



## **Code of Conduct for Members & Guests**

The following guidelines are intended to provide Members and non-members with a common-sense approach to conducting themselves while using Club facilities.

For the vast majority of Members and visitors, these rules will cause no problems. They simply represent good manners applied to a golf club. The Code of Conduct differs from rules in that it addresses acceptable/unacceptable behaviour.

### **DURING PLAY**

#### **1. Etiquette on the Course**

- a. It is every golfer's obligation to follow the etiquette of the game as outlined in the R&A Rules of Golf.
- b. All players must check in the Clubhouse, including guests at least 10 minutes before you play.
- c. All players must start on the 1st tee only, unless instructed by the Club staff.
- d. To avoid congestion around the 1<sup>st</sup> tee all players must arrive 5 minutes prior to their scheduled tee time, but no earlier.
- e. All players are responsible for their own ball flight.
- f. Never hit before players in front are out of range.
- g. Do not search for balls other than those in play.
- h. If an errant shot occurs, please yell "FORE".
- i. It is the player's responsibility to report any damage to the golf course and any property bordering Whitwood Golf Club, caused by an errant shot.
- j. All Members must be vigilant in reporting real or perceived safety hazards to staff and/or club manager.
- k. To keep the Course looking good and to protect wild-life, place all litter in the bins provided. There is a litter bin located at every yellow tee.

**2. Power Carts:** A section on power carts will be produced when relevant.

### **3. Avoiding Slow Play**

- a. Honour is determined by the first player ready to hit.
- b. All players are responsible for marking errant shots; play a provisional ball if in doubt.
- c. Park carts/clubs in the direction of the next tee.
- d. Always be ready to play.
- e. Let shorter hitters play first.
- f. After hitting, return to your clubs and prepare to proceed.
- g. Players should all proceed directly to their own shots and then assist in searches after hitting.
- h. Plan your shot and select your club while others are hitting.
- i. When it is possible, continue putting until the hole is complete.
- j. When play at a hole is complete, players should immediately leave the green. Score cards should be completed on the next tee.
- k. When in difficulties, take a one shot penalty and drop out appropriately.
- L. Every group is expected to keep up with the group ahead.

### **4. No Shows**

- a. No shows are unacceptable.
- b. Players must call in or email to cancel their tee time.
- c. All no show offenses will be logged and will be dealt with by the club staff.
- d. For further details please look at our 'No Show' Policy, on the notice board or web-site.

### **5. Dress Code**

- a. It is the responsibility of all members to assure that they and their guests adhere to the current dress code regulations established at Whitwood Golf club.

#### **Men**

- Trousers. (No tracksuit / jogging bottoms or jeans)
- 'Tucked in Shirts' with collars and sleeves. (No vests allowed)
- Golf shoes. (No trainers but Golf Shoe Hire is provided)
- Smart fitted shorts. (No cycling shorts / football shorts or highly decorated Bermuda shorts)

Golf hats are to be worn with the brim forwards at all times.

Staff can reserve the right to refuse admission to anyone dressed inappropriately.

### **Women**

- a. Sleeveless tops with a collar
- b. Tops without a collar must have sleeves
- c. Tops must be worn tucked in, unless designed to be worn outside
- d. Tailored golf shorts or skirts

### **6. Handicaps**

- a. Every member is expected to post his or her score after each round, in order to maintain a fair and equitable handicap.
- b. Anyone not completing a round should still submit a 'no return' card.
- c. Handicaps are computed by the national handicapping system implemented by the EGU.
- d. Anyone not following this policy, is ineligible for competition.

### **7. Care of the Golf Course**

- a. As a member, you are asked to assist us with the basic etiquette of replacing divots, raking bunkers, repairing pitch marks, and obeying all signs.
- b. It is the member's responsibility that their guests follow the code of conduct established by Whitwood Golf Club.
- c. Electric caddies, golf bags, and pull carts are not permitted on any tee, green, or collar of any green.

## **IN AND AROUND THE CLUBHOUSE**

- a. A visitor must be signed in by a Member, who is then responsible for the visitor's conduct.
- b. All members, visitors and staff are expected to conduct themselves in an appropriate manner.
- c. Whitwood Golf Club is as a family friendly environment and, therefore, obscenities and loud boisterous behaviour, inappropriate for children and good taste, is not allowed.

d. All Members are regarded as Ambassadors for Whitwood Golf Club when playing at other clubs and at all times should show the utmost respect to fellow members, staff and visitors.

e. All Members must adhere to ALL club rules and thereby not damage the character, integrity, good will, property and community view of Whitwood Golf Club and/or its staff.

f. If problems arise regarding the operation of the club, there are correct procedures to be followed. Members should approach the club manager or write to the Committee.

g. Members must not denigrate, talk down to, shout at staff members, general membership and/or guests and must not create unnecessary strife and divisiveness. If members are not happy with the behaviour of staff, please speak to the manager.

h. The Club Manager is responsible for instructing the staff in the performance of their duties and all complaints should be made to the Manager. Members may not reprimand any employee of the Club.

i. We would ask all members to refrain from wearing caps/hats whilst in the Clubhouse.

j. No member or guest should park in a disabled bay without a personal disability badge or any bay reserved for officials/staff.

## **INFRACTIONS**

All infractions will be dealt with by the Club Management and/or Committee using procedures on three levels.

1. Verbal Complaints about minor matters will be quickly dealt by the Club Captain and Club Manager. More serious complaints whether verbal or in writing will be dealt with by the Committee.
2. Verbal Complaints of a more serious kind will involve meeting a panel drawn from the Club Captain, Manager, Committee Chairman and a representative from Ground work.
3. Very serious written complaints may need to be dealt with by evoking the Club's disciplinary procedure.

The Committee and Club Manager will consider each case on its merits and decide who should follow up on complaints. Regardless of who is delegated to deal with a particular issue, possible infractions will be discussed with the person/people involved, to ensure that all sides are taken into account. If there is evidence of an infraction or continuing offences of the Code of Conduct then the following will be initiated.

Consequences of continuing rules infractions are:

- 1st offence: Written notice from club management and/or Committee.

- 2nd offence: Loss of advance booking privileges for 1 week.
- 3rd offence: Loss of advance booking privileges for 2 weeks.
- 4th offence: Loss of advance booking privileges for season.
- 5th offence: Suspension of playing privileges.

This code of conduct is not meant to penalize. It is designed to spell out clearly for members and their guests the kind of behaviour which is expected when using golf club facilities. It is completely in keeping with the expectations of behaviour commonly associated with playing at any private golf club.

Adopting the code as our own will make the game that much more enjoyable for ourselves, our playing partners and guests.