

BROOMIEKNOWE GOLF CLUB

DETAILED CODE OF CONDUCT (MEMBERS, GUESTS & VISITORS)

Policy Summary:	This document sets out Broomieknowe Golf Club's Detailed Code of Conduct Policy for Members, Guests & Visitors.
Policy Owner:	Council, Broomieknowe Golf Club.
Approved by:	Council, Broomieknowe Golf Club; 21/07/2021.
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1.0 Code of Conduct

The purpose of this Code of Conduct is to establish, clearly, the expectations of the Club for the acceptable behaviour of members, guests and visitors. The Code is not intended to restrict the rights of individuals, rather to ensure that all members, guests and visitors can expect safe and respectful treatment whilst enjoying the Broomieknowe Golf Club facilities, both on the course and in the clubhouse.

The Club considers that, upon payment of membership or green fees, all members, guests and visitors have agreed to be bound by the terms and conditions of this Code of Conduct. Members shall be responsible for any breach of the Code, whether by themselves or by their guests.

2.0 Responsibilities

- 2.1 Members, guests and visitors must always comply with and adhere to the Club's Articles of Association, bye-laws, policies and procedures. These may be found on the Club website and are also available from the office of the Administrator. No member shall be absolved from their effect on any allegation of not having been in receipt of, or having sight of, copies.
- 2.2 Be respectful of all those with whom contact is made at Broomieknowe. Diversity, differing roles and boundaries must be respected and the giving of offence avoided. No form of sexual, racial or religious discrimination or harassment must be engaged with and all conduct must be devoid of rudeness or immoral behaviour such, for example, as the use of profane language, gestures and insults.
- 2.3 Individuals must not be verbally or physically threatened or slandered, either personally or via social media platforms. When using social media in connection with the Club, its officials, staff or members a manner which cannot be deemed offensive must be adopted.
- 2.4 Under no circumstances shall an employee of the Club be reprimanded directly by a member, guest or visitor. An employee of the Club is not entitled to enter into a discussion with a member regarding instructions received by them from Council.
- 2.4 In addition to avoiding actual impropriety, individuals must conduct themselves in a manner which avoids damage to the reputation of the Club, especially when representing the Club. Individuals must not take part in any activity which is in conflict with the aims and objectives of the Club which may adversely affect its reputation.

3.0 On the Course

- 3.1 Avoid slow play, engage with the principles of 'ready golf' and allow others to play through as appropriate.
- 3.2 Whilst playing the round or making a stroke, do not intentionally place any player or member of staff in danger by the club, the flight of the ball or the intended landing area of the ball.
- 3.3 Respect the dress code, observe the Rules of Golf and associated etiquette and adhere to the Broomieknowe local rules.
- 3.4 Respect the rights of other players and those of the golf course staff. Golf course staff always have right of way when engaging with work on the course so a ball must not be played if there is any risk to staff or course equipment.
- 3.5 Golfers must not cause damage to the course, hired buggies or trolleys and must comply with all on-course signage.
- 3.6 Take pride in the physical appearance of the golf course as it is reflective of members. Guests and visitors must respect the course in the same manner they would their home course. Replace divots or use seed mix, rake bunkers carefully and repair pitch marks. Litter must be disposed of in the receptacles provided (not in containers for sand/seed) or removed from the course by individual players. Litter must not be deposited on the verges of the overflow car park.
- 3.7 Act honestly in all occasions during play. Conduct must be sportsmanlike; for example, do not deliberately cheat, throw clubs, damage the course, or disrespect employees, officials or fellow competitors.
- 3.8 Mobile phones must be switched to silent mode on the course.

4.0 In the Clubhouse

- 4.1 Clubhouse facilities must be respected.
- 4.2 Use of foul or abusive language has no place in the clubhouse. Any member, guest or visitor using unacceptable or offensive language will be asked either to desist or to leave the premises. Where a member is heard or observed continuing to use bad language after having been warned, their continuing use of the clubhouse and membership of the Club will be subject to review by Council.

Whilst acknowledging that good humoured adult banter contributes to a healthy atmosphere amongst members, guests and visitors, this rule is intended to safeguard others who should not be required to hear

language that they would not use personally or that might cause discomfort. Particular care must be taken where children are present.

- 4.3 Smoking and vaping is not permitted within any of the Club buildings.
- 4.4 Mobile phones should be on silent mode in the clubhouse and calls should not be made or received in either of the lounges or on the balcony.

5.0 Complaints and Protests

- 5.1 All complaints or protests must be made, in writing, addressed to the Club Captain / Director / Administrator and signed by the complainant.
- 5.2 All complaints and protests shall be submitted to Council for consideration at the normal monthly meeting or earlier if deemed necessary.
- 5.3 The Council decision shall be conveyed to the complainant in writing.

6.0 Management of Misconduct

In terms of this Code, should the conduct of any member, guest or visitor on the course give serious cause for concern, that member, guest or visitor may be asked to leave the course by the Course Ranger or Director and may be disqualified from a competition.

Should the conduct of any member, guest or visitor in the clubhouse give cause for concern, that member, guest or visitor will be asked to desist by a Director, the Steward or Clubhouse Staff. Failure to modify behaviour may result in the individual(s) being asked to leave the premises.

Incidences of misconduct may result in a disciplinary process in accordance with the Broomieknowe Golf Club Disciplinary Procedure.

7.0 Appeal Procedure

The member, guest or visitor is afforded the right of appeal against any sanctions in accordance with the Disciplinary Procedure.