



Code of Conduct

Castlefields Golf Club is committed to providing an environment that is free of discrimination, harassment and intimidation for members, employees, and guests.

Members, guests and visitors are all reminded that an acceptable standard of behaviour is expected in all areas of the Club and course, at all times and that upon payment of membership or green fees, all members, guests and visitors have given 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 in this Code of Conduct.

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

R&A Rule 1.2 – Standards of Player Conduct:

All players are expected to play in the spirit of the game by:

- Acting with integrity.
- Showing consideration to others.
- Taking good care of the course.

On the course:

All golfers must:

- 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. Priority on the course is determined by a group's pace of play. Any group playing a full round entitled to pass through a group playing a shorter round. The term "group" includes a single player.
- Adhere to the dress code.
- Abide by the R&A Rules of Golf and local rules of the course
- Demonstrate fair play both on and off the course
- Always follow established golf etiquette respecting the course, such as:
 - Repairing pitch marks, replacing divots, raking bunkers etc.
 - Showing 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 behaviour, or the taking of performance enhancing drugs. Not depriving a fellow member, the opportunity to compete in a competition, this is not exhaustive.

- Conduct yourself in a sportsmanlike manner and do not knowingly cheat, disrespect employees, Officials, or fellow players.
- Mobile phones switched to silent on the golf course

There is no penalty under the Rules of Golf for failing to act in this way, except that the Committee may disqualify a player for acting contrary to the spirit of the game if it finds that the player has committed a serious misconduct.

In the clubhouse:

Members, guests, and visitors are reminded that:

- Racial, Sexual or any other form of discrimination, harassment or intimidation are regarded as unacceptable behaviour.
- Consumption of excessive quantities of alcohol not permitted by law. Please do not be offended if service refused.
- The use of foul or abusive language such as swearing has no place in the clubhouse and any member/visitor heard using unacceptable or offensive language requested either stop or leave the premises. Where someone is consistently using bad language after a warning then their continued membership reviewed accordingly
- The taking of illegal substances will incur immediate suspension and loss of membership.
- The smoking of cigarettes, cigars, pipes, or e-cigarettes not permitted in the clubhouse
- Be considerate towards others when using your Mobile phone in the clubhouse

Whilst fully acknowledging that adult "banter" contributes to creating a healthy atmosphere amongst members, these rules designed to safeguard others who may find such banter offensive or intimidating. This Code of Conduct not intended to create a bureaucratic, regulatory environment, to promote and enhance our Club's values.

A person engaging in any behaviour that may be detrimental to the game of golf or Castlefields Golf Club is in breach of the code of conduct and should be reported to the Club Captain / Membership Secretary.

It is in the best interests of the game that such behaviour reported, and all players, members and members of the public encouraged and have a duty to report such behaviour.

Representing the Club.

Any member representing the Club either on or off the course is expected to behave in a responsible manner and not bring the club in to disrepute.

Social Media

Castlefields Golf Club recognises that individuals will make use of social media in a personal capacity. When logging on to and using social media websites and blogs at any time; Members, Employees, Volunteers, and any individual representing Castlefields Golf Club must not:

- Other than in relation to Castlefields Golf Club's own social media activities or other than where expressly permitted by Castlefields Golf Club on business networking websites such as LinkedIn, write recommendations about previous or current employees and they must also ensure that any personal views expressed clearly stated to be theirs alone and do not represent those of Castlefields Golf Club.

- Conduct themselves in a way that is potentially detrimental to Castlefields Golf Club or brings Castlefields Golf Club or its clients, customers, contractors, or suppliers into disrepute, for example by posting images or video clips that are inappropriate or links to inappropriate website content.
- Allow their interaction on these websites or blogs to damage the working relationships with or between employees and clients, customers, members, contractors, sponsors, or suppliers of Castlefields Golf Club for example by criticising or arguing with such persons.
- Include personal information or data about Castlefields Golf Club employees, clients, customers, members, contractors, sponsors, or suppliers without their express consent. Be aware that even if not expressly named, you may be liable if Castlefields Golf Club believes they are identifiable – this could constitute a breach of the Data Protection Act 2018 which is a criminal offence.
- Make any derogatory, offensive, discriminatory, untrue, negative, criminal, or defamatory comment about Castlefields Golf Club, its members, employees, clients, customers, contractors, sponsors, or suppliers.
- Make any comments or post images or video clips about Castlefields Golf Club employees that could constitute unlawful discrimination, harassment, or cyber-bullying contrary to the Equality act .
- Disclose any trade secrets or confidential, proprietary, or sensitive information belonging to Castlefields Golf Club, its employees, clients, customers, contractors, sponsors or suppliers or any information which could be used by one or more of Castlefields Golf Club's competitors.
- Breach copyright or any proprietary interest belonging to Castlefields Golf Club, for example using images without permission or failing to give acknowledgment where permission has given to reproduce particular work.

Offending content must be removed immediately if asked to do so by Castlefields Golf Club.

Please remember that social media websites are public even if they have set their account privacy settings at a restricted access or "friends only" level and you should therefore not assume that your postings on any website will remain private.

Complaints and Protests:

Complaints made by any person including a competitor, member, visiting guests, other associated golf club members, and members of the public.

Complaints must be made in the first instance to either the Membership Secretary or the Club Captain, within three working days of the matter occurring. These must be followed up in writing within 21 days of the incident.

Castlefields Golf Club will appoint a Disciplinary Committee to oversee the complaints procedure as laid down by England Golf Union.