



2024

Connaught Golf Club

Policies & Member Handbook

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

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

**Administration
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**Website
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Follow us on FACEBOOK or
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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”.

2023 - 2024 Board of Directors

President:	Miles Thorson
Past President:	
1 st Vice-President:	Ian Shott
2 nd Vice-President:	Zach Zubrecki
Treasurer:	Terry Meidinger
Directors:	Pat Cook
	Greg Denham
	Lance Doll
	Tony DuPerrier
	Pat Hall
	Carol Kavanaugh

2023 - 2024 Committee Chairpersons

Finance:	Terry Meidinger
Grounds:	Tony DuPerrier, Pat Hall, Lance Doll
Pro Shop:	Ian Shott & Zach Zubrecki
House:	Carol Kavanaugh & Greg Denham
Policy:	Miles Thorson & Pat Cook
Tournament:	Brian Oliphant
Juniors:	Brian Oliphant
Men’s League:	Brian Oliphant & Jesse Florkowski
Ladies League:	Marg Derbyshire & Maureen Pillman

2024 Staff

PGA of Canada Head Professional:	Brian Oliphant, PGA of Canada
Golf Course Superintendent:	Justin Olansky, CGSA, AGSA
Assistant Superintendent:	Justin Casat, AGSA
Office Manager:	Linda Howie
Office Administrator:	Alisha Murray
Clubhouse: Food & Beverage Manager	Dylan Ireland

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 2810:00 am to Close
April 29 to Sept. 2 (Weekdays)..... 10:00 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)..... 10:00 am to 7:00 pm
Sept. 3 to Sept. 29 (Weekends)....8:30 am to 7:00 pm plus
Sept. 30 to Oct. 31.....10:00 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 7:00 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.

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).

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 PGA of Canada 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.

Power Cart & Handicap Policy

Title:	Power Cart & Handicap Use Policy
Category:	Members/Guests Policies & Services
Policy #:	
Responsibility:	Pro Shop Committee

POLICY

This Policy governs the use of all power golf carts by members and guests at the Connaught Golf Club.

PURPOSE

The purpose of the Power Cart Use Policy is to set out the expectations the golf club has of members and guests with respect to the utilization of power carts to ensure that; 1) the physical impact of the use of power carts on the golf course is minimized; and 2) the golf club’s fleet of power carts is managed and maintained in a cost-effective manner.

PROCEDURES

- 1) The use of power carts on the golf course is at the discretion of the Golf Course Superintendent and/or Head Professional.
- 2) Annual power cart leases are available to members five (5) or seven (7) days per week by the single seat. The other seat, if to be used, must be either occupied by another leaseholder, or have been rented by a green fee player for the round.
- 3) By virtue of an annual lease, all members accept responsibility to use power carts in accordance with this policy, and as set out on the annual membership form.
- 4) All green fee players are required to complete and sign a power cart use rental agreement as issued by the golf club and the person authorized to operate a power cart under the authority and provisions of the agreement is held liable for damage to the power cart, the golf course or any structure on the golf course due to careless or reckless operation of the power cart.
- 5) The golf club permits members to use private power carts on the golf course for an annual trail/storage fee. Private cart usage is restricted to the registered lease holder and immediate family and the lending of private carts to other users is prohibited.
- 6) Unless otherwise approved by the Head Professional, no more than two (2) power carts are to be utilized for each foursome of golfers, except where a private power cart is being utilized.
- 7) All members and guests shall operate power carts in accordance with the following:
 - 7.1 When and where a “cart path only” sign is posted, power carts must be driven on the cart paths only.
 - 7.2 Power carts must not be driven closer than 30 yards to a green except when on a cart path.
 - 7.3 Power carts must be kept on the cart path at all times at and around greens and tee boxes.
 - 7.4 Except for staff authorized by and under the supervision of management, no one shall be permitted to rent or operate a power cart without a valid driver’s license.
 - 7.5 Power carts must not be operated in areas on the golf course or on club property marked or designated as restricted including, but not limited to, areas designated by rope, stakes or signage.

8) Handicap flags will be issued by the golf club to members who possess a government issued disabled driver permit, and/or a relevant physician's note stating the individual has a permanent or temporary disability or illness that inhibits the golfer's ability to walk and provided that the disability or illness inhibiting the golfer's ability to walk is affirmed by medical certificate.

- 8.1 Members who possess a government issued disabled driver permit must complete and submit the appropriate forms and documentation to the golf club's administration office on an annual basis.
- 8.2 Members who possess a physician's note will be permitted to use a handicap flag for a time limited duration on a case-by-case basis.
- 8.3 Handicap flags may only be used by the individual who has completed and submitted the appropriate forms and documentation. Spouses and other players are not permitted to use the flag in the absence of the individual who requires the flag. Handicapped privileges are extended only to the player who requires the flag, and not to the additional rider.
- 8.4 The handicap Flag must be placed on the permit holder's side of the cart
- 8.5 If two (2) players in a group are assigned a handicap flag, both players must ride in the same cart.
- 8.6 Handicap flags will be distributed at the beginning of each round and must be returned to the pro shop once the round is completed.
- 8.7 All provisions outlined under section 7 shall apply to an individual using a handicap flag with the following exceptions:
 - A power cart may be driven adjacent to but no closer than 10 yards from tees boxes and greens except while on a cart path.
 - Once off the path around tee boxes and greens make the effort to use the 90 degree rule to get back onto the path
 - A power cart may be driven adjacent to bunkers and hazards, but may never travel between a green and a bunker.
 - Carts must remain on the paths near holes 12 & 13 green (due to the slopes of the surrounds) at all times.

Authority	Connaught Golf Club Board of Directors
Approved Date	April 18, 2022
Revision Date	

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.

Gate Key Policy

Title:	Gate Key Policy
Category:	Members/Guests Policies & Services
Policy #:	
Responsibility:	Grounds Committee

POLICY

Access to the Connaught Golf Club other than through the main entrance at the clubhouse is limited to members who live on or near the golf course.

PURPOSE

The purpose of this policy is to determine who can acquire a gate key for access to the golf course, and how those keys are monitored.

PROCEDURES

- 1) Members who live on the golf course who either walk to and from the course or drive a personal power cart from their residence, or have paid the established trail fee, shall be provided with a key to open the locks on the gates surrounding the golf course.
- 2) All keys will be numbered and signed out; these keys cannot be recut.
- 3) A list of names and assigned key numbers will be kept in the office.
- 4) All keys will come with a mandatory \$50 refundable deposit upon sign out. If keys are lost and a replacement is needed the deposit will be used to cut a new key and an additional \$50 will be required to acquire the replacement.
- 5) If a multi occupant household requires 2 keys they will be documented as separate transactions, both subject to the \$50 deposit.
- 6) Any sharing of keys, attempted copying of keys or abuse of access will result in key privileges being revoked.
- 7) If for some reason the key is no longer needed, the key will be returned to the office at the club and the \$50 deposit will be refunded.

Authority	Connaught Golf Club Board of Directors
Approved Date	March 28, 2023
Revision Date	

2024 Membership Rates

	<u>Shareholder</u>	<u>No Share</u>	<u>Dual Surcharge</u>
Adult Single – 7 day a week	\$ 1827.00	\$ 2150.00	\$ 400
Spousal – 7 day a week	\$ 1921.00	\$ 2260.00	\$ 400
Adult Single – 5 day a week	\$ 1785.00	\$ 1865.00	\$ 375
Spousal – 5 day a week	\$ 1517.00	\$ 1585.00	\$ 375
Intermediate Adult (26-30)	\$ 1510.00		\$ 300
Young Adult (19 - 25 Years)	\$ 1155.00		\$ 250
Juniors: 12 Years & Under	\$ 210.00		\$ 75
13 – 15 Years	\$ 295.00		\$ 75
16 – 18 Years	\$ 365.00		\$ 75

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)	\$ 550.00
7 Days/Week	\$ 575.00

Range Passes:

Single	\$ 300.00
Couple	\$ 500.00
Family	\$ 650.00

Club Storage \$ 195.00

Seasonal Pull Carts \$ 80.00

Locker \$ 40.00

Gas Cart Storage & Trail Fee \$ 525.00

Electric Cart Storage & Trail Fee \$ 600.00

Drive-On Cart & Trail Fee \$ 475.00

Capital Levy

5 & 7 Day Adult Members	\$ 135.00
Intermediate Adult	\$ 50.00
Young Adult	\$ 25.00

Share Purchase \$ 500.00

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 Reservation Policy

Title:	Tee Time Reservation Policy
Category:	Members/Guests Policies & Services
Responsibility:	Pro Shop Committee

POLICY

Making advance tee time reservations is a privilege of membership at the Connaught Golf Club.

PURPOSE

- 1) To provide a clear and consistent process for members to make advance tee time reservations.
- 2) To provide non-members with reasonable access to the Connaught Golf Club.

PROCEDURES

Members

- 3) Members of the Connaught Golf Club may make advance tee time reservations starting at 7:00 p.m. six (6) days in advance of the desired tee time (e.g. tee time reservations for Saturday can be made starting at 7:00 p.m. the previous Sunday) online through the Tee-On system, by calling the Pro Shop, or in person in the Pro Shop.
- 4) Junior members of the Connaught Golf Club playing on their own may make advance tee time reservations Monday to Thursday or on weekends and holidays after 12:00 p.m. Junior members who are accompanied by an adult member may play at any time.
- 5) When making tee time reservations, members must include all the names of the golfers in the group at the time the reservation is made. When the group includes less than four (4) golfers, the Connaught Golf Club reserves the right to fill the open spots.
- 6) If the cancellation of a tee time reservation is necessary, or the number of players on the original tee time reservation changes, all members are required to make said changes a minimum of twenty-four (24) hours in advance of the scheduled tee time. Reserving spots for the purpose of playing with less than a full group is strictly prohibited.

Non-Members

- 7) Non-members may make tee time reservations starting at 7:00 p.m. four (4) days in advance of the desired tee time (e.g. tee time reservations for Saturday can be made starting at 7:00 p.m. the previous Tuesday) online through the Tee-On system, by calling the Pro Shop, or in person in the Pro Shop.
- 8) One tee time per hour, scheduled at the discretion of the Head Golf Professional, will be reserved for use by non-members.

General

- 9) All golfers are required to check in at the Pro Shop prior to their tee time.
- 10) Tee time intervals will be established and adjusted as required at the discretion of the Head Golf Professional.
- 11) The Head Golf Professional may restrict the number of tee times available on any particular day to accommodate tournaments, league play and other events.
- 12) The Connaught Golf Club reserves the right to refuse tee time booking privileges to members and non-members who intentionally and/or consistently fail to follow tee time reservation procedures.

Authority:	Connaught Golf Club Board of Directors
Approved Date:	March 22, 2021
Revision Date:	

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	\$57.00
Friday, Saturday, Sunday and Holidays	\$62.00

9-HOLES

Monday to Thursday	\$30.00
Friday, Saturday, Sunday and Holidays	\$33.00

Cart Rentals

18-holes	\$46.00
9-holes	\$24.00

*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 tee, 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.**

Vallely Practice Area (VPA)

- Vallely Practice area is used for practice to members 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 Vallely 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 Thursday evenings. It is a nine-hole shotgun event using all 18 holes 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 using all 18 holes which runs from early May until September. Choose to sign up for either the competitive or non-competitive format. 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>

Code of Conduct

Title:	Code of Conduct
Category:	Members/Guests Policies & Services
Responsibility:	Board of Directors

POLICY

The Connaught Golf Club (CGC) is a place where members, guests and employees can enjoy an environment that is inclusive, positive, safe and respectful.

PURPOSE:

The purpose of this policy is to establish acceptable behavioral standards and rules of conduct for members and guests utilizing services provided by the CGC, and for employees of the CGC. The policy is also intended to establish a clear process by which violations of the Code of Conduct are addressed.

The CGC Board of Directors have a specific Code of Conduct governing individual conduct in carrying out Board member roles and responsibilities.

PROCEDURES:

- 1) All members and guests of the CGC are expected to conduct themselves in a manner that:
 - 1.1 Reflects the spirit of the game of golf and creates an environment of integrity and good sportsmanship.
 - 1.2 Demonstrates respect and shows consideration to other members, guests and employees of the CGC.
 - 1.3 Acknowledges that the CGC is a family-friendly environment and, therefore, refrains from behavior inconsistent with such an environment.
 - 1.4 Respects the golf course, equipment and facilities.
 - 1.5 Abides by all municipal and provincial laws and regulations.
 - 1.6 Does not engage in any form of discrimination and/or harassment.
 - 1.7 Observes proper golf etiquette on an off the course and adheres to all club rules/policies, as well as the Rules of Golf, and includes but is not limited to:

- adhere to proper sign in and tee time booking procedures;
 - safe operation of power carts and in designated area only;
 - adhering to pull cart rules;
 - not intentionally damaging the course property;
 - observing all signage on the course;
 - pride in the physical appearance of the CGC, which includes fixing divots, raking bunkers and repairing ball marks of greens.
- 1.8 Refraining from any illegal use or association with drugs and excessive use of alcohol.
 - 1.9 Demonstrates an understanding that members and guests have no authority to instruct CGC staff in the performance of their employment responsibilities.
 - 1.10 Demonstrates an understanding that complaints regarding staff conduct are to be addressed with the Head Golf Professional, Grounds Superintendent, Office Manager or a member of the CGC Board of Directors.
- 2) In addition to the above, all employees of the CGC are expected to conduct themselves in a manner that:
 - 2.1 Reflects positively for the membership for a well-kept and maintained environment to play golf and socialize;
 - 2.2 Reflects a place that does not create unnecessary strife, ill will and divisiveness among the membership and/or staff;
 - 2.3 Promotes a place that is a source of pride in its physical appearance;
 - 2.4 Complements a welcoming environment;
 - 2.5 Is open to feedback regarding an immediate and or potential safety hazard for the membership and staff and responds with appropriate urgency;
 - 2.6 Understands that job performance direction comes from the Head Golf Professional, Grounds Superintendent or Office Manager, and not the Board of Directors.
 - 3) If a violation, or alleged violation, of this policy occurs, the CGC Board of Directors encourages the Complainant (i.e. the person who alleges that an offense or violation of this policy has taken place) to make an attempt to resolve the complaint informally and directly with the Respondent (i.e. the person whom the complaint has been filed against).
 - 4) If the circumstances surrounding the complaint don't allow the Complainant to address the complaint informally, the Complainant may pursue a formal complaint.
 - 5) A formal complaint made by a member of the CGC regarding the violation, or alleged violation, of this policy shall be directed, in writing, to the CGC Board President.
 - 6) A complaint made by a guest, or by an employee of the CGC, regarding the violation, or alleged violation, of this policy shall be directed, in writing, to the Head Golf Pro, Grounds Superintendent or Office Manager as is appropriate in the circumstances.

- 6.1 If the Head Golf Pro, Grounds Superintendent or Office Manager is the Respondent to the complaint, the complaint shall be submitted to the CGC Board President.
 - 6.2 If a member is the Respondent to a complaint made by an employee, the CGC Board President must be involved in any investigation carried out under section 7.
- 7) Once a complaint is received, an investigation may be initiated as required. Upon conclusion of the investigation:
 - The CGC Board will take a course of action for the disposition of the complaint appropriate for the circumstances pursuant to the Board’s authority as established by the Bylaws of the Connaught Golf Club.
 - The Head Golf Pro, Grounds Superintendent or Office Manager will take a course of action for the disposition of the complaint appropriate for the circumstances.
 - 8) Possible sanctions to be taken against a member or guest of the CGC for violations of this policy include, but may not be limited to, warnings, suspension of playing privileges and/or expulsion from the golf club.
 - 9) Possible sanctions to be taken against an employee of the CGC for violations of this policy will be appropriate for the circumstances and may include disciplinary warnings, disciplinary suspensions, and/or termination of employment.
 - 10) Any member wishing to appeal any sanction taken against them shall have the right to make a representation to a meeting of the CGC Board of Directors within sixty (60) days of the sanction being issued. The Board of Directors shall hear the representation and make a determination it considers appropriate after considering all of the circumstances.

Authority	Connaught Golf Club Board of Directors
Approved Date	January 24, 2022
Revision Date	To replace previous Code of Conduct and Harassment Policy

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.