



PLAYING THE COURSE
AT
PINNER HILL GOLF CLUB

PROCESS AND CLUB PROCEDURES

2017



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Notes:

This is a live document and will be updated from time to time by the General Office as necessary.

Thanks go to the Members who have contributed to the production of this document.



PROCESS AND CLUB PROCEDURES

SECTION 1

INTRODUCTION

This document aims to establish the standards and benchmarks for members wishing to play golf at PHGC. It is intended as a guide to what is and what is not permitted.

It explains the processes embracing members' rights and obligations; it outlines the procedures for playing the course; it clarifies the order and authority that governs play at PHGC and the recording of such.

OVERVIEW

Players are reminded that courtesy, discipline, safety and integrity are the key characteristics required in playing golf. PHGC demands nothing less.

Compliance with dress code policies, sign-in processes, an awareness of course etiquette, a basic knowledge of the rules of golf and consideration for others are key in supporting these.

The use of mobile phones on the course is not permitted unless in an emergency.

The pace of play is important to the enjoyment of others on the course.

Please remember the basic mantra 'keep up with the group in front, not just remain in front of the group behind.'

THE SPIRIT OF THE GAME

In the main golf is played without the supervision of a referee or umpire.

The game relies on the integrity of the individual to show consideration for others; this is particularly important to the members of the green staff whilst carrying out their duties in maintaining the course to the high standards for the benefit of all that play at Pinner Hill Golf Club.

ALL PLAYERS SHOULD CONDUCT THEMSELVES IN A DISCIPLINED MANNER, DEMONSTRATING COURTESY AND SPORTSMANSHIP AT ALL TIMES, IRRESPECTIVE ON HOW COMPETITIVE THEY MAY BE.

THIS IS THE SPIRIT OF THE GAME



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SECTION 2

SAFETY BASICS

ACCIDENT/ EMERGENCY PROCEDURES

First Aid Assistance: In the event of an accident, first aid boxes are located in the Clubhouse and in the Pro-Shop.

Mobile Phones: Their use is not permitted on the course except to summon help in the case of an accident / emergency.

Call the Clubhouse on **020 8866 0963** or the Emergency Services on 999 (the post code is HA5 3YA)

Accident Reporting: All accidents must be reported to the General Office for entry into the Accident Book.

GENERAL SAFETY

You are advised to exercise caution at all times on the course in respect of identifying areas where you may be at potential risk. Risk areas include:

- Being hit by another golfer's ball
- Slipping on uneven or sloping terrain
- Slipping on timber bridges, timber steps and the timber path markers in wet or icy conditions

Particular care should be taken on the 2nd, 12th, 16th and 17th holes where the landing area is not clearly visible from the tee and other areas. Also take care where parallel fairways are played in the same or opposing directions.

Pinner Hill Golf Course has public rights of way sharing the land. If there are people in range of your shot take a minute to enjoy the scenery until they are out of range.

If a miss hit shot is heading in the direction of other people, you must shout "FORE!" in a loud voice to alert them of possible danger. If "FORE!" is heard when playing, please take evasive action if possible.

Players should not strike a golf ball when there is the risk of endangering other players, members of the Green Staff and all other users of the golf course and its surroundings.



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Animal Holes

Pinner Hill Golf Club endeavours to fill in holes created by animals. However it is inevitable that there will be rabbit or fox holes that can lead to sprained ankles or worse. Be alert.

Buggies

Pinner Hill Golf Club has buggies available for hire. All buggies must be operated safely and responsibly. To help protect the fairways all buggies are to be kept to paths wherever it is practicable to do so.

Fertiliser and Insecticides etc

Do not lick golf balls or fingers. A notice on the 1st Tee will advise of days that chemicals have been used. Players are advised to take heed of the warnings and protect themselves.

Footwear

PHGC require golf shoes to be worn on the golf course as they help with avoiding slips; they also help your golf!

Greenkeepers

The Greens Staff are regularly working on the Course when golf is in progress. Please be careful and courteous to them and ensure that they are aware of and have acknowledged your presence prior to playing in their proximity.

Insurance

PHGC provides liability insurance to their members. This insurance is also extended to green fee paying visitors as long as they sign in at the Pro Shop. However, all golfers should ensure that they are adequately insured in respect of the risks involved with the playing of golf.

Practising

This is strictly limited to the designated practice areas of the Club.

INCLEMENT WEATHER

During inclement weather, the fact that the course has not been officially closed does not warrant that it is fit for play. Therefore, members and visitors should themselves determine whether they consider it safe to play. Players have a duty of care to ensure that they do not injure themselves or others.

It is the player's own responsibility to discontinue play when, in his/her opinion, a danger from lightning exists.



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COURSE CLOSURE PROCEDURES

Course and Tee Closures

The course may be closed due to inclement weather; it may be deemed as unplayable due to rain and snow or as unsafe due to fog or electrical storms.

The decision making authority rests with and in the order of:

- a. Course Manager /Course Staff
- b. Pro Shop
- c. COO or Chairman
- d. Club Captain / Vice Captain
- e. Greens Chairperson

Where the closure is by the Course Manager or his deputy on safety grounds, the decision cannot be over-ruled by any other party and under no circumstances is any play allowed - 'playing at our own risk' is no excuse and totally forbidden.

Otherwise, only in the case of an exceptional event e.g. an external golf competition or promotional campaign, might the course be closed.

To accommodate specific course renovation and / or soft or spongy greens some areas may be closed and temporary greens cut to ensure sustainability. Please understand these actions are taken for the medium and long term benefit of the Club and its members.

1st and 10th tee closures may occur at times (normally PM in the summer months) to accommodate inter club matches, Captain's Drive In events and Club Competition Finals Days.

Notification of course availability and amendments will be updated as necessary on the notice boards by the Club House and Pro Shop as well as in the web-site electronic diary.

If in any doubt, members should phone the course information line or contact the pro-shop. Notification of weather related course closures is given via the daily course status messages recorded on the club telephone system.

Call 020 8866 0963 - Option 6.



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SECTION 3

THE PRO SHOP - SERVICES and AUTHORITY (Tel 0208 866 2109)

Adjacent to the 1st and 10th tees, the Pro-Shop is the place to pay any green fees for members, guests or visitors; it is the place for all members to register before play or entering competitions.

For members playing at Pinner Hill Golf Club it is a requirement that they register with their swipe card or manually log-in to the computer system.

The Pro-Shop is there to assist members wishing to play and can provide an indication as to which tee is to be used should there be any restrictions in place on the day. It oversees the 1st and 10th tees and has control of priorities and starting times on those two tees when the situation demands.

In addition to the Course Booking System, Members and Visitors can purchase equipment, snacks and refreshments; there is also an award winning custom golf club making and golf club repair service on hand.

The professional staff provide both an indoor and outdoor coaching facility for beginners and established players of all standards and ages.

The Notice Board outside the Pro-Shop is amended weekly (weather permitting) to indicate any pre-booked tee restrictions and it is advised that Members and Visitors check on the this board; if there are any amendments or discrepancies enquiries should be made with the club office on 0208 866 0963.

The Notice Board is replicated outside the Clubhouse.

The administration of the Pro-Shop is conducted through the General Office or a delegated member of staff.

Pro shop staff have the authority to refuse course access to club members and visitors who do not conform to Club standards. These include:

- Dress code
- Number of players
- Rules of play
- Etiquette and attitude

Unless otherwise determined by the Golfing Activities Committee it is a general rule that members when entering a club competition (stroke play event) have priority when booking the 1st tee.

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SECTION 4

DRESS CODE

We operate a "smart casual dress code" on the course and in the clubhouse. Jeans, trainers and tee shirts are not permitted.

Men's polo shirts with collar and sleeves must be worn and, for ladies, shirts or tops with collar which can be sleeveless.

Tailored shorts of appropriate length or long trousers are required. For ladies, skirts, shorts or culottes are permitted.

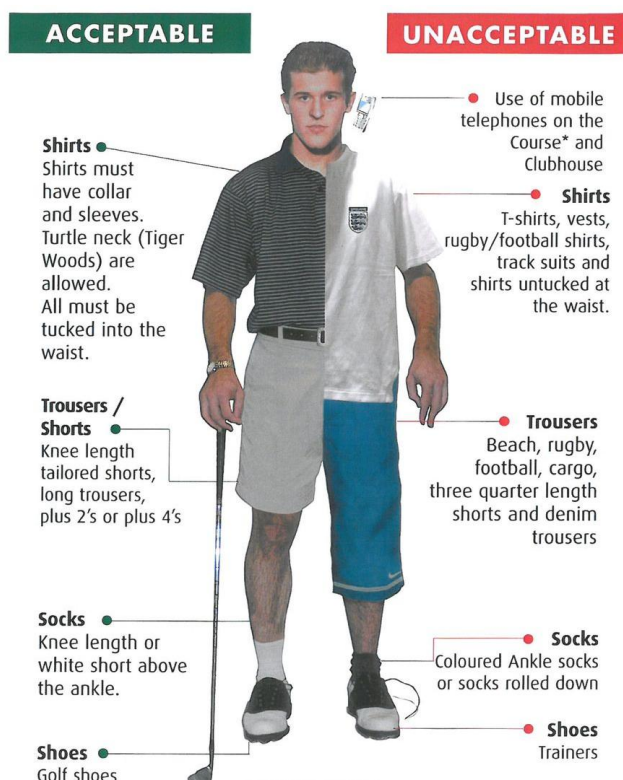
Long socks of any colour or short white socks or white shoe socks are permitted.

Hats or caps must be worn correctly and have to be removed in the clubhouse.

Players may wear golf clothes excluding headgear in the Spike Bar.

Elsewhere the dress code is "SMART CASUAL" which does not include trainers, shorts, tee shirts or clothes that have already been worn on the course.

Mobile Phones are to be switched off on the course and not used unless it is an emergency (See Section 2 – Safety). They CANNOT be used anywhere at the Golf Club except in the car park and the changing rooms.





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SECTION 5

TEE BOOKINGS, GREEN FEES and BOOKING

CALL 020 8866 2109 OR BOOK ON-LINE.

Pro-Shop opens at 07:15 hrs for bookings. Clubhouse opens 07:30hrs Monday to Friday and at 07:15hrs on Weekends.

Visitors are welcome to come and enjoy and play Pinner Hill Golf Course 7 days a week. We have two days in which we offer fantastic discounted green fees which are Wednesdays and Thursdays; bookings for these days may be made up to one week in advance.

On other days a Handicap Certificate may be required.

GREEN FEES

For current tariffs please refer to the Pro-Shop or the Club web-site.

VISITORS AND GUESTS

Members' guests are welcome at our special "guest green fee" rates. One member may book one 4 ball at a maximum.

We also offer a twilight rate after 17:00hrs during the summer months and have recently introduced an "early bird" rate between 07.30hrs – 08:29hrs on Mondays, Tuesdays and Fridays.

Bank Holidays and Weekends

Visitors are restricted to playing after 12:00hrs and shall require a minimum Handicap of 23.

Members may have one guest only before 12 noon maximum handicap 20; two guests only after 12 noon maximum handicap 23.

Please check with the Pro-Shop for availability tel 020 8866 2109 or book on-line.



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WEEKEND BOOKINGS: SATURDAYS and SUNDAYS

There is a starter that acts as an administrator on Saturdays and players are reminded to make themselves known with the entire group present in the Pro-Shop

On Sunday's there is a Tee Booking system available in the Clubhouse Mixed Lounge from 07:15hrs.

One player may book a maximum of 1x4 ball when booking a tee time; they must ensure all players are on the tee at the booked time.

Members are reminded to adhere to the restrictions on the times they can start their round as printed on the reservation sheet.

Tea, coffee and breakfast are readily available on a Sunday morning in the Club House.

THE LADIES SECTION TEE RESERVATIONS

Priority on the 1st tee every Tuesday Morning

Tee Reserved 09:15hrs – 11:00hrs

Club Competitions played on Tuesday, Saturday or Sunday,

Pick for Partners most Fridays over 9 holes.

Tee Reserved between 09:45hrs – 10:30hrs

The Ladies Section play weekend Fiddles during the winter.

THE JUNIOR SECTION TEE RESERVATIONS

Restrictions are applied at Weekends and Bank Holidays for Juniors.

The Tee times allotted to the Juniors at the weekend are:

After 13.00 hrs (BST) / After 12.00 GMT (winter months)

For details of these events please contact the Junior Organiser.

There are no restrictions during the week for Juniors to play other than those times allocated for the Ladies on the 1st Tee plus any reserved times as notified through the Pro-Shop / Notice Board



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Juniors May not play in Club Competitions unless the conditions of the competition are set by the GAC to play or playing with an adult Full Member after 11.30 a.m.

Juniors are not permitted to play in the Bennett Cup - Matchplay event.

NOTE

Juniors with a playing handicap of 10 or below are exempt from Tee restrictions on these days as noted above

However participation for a Junior with a handicap of 10 or better in any Club Competition is conditional by the terms of entry as stipulated by the GAC for all Club Competitions

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SECTION 6

ETIQUETTE and SLOW PLAY: BEHAVIOUR ON THE COURSE

PACE of PLAY: Players should play at a 'GOOD PACE'.

The Golfing Activities Committee (GAC) can stipulate the established pace of play GUIDELINES that players should follow which is enforced through the General Office.

It is general rule for a group of players to ensure that they keep up with the group in front of them. Should a group lose more than 1 'Clear Hole', and it is seen that they are holding up the group of players behind them, it is considered within 'The Spirit of the Game' to invite the group behind to play through, irrespective of the number of players in that group.

It is also customary that in situations where a group has not lost a hole, but it is apparent that the group behind can play faster; they may invite this faster moving group to play through.

Players should always be ready to play when it is their turn to play.

When playing on or near the putting green, players should leave their bags / trolley's and carts in such a position that will enable them to leave the green quickly, in the direction of the next tee.

When the hole is completed players should immediately leave the putting green.

Unless otherwise determined by the GAC, priority on the course is determined by a group's pace of play.

A player within the group will be expected to ring the bell on the holes where they are provided to help the flow of play for the group behind.

PLAYING THROUGH

If you have to make way for the group behind, you have lost position.

This means that all groups on the course behind the group playing through will lose around 8 minutes. Therefore do not lose touch with the group in front.

Where 2 balls are playing a club competition, playing through is a matter of defined etiquette. In winter especially, the course does not want to



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come to a standstill whilst 2 balls or those paying a Greensome format (alternate shots) are allowed to piggy back across those in front.

It is considered good practice for those formats to book early tee times to ensure fiddle events are not disrupted.

LOST BALL

In situations where a ball is lost outside of a Water Hazard or is Out of Bounds, to save time, a player should play a provisional ball: players should call up the group behind as soon as it is apparent that the ball will not be easily found. Players may NOT search for more than 5 MINUTES before doing so.

PLAYING THE 17TH HOLE

This is a 'blind' tee-shot. If there is a group approaching the 17th tee whilst the group in front is playing, or waiting, on the tee, it is in the interest of all players, plus speed of the game, to treat the hole as a 'Call-Up Hole'.

Once the group playing the hole have reached the putting green, or fringe of the green, they should stand to the side of the green, in a safe place, and ring the bell and watch for the balls played from the Tee before putting out.

PLAYERS ALTERNATING ON THE 1ST and 10TH TEES

If a group half way round find groups of players waiting to tee off it is expected that the groups on the tee shall alternate with groups that have completed half of their round.

UNDUE DELAY and PROCEDURES: Rules of Golf: Rule 6 - 7

Members are to be reminded to refer to the 'Rules of Golf'; this rule is applied by the GAC in circumstances where a player is reported to cause undue delay.

Penalty for breach of this rule is Disqualification

When play is suspended; Rule 6 - 8 is applied

Noted that the Club Tee System is based on a 4-hour round.



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CARTS and TROLLEYS

It is expected of players when using a golf cart or trolley that they do so without interfering or disturbing any other player within the group of players or other groups within the close vicinity of their golf equipment.

There are areas of the course which at certain times of the year will be cordoned off and every player must go around the areas that are to be kept clear of any trolley or golf cart.

It is a general rule not to take trollies or carts within the areas close to the fringes of the putting green and it is requested not to go between the bunkers and the putting surface / fringe.

When the course conditions dictate a ban on trolleys certain Members may apply for a medical exemption through the General Office.

GOOD PRACTICE

In normal weather conditions rakes should be left in in the bunker near side with the end of the handle overlapping the edge. All bunkers must be raked after playing a bunker shot.

Players should always properly replace divots neatly and firmly after playing a shot.



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SECTION 7

CLUB COMPETITIONS and REGISTRATION

The entry fee plus rules for all club competitions are set and agreed by the GAC and administered through the General Office.

Competition information may be found in a folder in the main area of the Changing Room and also in the Pro-Shop and in Diaries incl. Website.

The Monthly Medals plus Stableford (Stroke Play) competitions are 18 holes events, unless otherwise stipulated by the GAC.

Stroke Play Competitions are only permitted in 3 or 2 balls unless otherwise agreed by the GAC.

The Hatherleigh Cup is the only official Strokeplay competition where a 4 ball is permitted.

The terms of entry plus the Stroke allowance for each player in each event will be identified on the Registration Sheet held in the Pro-Shop on the days of the competition.

Members are reminded to register on the Club V1 system held in the Pro-Shop or the Clubhouse before commencing their round and on completion of their round to enter their score onto the Club V1 system located at the rear lobby of the Clubhouse before returning their completed score card to the Club Competition Box.

Special events are held throughout the golfing calendar - Members can find these details on the Club Notice Board: entry to competitions will be posted no later than 3 weeks prior to any event.

SUPPLEMENTARY CARDS FOR HANDICAP PURPOSES:

The terms of entering a supplementary card can be found in the Pro-Shop. Members are reminded that certain restrictions apply to the number of supplementary cards that can be undertaken during a calendar month.

Members wishing to submit a Supplementary Card must register their intent via the Club V1 system before commencing play. Misuse of Supplementary Cards / System will disqualify the card.



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SECTION 8

ROLL UP'S (FIDDLES)

Pinner Hill Golf Club holds various roll-up events 16 hole (depending on the time of year) or 18 hole Stableford competitions run by members of the Club throughout the week and on Saturdays.

The “fiddles” (a term devised by the members) are a means for both new and existing members to integrate and encourage a greater participation in Club events

The “Roll Up” is as the name suggests, held and organised from players that turn up at the Clubhouse, where their names are entered into a draw system.

These competitions generate a separate handicap system to the official Club Handicap. In addition putts may be conceded within a prescribed distance from each hole (this is optional between members of the group).

The Registration Times throughout the week are as follows:

Tuesday's by 10.00hrs / 1st Group off by 10.15hrs (from 10th Tee)

Thursday's by 09.15hrs / 1st Group off by 09.30hrs

Friday's by 10.45 hrs / 1st Group off by 11.00hrs

Saturday's by 08.30 a.m. / 1st Group off by 08.45 a.m. *

(*subject to Members tee booking system / Pro-Shop Starter agreement)

The times as stated above are all subject to other Club events or Society Bookings and do not take precedence over any event or conditions as stipulated through the GAC or General Office and may be subject to change or cancellation for any given day.

In the event of a cancellation members are advised to seek clarification from the Pro-Shop or Office

Society Bookings plus Club Events will be notified on the Club Notice Boards located outside the Pro-Shop and the rear of the Clubhouse at the beginning of each week by the Pro-Shop staff and/or the Club Manager. Also see Website – member's area/calendar.



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SECTION 9

SOCIETIES TO PINNER HILL GOLF CLUB

Societies are always welcome and it is therefore important that members recognise this and in the 'Spirit of the Game' it is important that members make them feel welcome.

Packages available through the Club Office are 18 hole; 27 Hole or 36 hole events with a variety of catering options.

In the unlikely event of any Society tee reservations conflicting with the recognised 'fiddle times' then alternative arrangements for the "fiddle" will be posted on the Club Notice Board.

Any queries about any pre-arranged calendar event should be made through the office. It is recommended to visit the Pinner Hill Golf Club Web Site Members Log-In for the most up to date fixtures calendar. This is updated daily for tee bookings on any given day for the month.

Note that the Pro-Shop or Office can always advise if visitors are booked at certain times if Members wish to call.



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SECTION 10

THE PINNER HILL GOLF CLUB WEBSITE:

<http://www.pinnerhillgc.com>

Members can obtain an individual log-in password to access any event or Club news from the convenience of their own PC or tablet.

While we look to continuously improving the website amongst other things it is a useful tool for identifying:

- Weekly and monthly golfing diary
- Member contact details
- Section information
- Social events
- Who's who?
- Course reports

Other benefits allow you see other courses where we have reciprocal playing benefits through the Golf Network which members may join for an annual fee of £10.

One notable interclub benefit is that Caversham Heath GC, Reading: offer a reciprocal golfing arrangement for the benefit of the PHGC (full and 5 day) members.

<https://www.howdido.com/>

Members may also register on the How Did I Do network where players golfing performances on qualifying cards are recorded and your current Handicap is shown.

Note: you should however always check your current handicap with PHGC's own system.

**FOR DETAILS ON ALL SECTIONS, EVENTS AND COMPETITIONS
PLEASE SEE PHGC WEBSITE**



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SECTION 11

THE SECTIONS OF PINNER HILL G.C

THE LADIES SECTION

We have 70 playing ladies with a full range of handicaps meeting at weekends and weekdays, to suit everyone's circumstances and to enjoy formal and fun competitions.

Club Competitions are played on Tuesday, Saturday or Sunday, plus informal Pick for Partners most Fridays over 9 holes.

The Ladies Section plays Weekend Fiddles during the winter.

Home and Away club matches are played with other Clubs.

Mixed Competitions (especially Bank Holiday Mondays)

Two Away-Days per year at local courses (18 holes plus a meal and prize giving)

Two Weekends away organised each year

Annual Ladies Open organised every July as a team event.

For ladies interested in taking up golf we run a comprehensive Golf Academy allowing you to become acquainted with the etiquette, general rules and all aspects of the game - at the same time familiarising yourself with the course which could become your Club.

THE TIGERS SECTION

The Pinner Hill Tigers Section caters for golfers of 10 handicap and lower.

The section is split into sections:

CONGU Category 1: Handicaps up to 5 - These are extensively County Players that represent the club in County events and matches throughout the Golfing calendar year

CONGU Category 2: Handicaps 6 -12



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Tigers compete against various other clubs in the Leslie Flack and Cameron Johnstone League and the Bullivant Bowl knockout.

“Tigers A” (Generally handicaps 3-6)

“Tigers B” (Generally handicaps 7-11)

Both groups having their own teams and events, and occasionally compete against each other.

Tigers section golfers play an important role in offering advice on competitions, course condition and improvements and they sit on the various Greens and Golf Activities Committees.

The emphasis is on competitive and enjoyable golf.

Details for the Tigers events are posted on the ‘Tigers’ Board in the upper Changing area in the club house

THE FOXES SECTION

The Foxes Section (forms the largest section within the club) with handicaps between 11 and 19.

The PHGC Foxes are an integral part of the Middlesex County Foxes Association. The section competes in friendly matches with other Clubs in the County as well as the Abrey Cup where players must be in the 9 to 19 handicap range at the time of their first match in each year’s competition. The Abrey Cup is a singles match play Knock-Out Competition with 9 players on each side. The friendly matches are 4 ball matches of 10 or 12 a side. Anyone wishing to participate should refer to the availability sheet or match notifications as posted on the Foxes Board in the lower changing room in the Clubhouse.

Members wishing to join who have a handicap that falls outside of the Tigers although there is an overlap can participate. The Foxes have an annual Competition fee of £25.00pp that gives a considerable discount if entering all the competitions that run throughout the year. The annual Fee starts in March and ends in February the following year. All details for the Section are posted on the Foxes Board.



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THE RABBITS SECTION

Handicap Range 19 - 28+ (or beginners with no Handicap)

This is the most active Section of the Golf Club and sees players at many stages of their golfing life. It is an ideal Section for beginners to join on their way to developing into Foxes and Tigers and for those struggling to maintain a lower handicap.

The PHGC Rabbits are an integral part of a County network affiliated to playing in the Stanley West Trophy and also play friendly matches with many other Clubs in a very full season of fixtures. Details are posted on the Notice Board adjacent to the Foxes Notice Board.

The Rabbits maintain their own 'Roll-Up' e-mail list so players can e-mail all those on it if they are looking for a game at any time, mid-week or even at weekends. Anybody looking for a game simply sends an e-mail to 'all' and those interested can then also reply to 'all'.

One of the oldest Club competitions which forms part of the Rabbit's golfing calendar 'the Ingersoll Cup' dates back to the late 1940's. The trophy was presented to the section by the Managing Director of the Ingersoll Watch Company.

The competition itself symbolises the encouragement the Rabbits Section gives to other sections of the club. The competition is played as a 4-ball match play knock-out, with a Tiger or Fox, partnering a Rabbit.

THE SENIORS SECTION

FOR MEMBERS OVER 55 YEARS OF AGE

The Seniors play "fiddles" on Monday and Friday meeting at the Clubhouse at 08:00hrs and teeing off between 07:45hrs and 08:15hrs.

The Seniors also play against 11 other clubs on a home and away basis, twelve to a team. Most matches tee off at 08:30hrs and are followed by lunch.



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If you are interested in playing simply add your name to the chart on the section notice board and tick the relevant fixtures. The captain for the day selects the team from those available. Every effort is made to give all members a game.

If you play in the home match you will certainly be selected for the away match.

If you haven't played in one before JOIN IN. They are highly enjoyable and competitive in a very friendly way.

Send your e-mail address to: Peter Charnley pcharn@btinternet.com

THE JUNIORS SECTION

Pinner Hill GC Juniors section is the largest in Middlesex and probably the best club in Greater London providing golf for children.

The section has a volunteer Junior Organiser and a team of volunteer assistants all of whom have undertaken appropriate training. Under their leadership the section has over 100 Boys and Girls aged 10 to 18 with recognised golf handicaps, who enjoy competitions, matches and subsidised coaching throughout the year.

The section is run and managed by the Club Junior Organiser, Mr Lloyd Millwood (tel 07958 246705).

There are Junior Competitions and Matches held regularly on a Sunday afternoon.

Boys and Girls aged 6 + receive free beginners' classes on Wednesday afternoons between Easter/Autumn and can progress to full membership of the Junior Section.