



2020 Connaught Golf Club Policies & Member Handbook

**2802 – 13th Avenue SE
Medicine Hat, Alberta
T1A 3P9**

**Tee-Times
403-526-0737 ext #1**

**Administration
Phone: 403-526-0737 ext #3
Fax: 403-526-0334
Email: linda@connaughtgolf.com**

**Website
www.connaughtgolf.com
*Follow us on FACEBOOK or
TWITTER@ConnaughtGolf***

Vision Statement for Connaught Golf Club

“To deliver an excellent golf and social experience inspired by exceeding the expectations of our members and guests.”

Mission Statement for Connaught Golf Club

“To be leaders in the golf industry in Southeastern Alberta providing excellent value for our customers”.

2019 - 2020 Board of Directors

President:	Miles Thorson
Past President:	Richard LePage
1 st Vice-President:	Gary Leis
2 nd Vice-President:	Glen Bonogofski
Treasurer:	Jim Standell
Directors:	Jim McFarlane
	Robin Dawe
	Scott Sauve
	Ray Shannon

2019 - 2020 Committee Chairpersons

Finance:	Jim Standell
Grounds:	Gary Leis
Pro Shop:	Jim McFarlane
House:	Miles Thorson
Tournament:	Brian Oliphant
Juniors:	Brian Oliphant
Communications:	Dustin Zdan
Leagues:	Gary Leis

2020 Staff

CPGA Head Professional:
Golf Course Superintendent:
Assistant Superintendent:
Office Manager:
Head Chef:

Brian Oliphant, CPGA
Dustin Zdan, CGSA, AGSA
Justin Olansky, AGSA
Linda Howie
Sheryl Kohlman

Hours of Operation

Pro Shop

April 1 to April 28 – 30 minutes prior to 1st Tee Time to Close
April 29 to September 2 6:30 am to Close
Sept. 3 to Oct. 31 – 30 minutes prior to 1st Tee Time to Close

Clubhouse

April 1 to April 289:30 am to Close
April 29 to Sept. 2 (Weekdays).....9:30 am to 9:00 pm plus
April 29 to Sept. 2 (Weekends).....8:30 am to 7:00 pm plus
Sept. 3 to Sept. 29 (Weekdays).....9:30 am to 7:00 pm
Sept. 3 to Sept. 29 (Weekends)....8:30 am to 7:00 pm plus
Sept. 30 to Oct. 31.....9:30 am to Close

Snack Shack

*Snack Shack will open 15 minutes prior to the first Tee Time
April 1 to April 28 – Weather Dependent until 5:00 pm
April 29 to Sept. 29 - Daily..... until 6:00 pm plus
Sept. 30 to Oct. 31.....Weather Dependent

Beverage Cart

April 1 to April 28.....Weather Dependent
April 29 to Sept. 2 - Daily.....11:00 am to Close
Sept. 3 to Sept. 29 - Daily.....12:00 pm to Close
Sept. 30 to Oct. 31.....Weather Dependent

Services

Memberships

The 7 Day Single Member is any individual over the age of 35. This membership gives the member unlimited golfing privileges 7 days a week.

The 5 Day Single Member is any individual over the age of 35. This membership gives the member unlimited golfing privileges 5 days a week (Monday to Friday). It includes week day holidays.

The Intermediate Adult Member is any individual between the ages of 26 and 35. This membership gives the member unlimited golfing privileges 7 days a week.

The Young Adult Member is any individual between the ages of 19 and 25. This membership gives the member unlimited golfing privileges 7 days a week.

The Junior Member is any individual under the age of 19. If a parent or grandparent of a junior is a member, one child or grandchild will receive a free membership. Additional children/ grandchildren will pay full applicable price dependent upon their age.

Age is determined as of April 1st of the current golf season.

Annual Power Cart Lease

Connaught offers annual power cart leases to members. 5 Days/Week and 7 Days/Week packages are available. These leases are sold by the single seat. Each member will only be responsible for purchasing his or her own seat on a lease cart. The other seat, if to be used, must be either occupied by another leaseholder, or have been rented for the round. **Sign-out sheets are to be signed at the Pro Shop before each round by each leaseholder.**

The use of carts on the golf course is at the discretion of the Golf Course Superintendent and/or CGPA Head Professional with respect to inclement weather or adverse course conditions.

Private Power Carts

Connaught permits the use by Members of private carts on the golf course and provides storage for the same in a designated compound for an annual fee. Members will pay an annual storage and trail fee for their respective cart. Private cart usage is restricted to the registered lease holder and immediate family. Lending of private carts to persons other than the designated users is PROHIBITED.

Connaught shall not be responsible for any injury to, or for any property loss or damage suffered by any member and/or guest while on the Golf Club premises. Members and/or their guests should have their own insurance coverage for public liability, property damage, fire and theft for all their property left at the Golf Club.

Range Passes

There are 3 categories of range pass: single, couple and family. Single is for one user, Couple is for two users (be it husband/wife or partners) and Family is for more than 2 users within the same immediate family. The passes are NOT transferable and are to be used only by the pass owner(s). Range pass holders are also permitted full usage of the Pat Vallely Practice Facility.

Club Storage

Connaught provides club storage services to members for an annual fee. As part of this service, golf clubs are cleaned after each round and placed in the storage area.

Connaught shall not be responsible for any property loss or damage which may occur to member's clubs while on the Golf Club premises. Members must have their own insurance coverage for public liability, property damage, fire and theft for any property left at the Golf Club including but not limited to golf clubs.

Lockers

Locker rentals are available to all members. Members who have rented lockers will have first option for their locker for the next season. Lockers not rebooked by May 1st of the following year will be resold to the waiting list.

2020 Membership Rates

	<u>Shareholder</u>	<u>No Share</u>	<u>Dual Surcharge</u>
Adult Single – 7 day a week	\$ 1930.00	\$2035.00	\$325
Spousal – 7 day a week	\$ 1640.00	\$1730.00	\$325
Adult Single – 5 day a week	\$ 1595.00	\$1675.00	\$300
Spousal – 5 day a week	\$ 1360.00	\$1425.00	\$300
Intermediate Adult (26-30)	\$ 1350.00		\$250
Young Adult (19 - 25 Years)	\$ 1025.00		\$200
Juniors: 12 Years & Under	\$ 199.00		\$ 50
13 – 15 Years	\$ 270.00		\$ 50
16 – 18 Years	\$ 345.00		\$ 50

1 Junior Membership (18 years or younger) per paid Adult membership (Parent/guardian/grandparent) is FREE. All Other Junior Memberships are FULL PRICE.

Annual Cart Lease:

5 Days/Week – (Mon – Fri)	\$ 400.00
7 Days/Week	\$ 450.00

Range Passes:

Single	\$ 250.00
Couple	\$ 450.00
Family	\$ 575.00

Club Storage \$ 195.00

Seasonal Pull Carts \$ 80.00

Locker \$ 40.00

Gas Cart Storage & Trail Fee \$ 500.00

Electric Cart Storage & Trail Fee \$ 575.00

Drive On Cart & Trail Fee \$ 450.00

Capital Levy

5 & 7 Day Adult Members \$ 135.00

Intermediate Adult \$ 50.00

Young Adult \$ 25.00

Share Purchase \$ 1500.00

Membership Payment Policy

All fees become due immediately upon receipt of services. Connaught also offers a payment plan. They are as follows:

- 50% of the membership fee, cart lease fee, cart storage fee, range pass, club storage, pull cart rental, locker, assessment or any one or combination of these fees to be paid at time of application for the payment plan. The remaining 50% to be paid in three equal monthly instalments in the three months immediately following the first payment. A \$25.00 administration fee will be added to the initial payment.

OR

- A 12 month payment plan is available. This plan is in effect from November 1 until October 1, with 12 equal instalments paid. A \$25.00 administration fee will be applied to the first payment. The first payment for this plan must include a sum equivalent to the number of months that have expired from the beginning of the term.

For the purchase of a share, the member may, if they choose to, divide the payment into two instalments, one half at time of purchase and the other half when purchasing their membership for the following golf season.

In all cases a valid credit card or post-dated cheques, must be registered with the Administration office.

Refund Policy

Membership Dues

All refunds are subject to approval by the Board of Directors and are subject to a \$50.00 administration fee.

In the event of medical reasons (doctor's certificate) or employment transfer, the Golf Club will refund on the following basis:

Prior to April 1 st	Full Refund
After April 1 st but prior to July 15 th	50% Refund
After July 15 th	No Refund

Bag tags must be returned at the time of refund request.

Rain Checks

A guest will receive a rain check for 18-holes if they were unable to complete the front nine of their 18-hole round due to weather or course conditions. If they have started the back nine, then they will receive a rain check for 9 holes. Rain checks for 9-hole rounds will be at the discretion of the Pro Shop.

Tee-Time Reservations

1. Weekday tee time reservations for members of Connaught Golf Club may be made 5 days in advance by phoning 403-526-0737 or in person after 7:00 AM. Members may also book on-line at www.connaughtgolf.com through Tee-On 5 days in advance for weekday tee-times.
2. Booking for weekend tee-times (Saturday, Sunday and Holidays); members may book 5 days in advance through Tee-On.
3. Non-members may book tee-times 3 days in advance for weekdays and weekends.
4. Members, to receive an e-mail confirmation of tee times booked or have your name viewed on the online tee sheet, please refer to 'My Account' in the online booking and then select 'Preferences'. At this point you may change your settings.
5. Whenever possible, please include all the names of the golfers in the group at the time the reservation is made. When the group includes less than 4 golfers, the Club reserves the right to fill the open spots.
6. Juniors may book their own tee-times after 2:00 pm on weekends and holidays. Juniors are not permitted to play before 12:00 pm on weekends and holidays, and between 12:00 pm and 2:00 pm they must be accompanied by an adult.
7. All golfers are required to check in at the Pro Shop prior to their tee time.
8. **Cancellation Policy.** The tee-time reservation is a privilege of membership. To allow for effective management of the tee, all members are requested to report all cancellations a minimum of 24 hours prior to the tee time. This includes any amendments to the number of players in the booking. If the tee time or amendment is not made according to the applicable cancellation policy, the person who reserved the time will be notified. Continued abuse of the reservation system by members will result in the suspension of tee time booking privileges.
9. The Club reserves the right to refuse tee-time booking privileges to members and non-members who abuse tee-times.

Credit Policy

1. Credit will be extended to MEMBERS IN GOOD STANDING ONLY to a maximum balance of \$750.00 at any time. Prior approval may be obtained to exceed this limit.
2. To activate charging privileges the Club must have a valid credit card on file for each member.
3. Members will be billed for their account balances monthly. It is the member's responsibility to retain receipt copies and review their statement.
4. The account is due when rendered and must be kept current. Overdue accounts will be assessed a monthly service charge of 2%.
5. Junior players wishing to charge must have preauthorized credit.
6. The Connaught Golf Club reserves the right to suspend charging and/or playing privileges to any member not in good standing.
7. Account balances past 60 days will automatically be charged to the member's credit card on file.
8. Member statements can be viewed on line using your member number through the member booking engine on the web site. Select 'My Account' and then click on 'Reports'. Click on the month you wish to look at.

**Guest Fees
Green Fees
18-HOLES**

Monday to Thursday	\$54.00
Friday, Saturday, Sunday and Holidays	\$59.00

9-HOLES

Monday to Thursday	\$29.00
Friday, Saturday, Sunday and Holidays	\$31.00

Cart Rentals

18-holes	\$38.00
9-holes	\$22.00

*all prices are subject to GST except where noted

All cancellations must be made a minimum of 24 hours prior to tee time including amendments to the number of players in the booking. If the tee time or amendment is not made according to the applicable cancellation policy, the person who reserved the time will be charged the full amount on his/her credit card.

**Practice Policy
On the Course**

- Single person practice is only permitted in the **evenings** during the golf season.
- At no time is a player practicing to cut in front of members or the paying public.
- Practice players must go off the 1st or 10th tees, and only when approved by the Pro Shop.
- A player practicing at no time will hold up or hit into golfers on the course playing a regular round.
- Single player practice is limited to **2 ball practice**, at no time is the practicing player allowed to hit more than 2 balls from the same spot.

Putting Greens at the Clubhouse

- Both greens at the Clubhouse area are to be used for practice while being courteous to the member and public players readying for their round of golf.
- Putting continuously from one spot is not permitted due to wear on the green.
- "On the ground" chipping is permitted on both greens. Bump and run chipping, no backswing allowed. **With safety in mind LOB WEDGE chipping is no longer PERMITTED.**

Valley Practice Area (VPA)

- Valley Practice area is used for practice to members and driving range pass holders only.
- Prior to practicing at the VPA, sign in is required at the Pro Shop.
- Balls used on the VPA must be picked up with the shag bag and returned to the Pro Shop.
- Cutting of the green, tee boxes and rough happen regularly; maintenance has the right of way. Please adjust practice while these operations proceed.
- Due to water restrictions the Valley tee boxes may not be open. Please check the signage for teeing instructions. When practicing from the teeing ground you must hit from between one of the three sets of markers. Divots must be filled once practice is completed.
- Practice from the fairway is permitted, please fill divots.
- Chipping is allowed anywhere around the green, respecting other golfers on the facility.
- Bunker practice is available; bunkers must be raked after completion of practice.

Dress Code

Appropriate golf attire is required for use of the golf facilities.

1. Proper footwear must be worn while golfing: soft soled shoes or golf shoes with non-metal spikes.
2. Men's wear permitted: Collared shirts or crew neck tee shirts with sleeves must be worn at all times. Shorts must be tailored and have pockets. Jeans are permitted if they are clean and non-tattered.
3. Men's clothing NOT permitted: Shirts with offensive slogans, short shorts, gym wear of any kind, and cut-offs.
4. Ladies wear permitted: All current fashion golf wear. Blue jeans are allowed if they are clean and non-tattered.
5. Ladies clothing NOT permitted: Bare midriffs, spaghetti strap tank tops, shirts with offensive slogans, short shorts, gym wear of any kind, and cutoffs.

Connaught Golf Club reserves the right to deny access to the facilities to anyone dressed inappropriately.

Golf Etiquette

- Play from the tees that best suit your level of ability. There are 4 sets of tees at Connaught. This will help you to play within your own capabilities, and enhance your enjoyment of the game.
- Play ready golf – this means be prepared to hit your shot when it is your turn. Using this approach will save a significant amount of time during the course of a round.
- Always play a provisional ball if you think your original shot may be lost or out of bounds.
- When looking for a lost ball, you are allowed a maximum of 3 minutes to locate it. After that time, put another ball in play as quickly as possible.
- Power carts must remain on cart paths around the greens and tee boxes.
- Make sure to adhere to all cart directional signs.
- Replace divots on tee boxes and fairways or fill with sand/seed mix which is provided.
- When you exit a bunker, rake all marks behind you.
- When at the green, place pull-carts and clubs in proximity with the approach to the next hole.
- Please fix your ball mark on the green and two other ones as well.
- When on the green, play without undue delay; read your putt while playing partners who are away are playing their stroke, and be prepared to putt when it is your turn.
- Exit the green immediately upon completion of the hole so the following group may play up.

Pace of Play

The Connaught Golf Club has an expected pace of play of 4 hours and 30 minutes.

For the enjoyment of everyone's golf experience, Player's Assistants and Starters will be provided at peak times to help assist players in maintaining this pace. **It is the responsibility of each group to keep up to the players in front of them.**

Lightning

In the event of a lightning occurrence in the area, the Golf Club may deem it necessary to suspend play in the interest of safety for the golfers. An air horn will sound signaling an end to play. Return to the clubhouse as quickly as possible. Play will be resumed when the danger has passed.

Men's League

Men's League plays on Monday and Thursday evenings. It is a nine-hole shotgun event which runs from early May until September each season. All members are welcome and encouraged to participate in the league. Non-members are also welcome, with the purchase of a special golf league pass which qualifies them to participate. For League information, please contact the Administration Office or the League Chairman.

Ladies League

Ladies League plays on Tuesday evenings. It is a nine-hole shotgun event which runs from early May until September. All members are welcome and encouraged to participate. Non-members are also welcome, with the payment of an annual league fee. For League information, please contact the Administration Office or the League Chairperson.

Junior Program

Connaught Golf Club is committed to the development of junior golf. An active teaching program is offered for all ages of junior players. Classes are offered for beginners as well as coaching for advanced competitive players.

Golf Canada

Scores can either be entered via the computer upstairs in the Clubhouse, through our website, or the Golf Canada App on your smartphone.

To enter scores via our website, under 'Members' click on 'Enter Scores'. This will redirect you to the Golf Canada website. Click on the Login button in the top right hand corner. Enter your username and password as provided by the office. These are unique to Golf Canada and are different than your Connaught username and password. From the Menu choose 'Post a Score' and follow the prompts.

If you require further assistance, please inquire with the office.

As a Golf Canada member, you may have alternate insurance coverage under their provider. Please contact the office for additional information as to how to submit a claim.

Outside Liquor

Alberta Gaming and Liquor Commission regulation states: "Patrons are not permitted to bring their own alcoholic beverages on the licensed premises/golf course." The Golf Club can be fined or have its license suspended for failure to comply with these regulations. Anyone found to have outside liquor in their possession will have it confiscated and they may be removed from the premises and may be subject to permanent suspension.

Cannabis

In regards to Cannabis and usage at Connaught Golf Club we will be following the Provincial Guidelines. Refer <https://www.alberta.ca/cannabis-framework.aspx#p6241s4>

Liability

Every member and/or guest shall use the premises at his/her own risk. Connaught shall not be responsible for any injury or for any property loss or damage suffered by any member and/or guest while on the Golf Club premises. Members and/or their guests should have their own insurance coverage for public liability, property damage, fire and theft for all their property left at the Golf Club including but not limited to golf clubs and equipment, carts and vehicles. The liability also extends to damage to property outside of the golf course boundaries while on the golf course (buildings, condos and vehicles). All these incidents must be reported immediately to the Pro Shop.

Loyalty Program

Connaught Golf Club is pleased to announce the continuation of the loyalty program benefit for members and dual members. As a paid member of Connaught Golf Club or a dual member from Medicine Hat Golf &Country Club, you will be entitled to earn loyalty points to be used against **regular priced** Clubhouse and Pro Shop purchases at the Connaught Golf Club **only**.

How It Works

A member will earn 1 point for every 1 dollar spent in the Connaught Clubhouse and Snack Shack areas. Due to logistics there will be no points earned in the Beverage Cart area.

A member will earn a predetermined amount of points for any clothing purchase (excluding lululemon) or golf club (putter, driver, iron set etc.) purchase in the Connaught Pro Shop.

It is important when purchasing you make sure the server or pro shop attendant attaches your name to the sale in order to get your point credit. As well, points will be earned regardless of how you pay, be it cash, credit card, debit card, or charge account.

Members will earn these points from opening day in April until September 10th, 2020. After this time there will be no accumulation of loyalty points for purchases.

Redemption

Members will be able to redeem loyalty points in the Pro Shop, Clubhouse or Snack Shack areas of the **Connaught Golf Club** and these points will be good for any food, beverage or pro shop merchandise piece that is regularly priced. **For sale items, we will take the retail price before the sale and apply the loyalty points toward the purchase.**

To redeem points, be sure to give your name to the server or pro shop attendant and ask them to redeem your points against the purchase you are making. The points will be associated to a cash value and that value will come right off the total. The redemption value is 20 loyalty points being equivalent to \$1.

Loyalty points earned in the 2020 golf season **must** be used during the 2020 golf season and will expire when the Connaught Golf Course closes for the season in October.

For more information and/or further explanation please visit the office or see Office Manager, Linda Howie.

Code of Conduct

Purpose

The Code of Conduct is to ensure all persons utilizing the golf course facilities enjoy golf and social activities to the fullest in a safe and harassment free environment.

Principles

All persons utilizing golf course facilities shall treat each other and all others with dignity and respect and behave according to the rules of golf and the by-laws of the Connaught Golf Club and shall avoid conduct that demeans, harasses or threatens any person, be it another member, a guest or staff.

This principle would prohibit any person from physically or verbally abusing another person; from using profane language or vulgar gestures; from demeaning or belittling another person or making derogatory comments about his or her race, sex, religion, age, physical challenges, national origin or sexual orientation; and from engaging in conduct intended, or so reckless as to be likely, to cause harm to another.

Contraventions

As required, the Board of Directors shall form a Disciplinary Committee which shall have the power upon its own motion or upon receipt of any written complaint to:

- a. investigate and consider the conduct of any individual utilizing the facilities of the golf course while on the property,
- b. inquire and determine if any of the by-laws or policies has been contravened,
- c. impose such penalty as deemed appropriate if the complaint is upheld.

Every person who is accused of an infraction of the by-laws or the Code of Conduct is entitled to:

- a. know the nature of the infraction,
- b. the particulars of the complaint,
- c. the name of the complainant,
- d. have the right to a hearing with the Disciplinary Committee.

Procedure

Any member, or any other person, having any complaint against any other person concerning the conduct of such other person may make the complaint in the form of a letter and delivered to the CPGA Head Professional.

The CPGA Head Professional acting on behalf of the committee shall have custody of and preserve all complaint files indefinitely; and such files or records shall be regarded as confidential, open only to the committee and the parties involved.

The CPGA Head Professional, upon receipt of a written complaint, shall forward a copy to the Chairperson who shall:

- a. determine if the complaint falls within the jurisdiction of the Disciplinary Committee,
- b. direct the CPGA Head Professional to obtain a response and/or obtain clarification of the complaint,
- c. establish a hearing date as soon as possible and advise all parties of the time and place of the hearing.