



## **MEMBER and VISITOR CODE OF CONDUCT**

It is expected that the members, guests, and visitors of the Regency Park Golf Club will always act in a courteous manner to all other people they play with or encounter while at the Club. It is further expected that members, guests, and visitors will be appropriately attired. If carts are being used it is expected that the rules applying to carts will be complied with. It is also expected that directions from the Club professional will be strictly adhered to.

### **DEFINITIONS**

“General Committee” means the elected committee members of the Club.

“Club Captain” means the person so elected to hold that position.

“Club” means the Regency Park Golf Club

“Manager” means the Administration Manager of the Club

“President” means the current elected President of the club

### **INTRODUCTION**

The purpose of this code is to assist members, visitors, social players and guests of the Club to know and understand the standards of behaviour expected and to be always complied with when at the Club. This is to ensure everyone can enjoy the amenities provided by the Club in a safe and responsible manner. These standards are also to be complied with when club members are representing the club at other clubs and official events.

The club has a separate policy that 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.

(a) The Captain is responsible for matters occurring on the course or the surrounds of the course.

(b) The President is responsible for all other matters.

The Code of Conduct applies to all members, visitors, social players, and guests of the Club. Infractions of this Code, not immediately dealt with by the President or the Captain will be assessed by a Disciplinary Committee.

Serious infractions could result in suspension or cancellation of membership at any time without refund or other disciplinary action as may be required.

## **CODE OF CONDUCT**

As a member, visitor, social player or guest of the Club a certain standard of behaviour is expected that reflects the basic requirements of good sportsmanship, integrity, honesty, courtesy and respect to be shown to all other members, competitors, Club officials, staff and the public. Without limiting the basic requirements of good sportsmanship, integrity, honesty, courtesy and respect, matters of conduct likely to reflect unfavourably are but not limited to include:

- Breach of the Club's Constitution and By Laws
- Failure to adhere to the rules and etiquette of the game of golf together with the Club's rules, regulations and instructions.
- Use of threatening, abusive, profane, insulting language or gestures to another person
- Bad temper, club throwing in anger and dangerous manner, deliberate damage or abuse of golf equipment and Club property
- Physical violence, threatening and/or intimidating behaviour
- Actions that damages the character, goodwill, property, or community view of the Club
- Bringing into disrepute by use of social media the game of golf, the Club, the Club's rules and regulations, Club officials, members, and staff.
- Sexual harassment or racial vilification of any kind including any conduct, comment, gesture or contact that is likely to cause offence or humiliation with respect to gender, religion, race and colour
- Non-adherence to authorised Pro Shop instructions and course signage
- Theft
- Noncompliance of alcohol and smoking regulations
- Unsportsmanlike conduct and unnecessary gamesmanship

A person engaging in any behaviour that may be detrimental to the game of golf or the Club is in breach of the Code of Conduct and should be reported to the Club Captain if the behaviour occurs on the course or its surrounds or in all other cases to the Club's Manager or President. It is in the best interests of the game that such behaviour is reported. All members, players and members of the public are encouraged and have a duty to report such behaviour.

## **COMPLAINTS PROCEDURE**

Complaints may be made by any person including a member, competitor, visiting guests, other associated golf club members, and members of the public. All complaints formally received will be recorded in the minutes for the meeting that they were raised in.

Complaints must be made in the first instance to either the Club Captain and or the Club President, within seven (7) working days of the matter occurring. Any complaint must be then submitted in

writing within ten (10) working days to the Administration Manager. Upon receipt of written complaint, the nature of the offence will be assessed and graded – See Grading of Complaints.

### **GRADING OF COMPLAINTS**

All complaints and charges are to be graded 1 to 3 with one being the lightest grading and three the most serious. This is done by reference to Appendix 1.

#### **Appendix 1**

General examples of grading of complaints of conduct likely to bring the game into disrepute (this is not an exhaustive list)

##### **Grade 1 Offences – Minor Breach**

- Failure to comply with club policies, authorised instructions, and signage
- Improper treatment of equipment, including throwing of clubs in anger and dangerous manner and damaging Club property with clubs etc.
- Ill-mannered, disorderly, or disruptive behaviour
- Not respecting the rights of others to enjoy the club's facilities and services.
- Engaging in behaviour towards each other, the clubs' employees or volunteers that is intended to abuse or harass.
- Not accessing the club with proper identification and not fulfilling any sign-in requirements.
- Not ensuring minors are accompanied by a responsible adult.
- Not abiding by the dress code of the club (available upon request).
- Not bringing food or drinks on the club premises for consumption on the clubhouse premises.
- Not bringing alcoholic drinks on the club premises for consumption on the premises – includes the golf course and clubhouse.
- Handling property belonging to the club without care and diligence.

##### **Grade 2 Offences – Serious Breach**

- Behaviour bringing the club or game of golf into disrepute
- Deliberately breaks a rule, or the Rules of Golf, or returns a false score card to cheat or gain benefit
- Excessive or offensive bad language
- Verbal abuse, threatening or intimidating behaviour to another person
- Breaking clubs

##### **Grade 3 Offences – Major Breach**

- Any serious misuse of alcohol or drugs on the course or club premises
- Theft
- Having in their possession illegal materials while on club premises.
- Assault of a member, a Club employee (including a volunteer), a Club official, a player, a guest, or a member of the public

- Racial vilification, bullying, sexual or verbal harassment
- Denigration of the Club, the Management of the Club (including the General Committee or an individual member of the committee), the employees of the Club (including volunteers) whether by electronic means or otherwise.

	1st Breach	2 <sup>nd</sup> Breach	3 <sup>rd</sup> Breach
Minor	Verbal Warning	Written Warning	Disciplinary Meeting
Serious	Written Warning	Disciplinary Meeting	
Major	Disciplinary Meeting		

**At all times the committee congruent with terms and conditions of membership with the Club has complete discretion over continuity of membership and the right to discontinue an individual's membership.**