam forms are not enclosed with the exam fee voucher.
3. RPT candidates may not be reclassified unless all relevant score forms are in their Home Office file.
4. The PTG Home Office, ETSC and Exam Sponsors are authorized to maintain exam records for specific purposes only, in conformance with confidentiality requirements as detailed in the Exam Policy Manual.

#### **F. ADMINISTRATIVE REQUIREMENTS**

1. Revised exams shall become effective and deemed current upon PTG Board of Directors' approval. Official notification to all certified examiners shall be made by the ETSC. Revised

exam manuals, updates, and other related publications will be distributed by the Home Office. Exam version dates shall be published in the Members' Area of the PTG website, the Piano Technicians Journal, and in PTG newsletters.

2. In administering exams, all the requirements and procedures outlined in the Bylaws, Regulations, Exam Policy Manual, Examination Manuals, booklets, and updates shall be followed in every case so that all exams will be given as fairly as possible and the results will be comparable among all exam sites. In exceptional circumstances with an exam, for which no specific instructions are found in Policy/Exam Manuals, the Examiner-in-Charge may use his or her discretion to devise a course of action in keeping with the intent of the manuals. In the event of other exceptions, the Chair or Sub-chair may consult with members of the ETSC as needed, to devise a course of action.
3. Exam sites shall be staffed as follows:
  - a. The Written Exam shall be administered by at least one RPT.
  - b. The Technical Exam shall be administered by at least two RPTs with the stipulation that at least one of the RPTs shall be a Technical Examiner, Certified (TEC). Master regulations of action models shall have been done under the leadership of one TEC assisted by at least one other RPT.
  - c. The Tuning Exam shall be administered by at least three (3) RPTs with the stipulation that at least one of the RPTs shall be a Certified Tuning Examiner (CTE). The master tuning shall have been done under the leadership of one CTE assisted by at least two other RPTs.
  - d. The ETSC shall establish qualifications and training procedures for certifying CTEs and TECs. Training procedures shall include minimum requirements for supervised work on actual exams, and qualifications for persons authorized to train candidates for certification. All such qualifications and procedures shall be detailed in the Exam Policy Manual.
  - e. The ETSC shall institute protocols and procedures for assessing certified examiners' skills in the performance of their duties and their knowledge of current exam procedures. ETSC at its discretion may require renewal of certifications under specified circumstances and at specified time intervals. Such protocols, processes and requirements shall be detailed in the Exam Policy Manual.

#### **G. EXAMINER EXPENSE REIMBURSEMENT**

1. Examiners shall not receive any compensation for services as an examiner.
2. Examiners may be reimbursed by the exam sponsors for all necessary and reasonable expenses incurred in the performance of their duties as examiners. However, such reimbursement is not guaranteed, and examiners are responsible for finding out in advance the specifics of the reimbursement policy.
3. Neither The Piano Technicians Guild, Inc. nor the ETSC shall be required to reimburse any examiner expenses incurred without prior authorization.
4. Signing the Consent to Serve as Examiner (CSE) form does not obligate examiners to provide exams without reimbursement of expenses as in paragraph 2 above.

#### **H. EXAMINER ETHICS**

1. PTG Examiners shall always strive to maintain strict confidentiality of specific exam results using all reasonable precautions to prevent unauthorized individuals from having access to or knowledge of such results.
2. PTG Examiners should always bear in mind that there is no membership classification within PTG above that of Registered Piano Technician. Certification and/or experience as a PTG Examiner shall bestow no privileges beyond that of being authorized to administer exams and must not be represented to the public as a rank, classification or elite status.

3. Examiners shall strive to follow with the greatest possible precision all current exam manuals and written instructions issued by ETSC through PTG publications and by direct written communication. Examiners are responsible for maintaining their knowledge of the most current exam procedures through the PTG Examiner Newsletter and (if possible) PTG Examiner e-mail list. Examiners shall bring to the attention of ETSC any improprieties in exam administration and any misinformation about PTG exams that come to their attention.

## **I. MISCELLANEOUS**

RPTs shall be encouraged, but not required, to take Refresher Exams, which are defined as the current set of RPT exams. This is in order to:

1. Facilitate the statistical studies and refinement of exam procedures and scoring
2. Help RPTs assess their current tuning and technical skills
3. Familiarize them with current exam practices and procedures
4. Develop valuable skills to become future examiners

The Refresher Exams may be administered by a single CTE or TEC, without assistance from additional examiners. The membership status of the RPT shall not be affected by the results of such exams. There will be no charge for these exams.

## **ARTICLE VI – CHAPTER DISSOLUTION**

### **A. INVOLUNTARY DISSOLUTION - LIFTING OF CHARTER**

1. A chapter's charter may be lifted by a majority vote of the PTG Board of Directors.
2. The PTG Board of Directors shall recommend dissolution in the event that chapter membership drops below the minimum required to legally transact business, or the PTG Board of Directors determines that the chapter has become inactive.
3. All liabilities and obligations shall be paid or satisfied, or adequate provision shall be made, therefore. Any assets belonging to members or others shall be returned or conveyed if the assets are held under such requirement. Any assets not obligated under the above shall be conveyed to the Piano Technicians Guild Foundation in the name of the chapter.
4. The RVP shall be responsible for the proper execution of the mandates in paragraph "3" above, either by acting as the receiver or delegating this function.
5. Members of a dissolved chapter shall be transferred to the most conveniently accessible neighboring chapter by Home Office staff before the dissolution takes effect. Officers of all area chapters shall be informed of the pending dissolution and their input shall be sought regarding most favorable placement of members to be transferred. All members of the dissolving chapter shall be notified by the Home Office staff of their transfer of membership as soon as possible and informed of their right to request an alternate chapter placement if there is more than one neighboring chapter.

### **B. VOLUNTARY DISSOLUTION**

1. A chapter may vote to dissolve itself by a two-thirds (2/3) vote of members present and voting at a legally constituted chapter meeting. The RVP shall be informed of such a vote as soon as possible. The RVP shall then inform the PTG Board of Directors and the Home Office staff. Dissolution shall not take effect for two (2) months or until all mandates of paragraphs 2 and 4 below are carried out – whichever is later.
2. All liabilities and obligations shall be paid or satisfied, or adequate provision shall be made, therefore. Any assets belonging to members or others shall be returned or conveyed, if the assets are held under such requirement. Any assets not obligated under the above shall be disposed of pursuant to a majority vote of chapter members. If no such vote is held, such assets shall be conveyed to the Piano Technicians Guild Foundation in the name of the chapter.

3. The dissolving chapter's officers shall be responsible for the proper execution of the mandates in paragraph 2 above. In the event they are unable to complete these tasks, the RVP shall become responsible for their completion.
4. Members of a dissolving chapter shall be transferred to another chapter by the Home Office Staff.
5. The chapter charter shall be cancelled by a majority vote of the PTG Board of Directors at its session following completion of the dissolution process.

### **C. CHAPTER MERGER**

1. A chapter that wishes to dissolve may vote to merge with another nearby chapter by a two-thirds (2/3) vote of members present and voting at a legally constituted chapter meeting. In order for such merger to take place, the nearby chapter must agree to such merger by a two-thirds (2/3) vote of members present and voting at a legally constituted chapter meeting. The RVP shall be informed of these votes as soon as possible. The RVP shall then inform the PTG Board of Directors and the Home Office staff.
2. All liabilities, obligations and assets of the dissolving chapter shall be transferred to the chapter with which the dissolving chapter is merging.
3. All members of the dissolving chapter shall be notified by the Home Office staff of their transfer of membership as soon as possible. If there are other neighboring chapter members of the dissolving chapter may request a transfer to the chapter of their choice.
4. The dissolving chapter's charter shall be cancelled by majority vote of the PTG Board of Directors at its session following completion of the merger process.
5. Two (2) or more distinct chapters may merge and form a single new chapter with a new name as follows:
  - a. Each of the chapters must approve such merger by a two-thirds (2/3) vote of its members present and voting at legally constituted chapter meetings. The RVP shall be informed of these votes as soon as possible. The RVP shall then inform the PTG Board of Directors and the Home Office staff.
  - b. Five (5) or more Registered Piano technicians of whom there must be at least two (2) from each chapter shall apply for a new chapter charter.
  - c. After the new chapter charter is granted and chapter officers are elected, the merging chapters shall be dissolved per paragraphs 2, 3 and 4 above.

## **ARTICLE VII – DISCIPLINARY PROCEDURE**

### **A. MEMBER CONDUCT AND DISCIPLINE**

#### **1. ETHICS VIOLATIONS**

Violations of the Piano Technicians Guild Code of Ethics may result in disciplinary action. Disciplinary action shall include the following forms, but shall not be limited to them:

- a. Reprimand – a letter of reprimand shall be sent to the member. Copies shall be sent to the President of the member's chapter and placed in his/her member file at the Home Office.
- b. Suspension – Membership rights shall be suspended for a specified period of time not less than 6 (six) months and no more than 2 (two) years, at the end of which period rights shall be automatically restored. A suspended member shall:
  - 1) Lose rights to all PTG Member Discounts.
  - 2) Be ineligible for all benefits that require "good standing."
  - 3) Lose the franchise and eligibility to hold PTG or chapter office and the right serve on committees.
  - 4) Not count toward chapter strength for Council votes.
  - 5) Suspended members shall retain his or her Piano Technicians Journal subscriptions, participation privileges on PTG electronic forums and other media, the right to purchase insurance through the PTG and the right to receive official PTG mailings. He or she shall be obliged to pay full PTG and chapter dues if any. A letter

detailing the terms and duration of the suspension shall be sent to the member. Copies shall be sent to the President of the member's chapter and placed in his or her member file at the Home Office.

- c. Expulsion – A member shall be expelled from the PTG for a specified period of time. An application for re-admission from an expelled individual is subject to the provisions of Section G below.
- d. The Committee, at its discretion, may recommend a form of discipline of lesser severity than Reprimand.

## 2. CRIMINAL CONVICTIONS

Since PTG members often work on clients' premises, it is paramount that a relationship of trust exists between clients, potential clients and PTG members. It is, therefore, against the interests of PTG and its members to have among its ranks those convicted of crimes against persons or property that could damage such a relationship of trust. Clients should be able to feel secure for their persons or property when a PTG member is present on their premises. Conviction of a crime may be grounds for denial of membership. Procedures in Section C (below) shall be used to determine in which cases removal from membership is justified, and to affect such removal.

## **B. DISCIPLINARY PROCEDURES FOR ETHICS VIOLATIONS**

1. A member, group of members or chapter of the PTG may submit a formal written complaint of professional misconduct to the Chair of the Members' Rights Committee, and to the accused.
2. The Committee shall determine if the complaint is valid according to Bylaws, Regulations & Codes or other official documents of the PTG.
  - a. If the complaint is deemed invalid, it shall be returned to the accuser(s) with a letter of explanation from the Committee and no further action is required.
  - b. If the complaint is deemed valid, the Chair of the Members' Rights Committee shall contact the accuser(s) and the accused within ten (10) days of receipt of a complaint to determine if the complaint is a dispute that may be resolved by negotiation. If the accused and accuser(s) agree to negotiate in good faith within fourteen (14) days of being contacted by the Chair, the accuser(s) shall suspend the formal written complaint.
3. If a resolution is not reached within twenty-one (21) days of agreement to negotiate, either the Committee or the negotiating parties may agree to extend negotiations an additional twenty-one (21) days, or negotiations may be discontinued by the Committee or either of the parties. If negotiations are discontinued, or if no resolution has been achieved after an extension, the formal complaint shall be reinstated.
4. If the accused and accuser(s) are unable to agree to negotiate in good faith, or negotiations have failed, the formal complaint, along with a report and recommendations if any, shall be transmitted to the Chair of the Ethics Committee within twenty-one (21) days of the complaint being reinstated.
5. If the accused and accuser(s) refuse resolution of the initial complaint through negotiation, the Committee shall forward the formal complaint along with a report and recommendations, if any, to the Chair of the Ethics Committee within twenty-one (21) days of the receipt of the complaint.
6. The Ethics Committee shall determine whether the complaint falls within its jurisdiction and whether there is probable cause to believe that the complaint may be valid.
7. If the Ethics Committee, in its preliminary determination, finds that it does not have jurisdiction or that there is a lack of probable cause to believe that the complaint may be valid, it shall dismiss the complaint. It shall issue a report of such determination to the PTG Board of Directors, setting forth the basic facts but omitting the names of the parties, and stating the

reasons for its decision to dismiss. Notice of such determination shall be sent to the accuser(s) and to the accused.

8. If the Ethics Committee finds that it has jurisdiction and that there is probable cause to believe that the complaint may be valid, it shall notify the accuser(s) and the accused, and, in accordance with the Rules and Procedures of the Ethics Committee assemble written data from both the accused and accuser(s) in order to determine whether the complaint requires a hearing.
9. The Ethics Committee may appoint one of its own members or a member of the PTG who is not a member of the Committee to investigate the complaint and present the charge(s) on behalf of the PTG to the Committee. A Committee member or alternate chosen to investigate a complaint and present the charges to the Committee shall not sit in deliberation on such complaint. Any persons involved with conducting or managing an investigation shall not have previous specific personal history with the member charged. The defendant shall have the right to request a substitution for just cause.
10. If, as a result of an investigation, the Ethics Committee decides to dismiss the charge(s) without a formal hearing, it may do so. It shall notify the accused and the accuser(s) of its decision and shall issue a report to the PTG Board of Directors setting forth the basic facts but omitting the names of the parties and stating the reason(s) for its decision.
11. If the Ethics Committee decides to formally hear the charge(s), it shall give both the accused and the accuser(s) a reasonable opportunity to be heard and to confront each other. The Committee shall schedule a hearing and notify all parties involved in a timely manner.
12. The Ethics Committee shall hold the hearing to make a decision either to dismiss the charge(s), or issue a recommendation to reprimand, suspend, or expel. The hearing shall be conducted via a conference call or video conference, unless all parties agree to a different format. The decision shall be announced at the hearing, and written notice of the decision shall be mailed to the accused and to the accuser(s). The Ethics Committee shall then make a report to the PTG Board of Directors on its decision including reasons and any recommendations, if needed, for further action. Any persons involved with conducting or managing a hearing shall not have previous personal history with the accused. The accused shall have the right to request the substitution of a member with an alternate for just cause.
13. Within three (3) weeks of receipt by the PTG Board of Directors of an Ethics Committee recommendation and report from the hearing, the PTG Board of Directors, upon a vote of two-thirds (2/3) of the members present and voting shall make a decision either to concur with the recommendation of the Ethics Committee, make a decision to reduce the restriction on membership or dismiss the charge(s). The PTG Board of Directors shall then notify the accused, the accuser(s), and the Ethics Committee Chair of its decision within ten (10) days. No member of the PTG Board of Directors, who is the subject of a pending accusation under the provisions of this Code, shall sit in deliberation on any matter concerning misconduct.
14. Notifications of all disciplinary actions shall be sent to the President of the member's chapter, and to the Home Office. In the event that the chapter President is the person being disciplined, the Vice-President or the highest-ranking chapter officer not under discipline shall be notified instead of the President.

### **C. PROCEDURE FOR MEMBERS CONVICTED OF CRIMINAL OFFENSES**

1. Any PTG member who has proof of another PTG member's conviction of crimes against persons or property may report such conviction to the Members' Rights Committee.
2. The Members' Rights Committee shall investigate the facts of this reported conviction, and – if found to be true – determine whether the crime meets the standards of Section A, Paragraph 2 (above) for expulsion.
  - a. If the Committee finds that the report is factually untrue or that the reported crime does not meet the standard in Section A, Paragraph 2 (above), it may dismiss the complaint, or

-

treat it as an Ethics violation per Section B, above. The Committee shall notify both the reporting party and the subject of its action.

- b. If the Committee finds that the report is factually true and the crime meets the standard of Section A.2, it shall immediately report its finding to a member of the PTG Executive Committee.
3. If the Members' Rights Committee determines that the crime meets the appropriate standard, and finds the report to be factually true, a member of the PTG Executive Committee shall contact the convicted PTG member as soon as possible, and attempt to negotiate the member's voluntary resignation from the PTG. If the negotiation results in such a voluntary resignation, the Executive Committee shall notify the Members' Rights Committee Chair, who shall send a report containing the facts of the case and the outcome to the Ethics Committee.
4. If negotiations fail, the Executive Committee shall immediately inform the Members' Rights Committee Chair. The Members' Rights Committee shall report its findings to the Ethics Committee, with a recommendation for expedited action within seven (7) days of the Executive Committee's notification.
5. The Ethics Committee shall contact the convicted PTG member within seven (7) days of receiving the Members' Rights Committee report and set up a hearing date no later than twenty-one (21) days from the date of initial contact. The hearing shall deal solely with the issue of whether or not the conviction merits expulsion from the PTG. The hearing format shall be conference call or video conference. The decision shall be announced at the hearing, and written notice of the decision shall be mailed to the convicted member and to the reporting party. Any persons involved with conducting or managing a hearing shall not have previous personal history with the convicted member. The convicted member shall have the right to request the substitution of a member with an alternate for just cause.
6. Any failure by the convicted member to respond to contacts from the Ethics Committee, to schedule a hearing or to participate in a hearing already scheduled shall be deemed as a plea of "No Contest" In such a case the Ethics Committee shall make a determination without participation by the convicted member in the hearing.
7. The Ethics Committee shall make a report to the PTG Board of Directors on its determination including reasons and any recommendations, if needed, for further action.
8. Within seven (7) days of receipt by the PTG Board of Directors of an Ethics Committee recommendation and report from the hearing, the PTG Board of Directors, upon a vote of two-thirds (2/3) of the members present and voting shall make a decision either to concur with the recommendation of the Ethics Committee to expel the convicted member or not. The PTG Board of Directors shall then notify the convicted member, the reporting party and the Ethics Committee Chair of its decision within ten (10) days.
  - a. No member of the PTG Board of Directors, who is the subject of a pending accusation under the provisions of this Code, or the Executive Committee member who initially negotiated with the convicted member shall participate in these deliberations.
  - b. Member(s) of the Executive Committee who previously negotiated with the expelled member may not vote or participate in deliberations on such appeals.
9. Expulsion shall be for a minimum of five (5) years. Both in case of voluntary resignation (per paragraph 3 above) or expulsion (per paragraph 9) an application for re-admission from a convicted member is subject to the provisions of Section G, below.

#### **D. COMPLAINTS AGAINST ELECTED OFFICERS**

1. An elected officer, an elected committee member, or an elected committee chair may be removed for cause, which shall include willful negligence in performance of duties, and failure to disclose necessary information in business matters. Due process shall be according to Regulations Article VII, Section B. Discipline shall be limited to removal from office.
2. If the Ethics Committee after a hearing recommends that an elected officer, committee member, or committee chair be removed for cause, and the PTG Board of Directors concurs with the

Ethics Committee by a two-thirds (2/3) vote, the accused officer, committee member or committee chair shall be suspended from his/her official duties pending an appeal

#### **E. APPEAL PROCEDURES**

1. The accused have the right to appeal the action of the PTG Board of Directors to the membership of the PTG. The appellant must file a brief written notice of the appeal, together with any written statement he or she may wish to submit, with the Secretary-Treasurer not less than seventy (70) days prior to the next annual Meeting of Council. The Secretary-Treasurer shall immediately advise each member of the PTG Board of Directors of the appeal and shall forward to each a copy of the supporting papers submitted by the appellant.
2. The PTG Board of Directors shall then prepare a written statement of the reasons for its actions and file the same with the Secretary-Treasurer not less than forty (40) days prior to the next annual Meeting of the Council Delegates.
3. Within twenty (20) days thereafter, the Secretary-Treasurer shall mail to each voting delegate to Council a copy of the appellant's notice of appeal and his/her supporting statement, and a copy of the PTG Board of Directors statement.
4. A vote of two-thirds (2/3) of the delegates present and voting at the Annual Meeting of Council shall be required to overrule the action of the PTG Board of Directors in regard to reprimand, suspension or expulsion of a member. In overruling the action of the PTG Board of Directors in favor of the accused, Council may choose to reduce the restriction on membership or dismiss the charges. In overruling the action of the PTG Board of Directors in favor of the accused, Council may only reinstate the overruled finding of the Ethics Committee. Both the accused and the accusers' chapter delegates may not vote on such questions.
5. Enforcement of Reprimand and Suspension shall be stayed pending appeal. Expulsion shall be enforced during appeal. If the appeal results in action by Council favorable to the expelled member that calls for reinstatement, it shall be retroactive to the date of expulsion.

#### **F. RIGHTS OF AN ACCUSED MEMBER**

1. An accused member has the right:
  - a. to prompt written notice of complaint.
  - b. to full confidentiality with knowledge of complaint or investigation restricted to those involved in the proceedings.
  - c. to reasonable notice of a hearing and a reasonable opportunity to participate.
  - d. to confront and cross-examine the accusing member and to refute all complaints and allegations.
  - e. to due process and a fair hearing before an unbiased panel.
2. If the accused offers to resign membership in PTG at any point during Members' Rights Procedures (Section B), no action shall be taken until either case is resolved by the Members' Rights Committee, or the case is referred to the Ethics Committee. If the case is resolved by the Members' Rights Committee, the accused may resign. If a case referred from the Members' Rights Committee to the Ethics Committee is accompanied by an offer to resign from the accused, or if the accused offers to resign while the case is in the Ethics Committee the Resignation shall be processed, the circumstances of the resignation shall be noted in the member's file and the case shall become inactive. In the event the member reapplies for PTG membership, the membership application shall be subject to Ethics Committee Approval.

#### **G. READMISSION OF EXPELLED MEMBERS WHO RESIGNED DURING DISCIPLINARY PROCESS**

1. An application for re-admission from an individual previously expelled from PTG or who previously resigned from PTG under threat of disciplinary action must be reviewed and approved by the Ethics Committee before it can be processed. If the application is not approved, a re-application shall not be considered for one (1) year.



2. The PTG Home Office shall keep detailed records of all expulsions and discipline-related resignations and shall provide these records to the Ethics Committee for such readmission reviews.

#### **ARTICLE VIII– PUBLICATION DISCLAIMER**

Chapters shall include the following disclaimer in any publications containing statements of opinion: “All expressions of opinions and all statements of supposed fact are published on the authority of the author as listed, and are not to be regarded as expressing the view of this chapter or the Piano Technicians Guild Inc. unless such statements or opinions have been adopted by the Chapter or the Piano Technicians Guild Inc.” [19-108]

#### **ARTICLE IX- AMENDMENTS**

1. Amendments may be proposed by a chapter, committee, task group, or member(s) of the PTG Board of Directors. A template for Organization Policy amendments shall be made available to the membership through the Piano Technicians Guild Home Office.
2. The PTG Organizational Policies may be amended at any PTG Board of Directors meeting by a majority vote, provided notice has been given as follows:
  - a. Deadlines for submitting proposals shall be published ninety-five (95) days before each PTG Board of Directors Meeting.
  - b. Proposed amendments may be submitted in writing, according to the above-mentioned template, with supporting arguments, to the chair of the Bylaws Committee sixty-five (65) days before the meeting at which they are to be considered.
  - c. The Bylaws Committee shall process the proposed amendments in accordance with the duties of that committee. All proposals, whether reviewed by the Bylaws Committee or not, must be submitted no later than 35 days before the Board of Directors meeting at which they are to be considered.
  - d. At least thirty (30) days before each regular PTG Board of Directors meeting, a full agenda, including all proposals to be considered, shall be made available to the membership.
  - e. Proposals may be amended only during a PTG Board of Directors meeting, and only to the extent permitted by “scope of notice” requirements.
  - f. A simple majority shall be required for adoption of an Organizational Policies Amendment.
  - g. Emergency Provision: Any exception to the procedure for giving notice of proposed amendments to the Organizational Policies must first receive a two-thirds (2/3) vote of the PTG Board of Directors in order for the amendment to be placed on the agenda. An emergency provision should only be utilized when something would cause irreparable harm to the organization and needs immediate action. A two-thirds (2/3) vote shall be required for adoption of the amendment.

### **PTG CODE OF ETHICS**

In order to promote the highest standards of professional conduct of Piano Technicians Guild members, and to foster a relationship of trust between PTG members and their clients, this Code of Ethics constitutes the standards for which each member will be held accountable, and to which each member agrees upon joining PTG.

1. I will act honorably and in a professional manner.
2. I will uphold the principles of honesty and integrity for which the Piano Technicians Guild stands.
3. I will represent my education, training, experience and area of expertise honestly and accurately.
4. I will uphold the Mission, Objectives and Principles of the Piano Technicians Guild.
5. I will render the best possible service under the circumstances, always keeping the best interests of my client in mind.
6. I will use the name and trademarks of the Piano Technicians Guild properly and will encourage others to do the same.
7. I will strive to upgrade my professional skills and I will encourage and help others to do the same.
8. I will promote good will towards my profession and towards the music industry.
9. I will engage only in business practices that are in accord with the antitrust guidelines as set forth by the Piano Technicians Guild.