**CODE OF CONDUCT**

Burnley Golf Club wishes to promote friendly, competitive and social golf for all members. All members should comply with the rules of golf and conduct themselves in a fit and proper manner demonstrating courtesy, sportsmanship and respect at all times. Use of foul language and abusive behaviour to any member of staff or another player will not be tolerated.

**TERMS AND CONDITIONS OF MEMBERSHIP**

This document, together with the Rules of the Club, sets out the terms and conditions of membership of Burnley Golf Club (the “Club”). It is a condition of membership that members agree to adhere to these terms and conditions.

These terms and conditions may be amended by the Club from time to time in accordance with the requirements of the business. Any such changes will be notified to members by way of general announcements by email or otherwise posted on the Club House notice boards. A copy of these terms and conditions is also available from the Club office.

Effective from August 2019

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**CLUB HOUSE AND FACILITIES**

1.1 Access to the Clubhouse, Course and facilities

(a) Subject to the provisions of paragraphs (c) and (d) below, the Club will use its reasonable endeavours to provide members with access to the golf course, Club house and other facilities and benefits applicable to the member’s category of membership within the Club’s normal hours, as published.

(b) Members acknowledge and accept that the Clubhouse will be closed at designated times as notified and this may include times of adverse weather.

(c) The Club reserves the right to close the course or Clubhouse (in whole or part) where it is reasonable to do so, including due to adverse weather conditions, course or Clubhouse maintenance, staff absences, or to accommodate events and competitions.

1.2 Opening Hours

(a) Normal opening hours will be as determined by the Council of the Club and publicised to members from time to time.

(b) The Club reserves the right to close the Clubhouse (in whole or part) where it is reasonable to do so, including due to maintenance, staff absences or to accommodate events. The Club may also close the bar facilities before the published closing time if, in the reasonable opinion of the duty staff, the number of patrons using the facilities does not justify keeping the bar facilities open.

1.3 Bars

(a) No persons under the age of 18 shall be allowed to purchase or consume alcohol.

(b) Unauthorised persons are prohibited from going behind any bar within the Club at any time.

1.4 Catering

(a) The restaurant will be open for service during the hours prescribed by the Club from time to time.

(b) Unauthorised persons are prohibited from entering the kitchen.

(c) Members are prohibited from consuming their own food in the

Clubhouse when catering facilities are available.

1.5 Smoking and Vaping

(a) Members and their Guests are strictly prohibited from smoking anywhere inside the Clubhouse. Vaping is permitted but must be done in a way that does not impact on other members/guests.

1.6 Members’ / Visitors’ Property and the Use of Lockers

(a) Articles of clothing and footwear shall be placed in lockers and not left about in the locker room. Any article left unattended in the locker room for a period of time may be removed by a Club Official and placed in storage for such reasonable period as the Hon Secretary determines following which it will be disposed of. No responsibility will be accepted or assumed by the Club or any of its officials and staff in connection with such removal.

(b) The loss of a locker key or damage to the lock will result in a charge being made for its replacement.

(c) The Club accepts no liability for loss or damage to any equipment, clothing or other property left, stored or deposited on Club property, except when it is stored in properly secured lockers when a claim may be made under the Club’s insurance policy in the event of fire or break- in when the appropriate deduction under the Club’s excess may be incurred. To support any claim, members using lockers should retain receipts for each and every item to be claimed clearly identifying the date of purchase and cost, and preferably (in the case of clubs and other valuable equipment) a current photograph of the items.

1.7 Car Park

(a) Members park their cars in the Club car park at their own risk. Members should ensure that no valuables are left inside their car and that their car is suitably secured. Cars should be parked in designated bays as defined by the painted white lines. Please do not use the reserved car park spaces. Cars should only be parked when used for golf or social events and not for long term parking unless approved by Hon Secretary.

(b) The Club does not accept any liability for theft or damage to cars whilst in the car park or parked at the practice field. All cars parked at Woodplumpton Road should display proof of membership to assist in identifying unauthorised use.

(c) Members are provided with a key code number to access the clubhouse as well as a swipe card. It is the responsibility of all members to keep the code confidential as far as possible.

**GUESTS AND VISITORS**

Members’ Guests

1.8 Members may invite guests as being a privilege of the Club. Members may not use this privilege for guests who are current members of the club (in any category).

It is the responsibility of members to ensure that any guests adhere to the rules and conduct of the Club, in particular those relating to etiquette, care of the course and dress. Failure by members to ensure compliance by their guests may render the member liable to disciplinary action.

Playing Guests are permitted to visit the Club as guests only up to a maximum of five times in any one calendar year irrespective of by whom the guest is invited. It is the responsibility of the member to ensure that the guest is signed for in the visitor book and that the appropriate green fee is paid.

Members’ guests playing golf must be signed for at the Professional Shop before going on the course. This will only be possible when the Professional Shop is open. If the Shop is closed, the member is responsible for ensuring that the guest fee is paid as soon as possible.

The member must play with any guests duly signed in. If a member does not play with his guest, then a full green fee must be paid. Members of Golf Clubs (not including members of the Club) affiliated to the Lancashire Union of Golf Clubs (and holders of “The County Card”) or where a reciprocal agreement is in place may play the course, by prior arrangement, at Member’s Guest Rate, even if unaccompanied by a member. All such visitors must adhere to the procedure of signing in the visitors’ book in the Professional Shop.

The Club reserves the right to refuse a guest entry to the course or Clubhouse and reserves the right to demand that a guest leave the course or clubhouse. In such circumstances, any green-fee paid will be refunded.

The Captain

1.9 During their year in office, the Captain and Lady Captain of the Club may bring up to a maximum of six guests to the Club each, playing free of charge. Captains’ guests must, however, sign in at the Professional Shop in the normal way.

**RULES OF CONDUCT**

1.10 Standards of Behaviour

(a) Members must, at all times, comply with appropriate standards of etiquette and behaviour by treating all other members, guests, visitors, greens staff, professional staff and other Club staff with courtesy and respect.

(b) Primarily, members should seek to resolve disagreements amongst themselves and as amicably as possible. If disagreements cannot be resolved amicably, complaints may be made in writing to the Honorary Secretary, who will take such action considered necessary.

(c) Any violent, abusive, intimidating or rude conducts will be treated as a material breach of the terms and conditions of membership and will render a member liable to disciplinary action, which may include expulsion.

1.11 Access to the golf course

(a) Members must comply with any playing restrictions applicable to their category of membership. Playing outside these times will only be permissible on payment of the appropriate green fee.

(b) Full details of playing restrictions applicable to each category of membership are set out in the Club Rules.

(c) Members must ensure that the bag tag for the year is clearly displayed on their golf bag at all times.

(d) Members must adhere to any instructions given by the Club, Professional Staff, Starter or any on course marshals regarding tee times, starting restrictions, playing arrangements and speed of play.

1.12 Tee time booking system

(a) The Club may, from time to time, impose a tee time booking system to accommodate busy periods. Where so required, members must adhere to any playing restrictions and tee booking requirements imposed.

(b) Where a tee booking system is in place, members, guests and visitors with a tee booking have priority on the tee at all times.

1.13 Captains’ Courtesy of the Course

The Captain and the Lady Captain have, at all times, the courtesy of the course and members must recognise the Captains and afford them this courtesy by “calling him / her through” as soon as the opportunity arises.

1.14 Care of the course

(a) Divots must be replaced and pitchmarks must be repaired.

(b) After playing a bunker shot, sand must be smoothed over with the rake.

provided and the rake replaced inside the bunker.

(c) All players must use the seed boxes to repair divots on tees where

provided.

(d) The ball must not be removed from the hole with the putter blade nor by removing the flag.

(e) The rules regarding the use of buggies and trolleys, as laid down by the

Greens Committee and displayed on notice boards must be observed at all times. Members must adhere to any limitations on the use of trolleys or buggies in place from time to time.

(f) Buggies and trolleys must not be taken on to tees, greens or green fringes, or between greenside bunkers and the green itself.

(g) Litter must be deposited in the receptacles provided.

1.15 Speed of play

(a) Burnley Golf Club has adopted the policy of “Ready Golf” as recommended by the R and A.

Ready golf” is a commonly used term which indicates that players should play when they are ready to do so, rather than adhering strictly to the “farthest from the hole plays first” stipulation in the Rules of Golf.

“Ready golf” is not appropriate in match play due to the strategy involved between opponents and the need to have a set method for determining which player plays first. However, in stroke play formats it is only the act of agreeing to play out of turn to give one of the players an advantage that is prohibited. There is strong evidence to suggest that playing “ready golf” does improve the pace of play.

When “ready golf” is being encouraged, players have to act sensibly to ensure that playing out of turn does not endanger other players.

The term “ready golf” has been adopted by many as a catch-all phrase for a number of actions that separately and collectively can improve pace of play. There is no official definition of the term, but examples of “ready golf” in action are:

Hitting a shot when safe to do so if a player farther away faces a challenging shot and is taking time to assess their options.

• Shorter hitters playing first from the tee or fairway if longer hitters have to wait.

• Hitting a tee shot if the person with the honour is delayed in being ready to play.

• Hitting a shot before helping someone to look for a ball.

• Putting out even if it means standing close to someone else’s line.

• Hitting a shot if a person who has just played from a greenside bunker is still farthest from the hole but is delayed due to raking the bunker.

• When a player’s ball has gone over the back of a green, any player closer to the hole but chipping from the front of the green should play while the other player is having to walk to their ball and assess their shot.

• Marking scores upon immediate arrival at the next tee, except that the first player to tee off marks their card immediately after teeing off.

(b) Players must play without undue delay. Players holding up play for any reason must “call through” the game behind.

(c) No player should play until the players in front are out of range. Players searching for a ball must signal players behind them to pass as soon as it becomes apparent that the ball will not be found easily. They should not search for three minutes before doing so.

(d) As well as the rules applicable to the Club Captains, any official competitive game played from White Tees (or in the case of the Ladies section, the Red Tees) has priority over friendly golf and social golfers must give way at the earliest opportunity (including prior to play on the first tee) to the Competitive Match.

(e) Golfers should be aware that a single golfer, i.e. a one ball, still has standing on the course.

(f) A two ball takes precedent over any other type of game and should be called through at the earliest convenience.

(g) The maximum number of players in any format of golf played on the course is FOUR (4), unless the Club determines otherwise in a formally recognised club competition. Other combinations may be permitted for social golf provided it does not delay play or interfere with any other golfers on the course at the time.

1.16 Priority to Green Keeping Staff

Our green keeping staff endeavour to maintain the golf course with minimum disruption to players on the course.

However, there may be occasions on which the green keeping staff may be working on the course during play. Whilst acknowledging that this may result in some delay to play requiring patience on the part of members, members must nevertheless give priority to the green keeping staff at all times.

1.17 Safety on the Course

(a) Members must not, and must ensure that their playing guests do not, do anything which may reasonably be anticipated could endanger the health and safety of other users of the golf course, including the green keeping staff, contractors carrying out work to the course or members of the public either using rights of way across the course or trespassing. Such actions will be regarded as a serious breach of a members’ obligations, rendering the member to disciplinary action.

(b) The cry “FORE” is reserved for cases of danger and not to request the right to come through.

(c) Burnley Golf Club shall not be responsible for any injury of any kind or death which may be sustained by any member or any other person on or about any part of the course, practice ground, practice field, roads or footpaths of Burnley Golf Club. As an example, modern golf footwear has evolved, particularly with the development of “dimpled” all condition golf shoes. However, members must acknowledge that these may be unsuitable particularly in the winter or during wet weather at any time and that, in addition to the general rule above, they use these items at their SOLE RISK.

(d) Members are advised to ensure that they have appropriate up-to-date insurance cover to protect themselves in the event of damage or injury on the golf course, including third party cover.

(e) Where the member relies on the Club’s insurance policy, the member accepts that an excess charge may be levied for each and every claim.

1.18 Practice

Practice (apart from a round played by a single member who may use 2 balls) is only permitted on the practice field, driving range, pitching area and practice putting greens, unless being undertaken in a prearranged teaching lesson with the resident Club Professional.

To protect the course, the number of practice swings should be minimised on the tees.

1.19 Mobile Telephones

The use of mobile phones (except texting and use of internet) is not permitted in the designated areas of the Clubhouse which are the lounge, snooker room and downstairs dining area. Mobile phones may be used on the upstairs landing area and downstairs corridors.

On the course, telephones must always be on silent/vibrate mode and should only be used on the course or practice area for emergencies.

1.20 Miscellaneous other rules of conduct

Unless specially authorised by the Council in writing, all financial appeals and the sale of tickets for raffles and external functions are strictly prohibited.

No notices other than those relating to golfing or for Club Social Functions, are permitted to be posted or distributed at any time, without prior approval of Honorary Secretary.

**DRESS RULES AND DRESS CODE**

1.21 The objective of the dress code is to create a modern, relaxed, welcoming atmosphere for both members and visitors whilst maintaining a standard of dress wear that is commensurate with our Golf Club. The dress code is intended to apply to members and guests who are attending the Club for the purposes either of playing golf, socialising at the Club or attending Club business. It is not intended to extend to anyone attending the Club for an external function or anyone who is dropping off, or collecting someone from the Club.

1.22 Members must ensure that they and any guests adhere to the Club’s dress code.

1.23 The Club’s dress code for male members is as follows:

Golfing

(a) Smart golf attire should be worn at all times, which may include:

• Shirt / polo shirt with a collar, tucked into trousers / shorts. No football / rugby shirts, collarless tee shirts are allowed. Shirts without a collar designed for golf use may be worn.

* Trousers or shorts, excluding denims, “cargo” trousers and tracksuits (even underneath wet weather protection clothing). Shorts should be accompanied by suitable single colour sports socks preferably white.
* Recognised golf shoes. No trainers.

• Suitable hat. (Caps should be worn as designed, not back to front.)

(b) Casual Dress

Allowable wear in the Clubhouse includes clean single colour denim wear (excluding “ripped” items) and trainers. Shirts should have a collar. Footwear which has been used on the golf course must be changed but footwear MUST be worn. This can include sandals/deck shoes with or without socks but flips flops are not permitted due to the safety hazard they present. All external clothing ie rainwear/overcoats must be removed before entering the upstairs lounge or downstairs lounge/dining area. All hats should be removed when in the Clubhouse.

(c) Ladies’ golfing and clubhouse wear will be determined by the Ladies’ Committee from time to time but should be consistent with the Gents code as to the spirit of these regulations.

1.24 VOLUNTARY SUSPENSION OF MEMBERSHIP

The Club acknowledges that there may be circumstances in which members may need to request a voluntary suspension of membership (e.g. due to a prolonged period of ill health).

(a) The Club is under no obligation to grant any such requests. The granting and terms of any such suspension, if agreed, including any dispensation in respect of subscription fees, shall be at the absolute discretion of Council who may authorise the Honorary Secretary to deal with such matters exclusively.

(b) Without prejudice to paragraph (a) above, the following are general principles to which the Council or Honorary Secretary will have regard when considering any requests to suspend membership:

Suspension will only be granted for medical reasons which wholly prevent the member from playing golf:

Suspensions of 3 months or less will not normally be granted;

Appropriate medical evidence from a GP or other qualified medical practitioner confirming the medical reasons and the anticipated period of incapacity from playing golf may be requested;

Requests for suspension for lifestyle reasons (including periods spent abroad, financial reasons and so on) will not normally be granted unless in exceptional circumstances;

Any applications for suspension of membership, if granted, will not result in a return of subscriptions. Any dispensations in respect of subscriptions granted by the Club will be reflected in subscriptions payable in respect of future years’ membership.

**1.25 DISCIPLINARY MATTERS**

The Disciplinary Procedure

(a) The Club will normally expect to resolve issues or disputes in an informal manner. For more serious matters, or if informal action is inappropriate for any reason, the Club operates a disciplinary procedure.

(b) Disciplinary matters will be considered by a Council Standards and Disciplinary Committee to be comprised of at least 4 Council members (2 of whom shall be elected Council members) none of whom shall have involvement in any part of the proceedings which have led to the convening of the Committee.

(c) The Club will have the power to suspend a member’s membership during any disciplinary process.

(d) A meeting of the Standards and Disciplinary Committee will be held and the member shall be given not less than 7 days’ notice of the date and the time of the meeting together with details of any allegations made against him / her. The member will be invited to attend the meeting and to make representations on his / her behalf. In the case of a Junior, the Junior MUST be accompanied by a Parent / Guardian.

(e) Following the meeting, and whether or not the member accepted the invitation to appear before it, the Standards and Disciplinary Committee will issue a report of its findings and any recommendations, including as to disciplinary action if any. This will be communicated by the Committee to the Member who shall have the right of appeal against the finding and the recommended action.

(f) Any such appeal shall be heard by the remaining members of Council (i.e. excluding both any persons involved in the matter – see section b) above and members of the Standards and Disciplinary Committee thereof) acting in Committee who shall have absolute power to vary either the findings of the Standards and Disciplinary Committee or any recommended action in either direction. There shall be no appeal (except in the event of new material evidence after the date of the first appeal) from the decision of the Council Appeal Committee whose determination shall be recorded in the minutes of the next Council meeting.

(g) Council has the power to discipline members in accordance with the procedure and shall have the power to take such action as it considers appropriate, including, but not restricted:

i) to issue a formal warning or reprimand.

ii) to suspend membership for such period, and on such terms, as

the Club thinks fit.

iii) to expel members from membership of the Club.

(h) In the event of expulsion, the Club shall not be required to assign any reason for expulsion nor shall the member have any claim or remedy against the Club, or its employees, the Council and/or any other member(s) in respect thereof.

(i) If expelled, the member will be entitled to a return of any subscription fees pro rata for the remaining balance of the membership year from the date of expulsion.

(j) If suspended, the member will not be entitled to access the Club’s facilities or golf course, nor of any of the benefits and privileges of the Club. The member will not be entitled to any return of subscription fees in relation to the period of suspension.

1.26 Examples of Misconduct

The following is a non-exhaustive list of matters which will normally be regarded as misconduct, warranting disciplinary action where in the reasonable opinion of the Club, the member is guilty of:

i) refusal to, or serious and repeated failure to, adhere to the Club’s rules including dress code.

ii) refusal to, or serious or repeated failure to, adhere to etiquette and/or standards of behaviour with members, guests, visitors, Club Staff or Professional Staff.

iii) refusal to, or serious or repeated failure to, comply with instructions of the Club, professional staff, greens staff or otherClub staff, including regarding the care and maintenance of Club

property, the golf course, playing times and speed of play.

iv) playing golf at times not permitted in respect of your category

of membership without payment of an appropriate green fee.

v) rude or abusive behaviour towards other members, guests,

visitors, Club staff or Professional staff.

vi) behaving in an inappropriate manner which may bring the Club

into disrepute.

vii) failure to follow Player’s handicap responsibilities as defined by CONGU.

1.27 Examples of Serious Misconduct

The following is a non-exhaustive list of matters which will normally be regarded as serious misconduct, warranting disciplinary action and which may result in immediate expulsion from the Club where in the reasonable opinion of the Club, the member is guilty of:

i) Theft, fraud or other dishonesty.

ii) causing damage to Club premises, the golf course or any of the

Club’s property or equipment.

iii) using violent, threatening or intimidating language or behaviour

towards Club staff, professional staff, other members, visitors

or guests.

iv) bullying or harassment of any Club staff, professional staff,

other members, visitors or guests on the grounds of sex, race,

religion or otherwise.

v) behaving in a seriously inappropriate manner which may bring

the Club into disrepute.

vi) playing whilst suspended.

vii) the use, sale or storage of illegal drugs or any other illegal

substances on Club premises.

viii) cheating or any other conduct (whether on or off the Club’s

premises) which is, or is likely to, bring the member of the club into disrepute or is otherwise injurious to the character, interests or reputation of the Club.

1.28 COMPLAINTS

Any day to day comments or suggestions should be addressed to the appropriate member of Council or other Committee (e.g. Handicaps, House etc.) responsible for the area concerned who will progress such through the Committee in the first instance.

Should a member wish to make a formal complaint, these must be submitted in writing to the Hon. Secretary

1.29 HEALTH AND SAFETY

The Club takes matters of health and safety seriously. The Club will, at all times, seek to comply with its obligations under the law to provide a safe environment both on and off the golf course for members, visitors and staff.

Accidents: in the case of an accident, whether on the Golf Course or in the Clubhouse, if first aid is required, the incident should be reported to the Bar Manager on duty or the office. In all cases, a report of the accident should be entered into the official accident book which is held in the Club office.

Fire: in the case of fire and the need to evacuate the Clubhouse, members should be aware of the “Fire Drill” and “Procedures” by reading the relevant notices situated on the Club’s notice boards.

1.30 EQUALITY AND EQUAL OPPORTUNITY

The Club will not discriminate any member on the grounds of sex, race, religion, age, disability or any other protected characteristic and will, at all times, seek to comply with its obligations under the Equality Act 2010.

1.31 Use of Buggies

The use of Ride-On Buggies is subject to the Buggy Use policy of the club which is displayed in the foyer. Without exception, all private buggy users must have prior permission to use a buggy in general and have current insurance for third party liability appropriate to such use. Members may be required to have a valid medical certificate to use a buggy should they be competing in Club Competitions.

Members using private 2 seater buggies must ensure that they have insurance to carry passengers.

1.32 SPECIFIC RULES APPLICABLE TO JUNIOR MEMBERS

(a) Clubhouse

Any child under the age of eleven must be under the supervision of a parent or responsible adult whilst on club premises.

(b) Golf Course

Juniors will not be allowed on the golf course unless they are accompanied and must advise the Professional of their presence on the course. Juniors unaccompanied by an adult must not cross Woodplumpton Road at any time.

(c) Practice Area

Juniors unaccompanied by an adult may use the practice facilities adjacent to the Golf Academy at any time, but must be aware of other Club members using the facilities, especially those about to play in Club competitions who should be given preference.

1.33 Limitation of responsibility for Juniors by the Club.

Apart from during official Junior Club Competitions, when suitably trained and DBS accredited Club officials are in attendance, no formal responsibility for Juniors is undertaken by the Club. Parents / Guardians are responsible for ensuring that they are satisfied that the Junior Member provides an emergency contact telephone number for a parent / guardian to the club.

1.34 Club Adult Competitions

Junior members may play in Adult Competitions as permitted within the rules set by the Competitions Committee.

1.35 Dress Code

The dress code for Juniors is as for adult members.

1.36 Discipline

The normal rules that are applicable to all members of the Club apply to Juniors