

## MEMBERS CHARTER

The purpose of the principles contained in this document is to provide guidelines which, beyond the necessary respect for the Club's Articles and Rules, lead to the achievement of our Vision: ***"To always be recognised as a premier Members' Golf Club and to ensure an exceptional golf and social experience for our Members, their families and our guests."***

### Objectives

- To acknowledge our heritage, and embrace the future.
- Create and sustain a warm and friendly environment and culture for our members, future members, their families and guests.
- Create and maintain facilities - course, clubhouse and ancillaries - that will be the benchmark for clubs in Norfolk.
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### Principles and Practices

- The Club and Members will embrace all categories of membership. It is expected that Members, Employees, Families and our Guests will work together to achieve an exceptional golf and social environment for everyone. Those who deliberately take unfair advantage of this or behave in an inappropriate manner, either on or off the course, can expect to be brought to account.
- To be invited to be a Member, applicants must agree to behave in compliance with the Club Rules and in accordance with the Clubs accepted standards of behaviour. When involved in a genuine dispute, both the parties to the dispute and those deciding the matter will use the established procedures taking matters to the General Manager to achieve a resolution.
- Members, Employees, Families and our Guests will behave with courtesy and respect for one another. Anyone stepping outside this, for example using foul or abusive language, intimidation, aggressive behaviour, or lack of respect for others and their property **will not** be tolerated.
- Golfers will wear smart golf attire and appropriate golf shoes on the Course. When in the Clubhouse smart, clean tidy attire should be worn.
- The Club and Staff will strive to provide a family friendly atmosphere at the Club.
- The General Manager or his/her delegate is responsible for investigating any breaches of this Charter and will report to the Board on any discipline issues including a recommendation to rescind membership of the Club.

**Abusive or discourteous behaviour will not be tolerated at the Club. For the avoidance of doubt, such behaviour towards any Member, Guest or Member of Staff by a Member (physical or verbal) will be treated as a serious misdemeanour (see Articles of Association - Article 15).**