

# Code of Conduct

All Members and Visitors are reminded that an acceptable standard of behaviour must be maintained at all times, both on the Course and within the Clubhouse.

This Code of Conduct is not intended to create a bureaucratic, regulatory environment, but rather to promote and enhance our Club's values.

This Code of Conduct is applicable to all Members of the Golf Club, Guests and Visitors.

## General

Members, guests and visitors should, at all times:

- Act within constitution & bye-laws, club policies and procedures
- Respect the rights, dignity and worth of every person
- Treat everyone equally and do not discriminate on the grounds of age, gender, race, religion or belief, sexual orientation or disability
- Refrain from conducting in any rude or immoral manner, including the use of profane language, gestures, insults or other such misbehaviour
- Behave in any way that could be potentially harmful to the Club's reputation and standing

## In the Clubhouse

The following is not permitted:

- Any form of discrimination, harassment or intimidation
- Adhere to the clubhouse dress code
- Consumption of excessive quantities of alcohol
- The use of foul and abusive language
- Rude or aggressive behaviour towards others
- Smoking or the use of electronic cigarettes indoors
- The taking of illegal substances on club premises
- Use of mobile phones for calls or watching o videos within the main lounge
- The bringing of dogs or other animals into the Clubhouse
- Damage or defacing of clubhouse facilities

## On the Course

All golfers must:

- Avoid slow by applying Ready Golf principles and allowing faster groups to play through
- Adhere to the golf course dress code
- Adhere to the rules of golf and any local rules
- Demonstrate fair play both on and off the course
- Display proper care for the course by repairing pitch marks, replacing divots and raking bunkers
- Avoid intentional damage to the course and repair accidental damage where possible
- Show the necessary respect to fellow golfers at all times by not shouting
- Avoid aggressive behaviour such as throwing clubs
- Behave in a sportsmanlike manner by not knowingly cheat or disrespecting competition officials
- Keep mobile phones in silent mode

## Outside of the Club

- Conduct yourself in a manner which does not damage or undermine the reputation of the Club
- When using social media in connection with the club, its officials or members, do so in a manner which could not be deemed offensive.

Depending on the conduct displayed, members, guests or visitors may be asked to stop the conduct immediately, refused service, asked to leave and/or be subject to disciplinary investigation and subsequent action.

Whilst fully acknowledging that adult “banter” contributes to creating a healthy atmosphere among members, these rules are designed to safeguard others who find such banter offensive or intimidating.

## Complaints and Disciplinary Procedure

All complaints must be made in writing addressed to the Club Manager within 14 days of the incident occurring, either signed or emailed by the person complaining. All complaints will be referred to an Investigating Officer as appointed by the Board.

The Investigating Officer shall undertake a review of the complaint and investigate in accordance with the Club’s policy. Should the findings from the investigation give concern to the Investigating Officer then he/she will refer the matter to the Disciplinary Committee/Panel who for further investigation and a disciplinary meeting. If the Disciplinary Committee/Panel finds the complaint of misconduct proven, it may impose one or more penalties in accordance with the Disciplinary Policy.

Any person subject to penalty, as a result of disciplinary action, has the right to appeal and must do so in writing to the Club Manager, not more than 10/14 days from the date of delivery of the Disciplinary Committee/Panel’s decision. The Board shall then appoint an Appeals Committee made up of three members of the Board who shall then re-investigate the matter.