



## **Golfer's Code of Conduct**

The Canadian Golf & Country Club (the “Club”) is a family-owned business that was created for the use of its members and public patrons. With the privilege of patronage comes the responsibility to respect fellow golfers, guests, employees, and contractors working on the Club’s behalf. Failure to meet these expectations may result in disciplinary action that could include loss of privileges, suspension of membership or expulsion from the Club.

**Respect fellow Canadian Golfers and treat them with courtesy and dignity.** Acts of discrimination, harassment, abuse (verbal or physical), bullying, excessively loud and/or disrespectful gatherings or violence will not be tolerated.

**Respect Club staff.** Canadian’s staff, our most valuable asset, expect to work in a safe environment, free of harassment and/or violence, and the Club has a legal duty to provide such an environment. Members and guests are expected to interact with staff in a courteous manner and to respect their efforts to provide their designated service. Harassment (verbal, physical, or sexual in nature) and/or intimidation will not be tolerated. Dissatisfaction with services provided must be reported to the respective supervisor, manager or the GM as opposed to the staff member directly.

**Respect Club property.** Members and guests are expected to avoid damage to Club property (the course, equipment, facilities, or other Club property). Where damage occurs, every reasonable effort should be made to inform the Club as soon as possible. Any costs associated with repairs as a result of damage to Club property will be billed to the golfer including those made by their guests should we be unable to collect from their guest. This expectation extends to explicit attempts to damage the club’s reputation, either internally or externally.

### **Course Rules**

**Playing Rules -** The rules governing play at Canadian Golf and Country Club are those issued by the Royal Canadian Golf Association and local rules listed on course score cards. We encourage new golfers make amends to the rules of play to increase enjoyment and pace of play.

**Starting Time and Tee-Off Procedures -** Play on the course shall commence from the first tee only. Golfers playing as less than 4 players will openly and graciously welcome guests to join them and will remain paired for the duration of their round. Golfers agree to always check in with Pro-shop staff and corresponding Starter.



### **Pace of Play**

A maximum of 4 hours for 18 holes or 2 hours for 9 holes is an acceptable rate of play. In the interest of all, players should play without delay (ready golf). If a group falls behind of the group in front by one full hole, you will be warned by Marshall staff to pick up the pace. Groups who fail to do so and fall farther behind will be directed to pick up and move to the appropriate position behind the preceding group. Players looking for a lost ball should spend no more than 3 minutes looking, drop at nearest point of hazard entry and continue play.

### **Course Care**

Divots should be carefully replaced and pressed down

Ball marks on greens must be repaired.

Players must smooth out the sand in the bunkers after playing out of them.

### **Cart Rules**

Electric carts must conform to the directional signs on the course. Pull carts must not be pulled onto tees or greens. They should never be pulled between green side bunkers and greens, and must stay off aprons at all times. Drive on the cart paths as often as possible.

### **Alcohol Service policy**

Members and their guests may not consume Alcohol not purchased from a Smart Serve certified employee of the Canadian Golf and Country Club. All club staff, including starters and Marshalls have the right to remove alcohol from the possession of any patron that has not been purchased under the Club's liquor licence. We also reserve the right to inspect both member and non-member golf bags, carts and coolers for alcohol. Any found will be removed from the patron's possession. We will not serve any patron to the point of intoxication. Staff will be trained in the proper service of alcohol by Smart Serve and recognize the signs of intoxication and deal with intoxicated patrons as per the guidelines set forth by the A.G.C.O. We reserve the right to deny service and deny entry as well as remove from the course or clubhouse any persons showing signs of intoxication.

### **Smoking Policy**

Cigarettes and nicotine vaporizers may not be smoked or used inside the clubhouse or within 9m of an entrance. Cigarettes are to be completely extinguished and disposed of in provided receptacles, not thrown on the ground or in garbage bins. Although legal, the Canadian does not permit the use of cannabis in any form on our property.