



WOLSON PARK GOLF CLUB

CODE OF CONDUCT

Updated 09/01/2023



CONTENTS

1.	Purpose	2
2.	Club Values	2
3.	Golfing Members, Guests, and Visitors.	2
4.	Social Members, Golfing Members, Guests and Visitors	3
5.	Reporting Process	4
6.	Disciplinary Proceedings	6



1. PURPOSE

Wolston Park Golf Club (WPGC) is committed to providing an environment that is free of discrimination, harassment and intimidation for members, employees, and guests. Our Club Vision is –‘To grow and enhance leisure and golf in our region’

The purpose of this code is to assist members, visitors, and guests of the Club to know and understand the standards of behaviour expected when at the Club. This will ensure everyone can enjoy the amenities provided by the Club in a safe and responsible manner.

Members, guests and visitors, are reminded that an acceptable standard of behaviour is expected in all areas of the Club and golf courses, at all times, and that upon payment of membership or green fees, or by attending Club premises all members, guests and visitors give their consent to be bound by both the restrictions and penalties which may be imposed for any breach of the club’s standards or serious misconduct in failing to meet the standards set out in this Code of Conduct.

The policy sets out the disciplinary process and outlines to all members, players and the public how to make a complaint and how the disciplinary process of the Club works.

2. CLUB VALUES

This Code of Conduct is not intended to create a bureaucratic, regulatory environment, but rather to promote and enhance our Club’s values of:

CONSISTENCY: Same, Same – Not different

TRUST: In self and each other

ENJOYMENT: Love our Club

GROWTH: Grow together

COMMUNICATION: Open and respectful

3. GOLFING MEMBERS, GUESTS, AND VISITORS.

Members will be liable for committed whether by themselves or their guests.

All players must:

- Play all competition golf within the rules as prescribed by the R&A, the local rules and any temporary local rules;
- Adhere to the current Micropower MSL online golf bookings rules and regulations (eg: tee sheets currently open at 6.00pm, 10 days in advance, as set out by Golf Management).
- Contact the Golf Shop if due to unforeseen circumstances it is necessary to cancel a booking on the day of competition. The Club will strictly impose a cancellation policy or suspend the membership of Members who repeatedly fail to give a minimum of 24 hours’ notice of cancellation or who fail to show up for their game;



- Arrive at the tee ready to play at least ten minutes before the scheduled starting time, wearing appropriate golf attire in accordance with current dress standards;
- Use the practice range and practice facilities in accordance with all instructions and signage;
- Inform another player if you believe he or she is about to breach a rule;
- When playing a ball off a fairway other than the one that you are playing, you must: firstly, wait until the players on that fairway have played their ball, secondly, signal that you wish to come on to their fairway and play your ball and; thirdly, immediately after playing your ball, remove yourself from their field of play;
- Report to the Golf Shop as soon as reasonably possible, any incidents of errant golf balls leaving the Club boundaries, whether you believe you have caused any damage or not, including location, time and witnesses;
- Avoid slow play, apply 'ready golf' principles and allow other golfers to play through as appropriate, waving the following group through when searching for lost balls and maintaining the speed of play by keeping up with the group in front;
- Always follow established golf etiquette respecting the course including repairing pitch marks, replacing divots and raking bunkers;
- Show the necessary respect to fellow golfers at all times, which includes no shouting on the course, no misuse of equipment (i.e. throwing clubs in frustration etc.), no aggressive behaviours;
- Conduct yourself in a sportsmanlike manner and do not knowingly cheat, disrespect employees, or fellow players;
- Ensure mobile phones are switched to silent;
- Treat club premises and property with respect, understanding that you are financially liable for any damage caused to club property whilst in your possession eg. golf cart hire
- Adhere to the Clubs Alcohol Policy;
- Understand that taking of illegal substances will incur immediate suspension and possible loss of membership.

It is in the best interests of the game that such behaviour is reported, and all members' guests, visitors and members of the public are encouraged and have a duty to reports such behaviour to the Golf Manager. (See Reporting and Disciplinary guidelines below).



4. SOCIAL MEMBERS, GOLFING MEMBERS, GUESTS AND VISITORS

While in Clubhouse including parking areas, members, guests, and visitors are reminded that:

- Any form of discrimination, harassment or intimidation is regarded as unacceptable behaviour
- Consumption of excessive quantities of alcohol is not permitted by law;
- The use of foul or abusive language such as swearing has no place in the clubhouse and any member or guest heard using unacceptable or offensive language will be asked to either stop or leave the premises;
- Smoking or the use of e-cigarettes is not permitted within any of the club buildings;
- The taking of illegal substances will incur immediate suspension and possible loss of membership;
- Consideration towards others should be shown when using your mobile phone;
- All members, their guests and visitors to the Club must be treated fairly, equally and with respect;
- All staff must be treated fairly, equally and with respect;
- Staff must not be directed on how to perform their duties. Dissatisfaction should be reported to the appropriate supervisor or Manager;
- All reasonable directions given by a supervisor or Manager must be followed;
- Be familiar with and comply with Club policies, procedures and by laws;
- Treat Club property and premises with respect;
- Comply with Club safety practices and requirements;
- Refrain from behaviour which may bring the good name of the Club into disrepute and not make statements on behalf of the Club unless authorised to do so;
- Accompany their guests at all times, ensure they are correctly dressed, their behaviour is appropriate, and requirements for visitors are complied with;
- Not canvass other members for business while at the Club, and not bring goods for sale or supply on to the Club's premises;
- Be open and honest when proposing or introducing new Members for membership.



5. REPORTING PROCESS

Reports of a breach of this Code of Conduct or other complaints concerning unacceptable behaviour may be made by any person including a staff member, social member, golfing member, visiting guests, and members of the public.

Reports must be made in the first instance to either the Club Management or the Golf Manager. These must be then followed up in writing within three days.

Once received the Club Management or the Golf Manager will determine the severity of the breach, and grade it in accordance with the following grading:

Grade 1 Breach

- Bad language
- Improper treatment of equipment, including throwing of clubs
- Use of club other than within the intentions of the game e.g., damaging trees with clubs etc
- Ill-mannered behaviour
- Failure to complete a round when representing the club in any sanctioned tournament/inter-club match
- Failure to comply with the R&A, local rules or temporary local rules
- Cheating or falsifying score

Grade 2 Breach

- Behaviour bringing the club into disrepute
- Theft of items
- Verbal abuse or threatening behaviour to another member, employee or guest
- Any misuse of alcohol or drugs on the course or club premises
- Assault of a player, employee, member, guest or member of the public
- Sexual or verbal harassment
- Denigration of the Club, the Management of the Club (including the Board of Directors or an individual member of the Board), the employees of the Club (including volunteers) whether by electronic means or otherwise.

The grading allocated will determine the action to be taken and the potential penalty a member may receive.

If the matter is Grade 1, of a minor nature, the Golf Manager or the Club Management shall consider whether a prima facie case has been established and if so satisfied, will discuss the complaint with the person(s) involved and deal with the complaint by either:



- dismissing the complaint;
- giving the offender a verbal warning;
- issuing a written warning.

If a Grade 1 offence is repeated or if the matter is a Grade 2 offence the Golf Manager or Club Management will carry out a preliminary investigation and gather all the facts of the offence. The matter will then be referred to the Disciplinary/Management Committee in accordance with Section 4 of the Club Constitution.

6. DISCIPLINARY PROCEEDINGS

Section 4.2 of the Club Constitution gives the Management Committee the power to terminate or suspend any member if that member:

- (a) in the reasonable opinion of the Management Committee, has wilfully refused or neglected to comply with any of the provisions of the Constitution or any By-law (including this Code of Conduct) or;
- (b) is in the opinion of the Board:
 - (i) guilty of any conduct prejudicial to the interests of the Club; or
 - (ii) guilty of any conduct which is unbecoming of a member.

The Management Committee and Management of the Club may appoint a Disciplinary Committee to oversee the complaints procedure and to conduct investigation, hearings and impose penalties.

The Disciplinary Committee will deal severely with proven cases of serious misconduct and in some cases the conduct may constitute a criminal offence in which case the matter should be referred to the Police.

In determining an appropriate action after a complaint has been proved, the Disciplinary Committee may take into account any previous matters concerning the member.