

Ledgeview Golf Club

Policy Manual



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March 3, 2023



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1. INTRODUCTION TO LEDGEVIEW GOLF CLUB POLICY MANUAL

1.1 Purpose of manual

The Ledgeview Golf Club policy manual is a collection of policies established by the Board of Directors. The purpose of the policy manual is to establish uniform rules, regulations, procedures and operating policies that are intended to serve in the best interest of its members. While currently the Society is registered as Ledgeview Golf & Country Club, this policy manual will refer to Ledgeview Golf Club.

The policy manual is also intended to provide direction, outline responsibilities and provide valuable information for members and the public.

The policies are established to provide such things as consistency, fairness, financial management, safety as well as a number of other areas involving the operations of the golf club.

The policy manual of Ledgeview Golf Club is a work in progress and the Governance Committee will review on a regular basis. Suggestions to improve the policy manual are welcomed. All changes to the policy manual require approval by the Board.

1.2. Access to manual

The policy manual shall be posted on Ledgeview's website and a hard copy of the policy manual shall be kept in the administration office and can be viewed by members or the public.

1.3. Notification

Members impacted by any new policy, deletion or amendment to an existing policy shall be notified by email. The website shall also be updated to reflect the change(s).



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2. MEMBERSHIP

2.1 Membership Categories, Playing Privileges and Benefits

- a) Unlimited Play: Golf anytime, 7 days a week, including holidays.
- b) Weekday Play: Golf anytime, Monday – Friday, excluding holidays.
- c) Family, Unlimited Play: Golf anytime, 7 days a week, for two within the same immediate family, including holidays.
 - charged one initiation fee and one capital assessment - one vote at AGM.
- d) Family, Weekday Play: Golf anytime, Monday – Friday, excluding holidays.
 - charged one initiation fee and one capital assessment – one vote at AGM.
- e) Intermediate 1: Ages 19-25; Unlimited Play.
- f) Intermediate 2: Ages 26-33; Unlimited Play.
- g) Intermediate 3: Ages 34-40; Unlimited Play.
- h) Junior: Ages 18 years and under; 7-day Limited golf.
 - No initiation fee or capital assessment.
 - Restrictions of Junior membership:
 - Excluded from playing during pre-booked times for Ladies, Men’s and Seniors.
 - Can play after 12:00pm on Weekdays and after 2:00pm on Weekends, and
 - Can play anytime when booked by and playing with an adult member or paying adult at a 1:1 ratio.
- i) Associate: 12 rounds during the year on any day.
 - a member that is dealing with significant hardship or a major life changing temporary event can apply to the Board of Directors to be an Associate Member. The Board has the authority to approve or deny the request.
- j) Corporate: 50 fully transferable green fee passes customized with company logo.
 - Not required to go on the Waiting List, although the Board of Directors reserves the right to change this.
 - Main contact is required to pay the Initiation Fee and can use the passes for Club events, with the exception of Club Championships. The main contact can request a membership category change, and acceptance will be based on when the



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person applied for membership. For clarity, if there are people on the Waitlist that applied for membership before the requester, the request will be denied.

- Passes are unlimited play; an additional 25 passes can be purchased with the same expiry date.
- Only the main contact will have benefits.

k) Development Pro: 7-day Limited golf.

- No initiation fee or capital assessment.
- Restrictions to Development Pro category:
 - Booking restrictions will be applied by Pro Shop Staff.
 - Monthly payment option, providing the first three months are prepaid.
 - Must use “Ledgeview Golf Club” as official home course when registering for tournaments.
 - Application for Development Pro category requires approval by either General Manager or Head Professional.

l) Honorary Lifetime: 7 days Unlimited play, and Memoriam:

Mr. Henry Froese	Mr. Bill Lumby	Mr. Ron Sweeney
Mr. Adam Hadwin	Mrs. Wally Shamensky	Mr. Ray Stewart
Mr. James Lepp	Mrs. Mary Sweeney	Mr. Nick Taylor

- Honorary Lifetime Members shall:
 - Be entitled to vote in person or by proxy.
 - Hold office if elected.
 - Shall not be required to pay annual dues, capital assessment, levies or other charges, including green fees.

m) Lifetime Memberships: This category of membership is no longer offered:

- Existing Lifetime members shall:
 - Be entitled to vote in person or by proxy.
 - Hold office if elected.
 - Shall not be required to pay annual dues, capital assessment, levies or other charges, including green fees.
- Note: Years ago, when Ledgeview faced financial challenges, these members donated significant funds to support the golf club when it was needed.

n) Optional Add-ons to memberships:

- Golf bag storage or golf bag & pull cart storage.
 - Note: members are not allowed in the storage area.
- Annual Power cart – Weekday or Unlimited.



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- Lockers.
- Trail fees for privately owned power carts.

NOTES REGARDING PLAYING PRIVILEGES AND BENEFITS:

- Playing Privileges noted above don't apply during tournaments or course closures and are dependent on a member being in Good Standing.
- Golf Canada membership and handicapping program applies to all membership categories except Development Pro and Corporate.
- Ability to book tee times 2 weeks in advance applies to all membership categories except Junior and Development Pro.
- Member guest green fee rates applies to all membership categories except Junior, Corporate and Development Pro.
- Member discounts in golf shop applies to all membership categories except Development Pro, but discounts don't apply to sale items.
- Use of the driving range, putting green and practice hole applies to all membership categories except the practice hole is excluded for Corporate.
- In all cases above that exclude Corporate, this does not apply to the main contact, since this person will have benefits.
- If circumstances change, members can request to change a Family Membership to an Unlimited or Weekday Play, or vice versa. The General Manager has authority to decline the request, especially if there are numerous requests of this nature.

2.2 Waiting List for Membership

- A Waiting List will be maintained by the General Manager.
- The Board of Directors may authorize that a non-refundable deposit be collected from some or all on the Waiting List and that the deposit can be applied to the Initiation Fee.
- The General Manager will communicate with those on the Waiting List at appropriate times.
- The Board may at their discretion offer new membership incentive programs.

2.3 Initiation Fee for New Members

The Board of Directors will determine an appropriate Initiation Fee for New Members and will adjust the amount at their discretion.

2.4 Members Personal Information

- Ledgeview Golf Club has always respected members privacy and safeguarded their personal information. British Columbia's *Personal Information Protection Act* (PIPA)



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came into effect Jan 1, 2004, and sets out the ground rules for how BC businesses and not-for-profit organizations may collect, use, or disclose personal information.

Ledgeview Golf Club falls under the legislation of the “*The BC Society Act*”. The Act allows members to inspect and/or receive a copy of Ledgeview Golf Club register of members, including contact information, providing the purpose is listed within Section 25 (7) of the Act. However, the Act allows the Ledgeview Board of Directors to restrict the inspection and/or receiving a copy of the register of members.

The following procedure must be followed before approval is given by the Board of Directors to allow inspection and/or receiving a copy of the register of members:

1. A written request must be submitted to the General Manager of Ledgeview Golf Club. The request must outline the purpose of viewing and/or receiving a copy of the register of members, along with submitting the exact wording he/she wants to convey to members.
2. The wording that the member wants to convey to some, or all members must not be harmful to Ledgeview Golf Club or the interests of one or more of its members.
3. If the purpose is allowed under the BC Society Act, and the wording is acceptable to at least five Directors on the Board, then the request will be complied with promptly, but in no case later than fourteen days.

2.5 Annual Dues, Capital Assessment and Fees

- a) The Board of Directors will determine annual dues, capital assessment and fees every year for each Membership Category (excluding Honorary Lifetime and Lifetime members). Members will be advised by March 1st of each year.
- b) Members must pay the above charges or make their first payment if on the Membership Payment Plan, by April 1st of each year. Late payment beyond two weeks will result in a member no longer in good standing and their Playing Privileges will be suspended until the outstanding amount is paid in full.
- c) The Board of Directors has the authority to terminate membership if payment is late beyond sixty days.
- d) The amount charged to New Members will be prorated on a monthly basis to reflect the amount of golf they may be able to play during their first year. Partial months will be pro-rated using a daily formula. Given play during the year is not evenly distributed,



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unless a New Member joins after September 30th, the prorating will be based as following:

- April - September will be 14% per month.
 - October & November will be 4% per month.
 - December - March will be 2% per month.
- e) Exception - New Member Incentive:
- When pro-rating is applied to the dues of a new member joining the club after September 30th of any year, the Board of Directors reserve the right to apply a discount for the remainder of the year.

2.6 Member Account and Charging Privileges

- a) Members have the ability to charge incidental costs to their Account, providing they sign the authorization form allowing Ledgeview to apply these charges to their credit card on a monthly basis.
- b) The maximum allowable Account balance will be determined by the General Manager.

2.7 Booking Tee Times

- a) Members have the privilege to book tee times up to TWO (2) weeks in advance starting at midnight on the online system, or when the Pro Shop opens that morning. Non-Members may book one week in advance.
- b) Members may only book ONE (1) tee time of up to four players per day consisting of either members or guests.
- c) In the case of groups over 4 wanting to book, separate members will have to book depending on amount of tee times required.
 - Example: 3 tee times will need 3 separate members to make the tee times.
- d) Members may fill out the tee time with “guest” if they are unsure at the time of booking who the other golfers of the group will be but will need to be replaced with proper names once confirmed.
- e) Employees can play with members providing the booking is done 24 hours in advance or less of the tee time. The General Manager or Head Professional have the authority to approve an employee booking that is greater than 24 hours in advance of the tee time.



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- f) If a member's tee time still consists of "guest" as a player(s), the booking member is responsible for this green fee. If the player is actually a guest to the club, then green fees will be charged to that guest at time of check in.
- g) Members may cancel their tee time outside 2 hours online or if within 2 hours, they must phone the Pro Shop.
- h) Members must ensure that no more than one member of the foursome has booked a tee time for the same foursome for the same round.
- i) Members are allowed to play more than 18 holes on the same day, but the additional round must be booked on the same day of play at the Pro Shop, unless approval is received by the General Manager or Head Professional.
- j) A member wanting to host a mini tournament, including either other members or guests that require several tee times must seek approval from the General Manager. If the requested booking date is greater than 14 days in advance the standard Advanced Booking Fee will apply. Requests made within 14 days will not be subject to the Advanced Booking Fee but must still seek General Manager approval. Factors such as number of times needed, other leagues/events/groups booked around the date, food and beverage requirements and frequency of these type of requests by the member will be taken into consideration.

2.8 No Shows

- a) If a member's tee time consists of "guest" as a player(s), the booking member is responsible for this green fee if the guest doesn't show up.
- b) If the "guest" were there to hold the spot for another member and they do not show up, the guest green fee will be added to the booking member's account.
- c) If a tee time is reserved with all member names listed, then the responsibility to show up for the tee time falls on each individual member.

2.9 Discount for Guests playing with a Member

- a) Golfers playing with a member of Ledgeview as a guest will be entitled to \$10.00 off the posted green fee.
- b) No discounts will apply to Power Carts, Pull Carts, range balls, merchandise sales or restaurant items.



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- c) Members must book the time for guests and a guest must play with a member in order to receive the discount.
- d) Guests booking tee times will be considered green fee players and subject to normal rates.

2.10 Medical Leave

- a) Applications for Medical Leave are to be in writing and directed to the General Manager and the request will be considered by the Board of Directors.
- b) Applications will be reviewed on a case-by-case basis with consideration to:
 - Length of leave
 - Cause of Leave with documentation from a medical doctor
 - Date of Application
 - Account Status
- c) No refunds will be provided. If Medical Leave is approved by the Board of Directors, credit will only apply towards next year's membership dues. The amount of the credit will be prorated using the same formula for New Members noted above within Section 2.5 (d).
- d) The Member will still be required to pay other fees (for example capital assessment). If the Medical Leave extends to the entire following year, annual dues will be waived but the member will be required to pay the capital assessment.

2.11 Golf Canada Benefits

- a) An annual Golf Canada membership is mandatory with a Ledgeview Golf Club membership.
For details on benefits, check out the following link: join.golfcanada.ca

2.12 Reciprocal Agreements

- a) Reciprocal agreements will be discussed annually by the General Manager and Board of Directors and will be updated as necessary by the General Manager.

2.13 Member Suspension/Termination

- a) Members Playing Privileges can be suspended, or membership terminated for a variety of reasons, including the following:



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- a member account when overdue more than two weeks will result in their Playing Privileges suspended.
 - unacceptable behaviour as outlined in the Code of Conduct Policy.
- b) Under normal circumstances, termination would be the last resort after progressive discipline (verbal warning; written warning; suspension; termination). However, the Board of Directors reserves the right to bypass one or more steps when circumstances warrant this as outlined in the Society's Bylaws.
- c) The process for assessing conduct issues is outlined in the Code of Conduct Policy (see Appendix "1"). Members will always be given the opportunity to defend themselves.

2.14 Hole in One at Ledgeview

- a) A Hole-In-One will not be recognized unless scored from permanent tee to permanent green.
- b) Achievers of a Hole in One must submit their attested score card to the Pro Shop in order to receive a certificate highlighting the accomplishment. A member will also receive a Head Cover or whatever gift that is decided annually by the Head Professional and General Manager.

2.15 Membership Cancellation

- a) A member may cancel their membership if there is a material change in the circumstances of the member (e.g., member moves 30 kms further away from Ledgeview Golf Club).

The Board of Directors will evaluate and determine in their sole discretion if there was a material change in the circumstances of the member, and when applicable, determine the appropriate amount for a refund.

- b) A member that is awarded a cancellation refund will be subject to the Waiting List and Initiation Fee, if applicable, should they choose to reapply for membership in the future.

2.16 Deceased Members - Communicating this to Members

Upon notification of a member's death, an email notification will be sent to the membership.



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3. GOLF COURSE OPERATION

3.1 Hours of Operation

- a) The Hours of Operation for the golf course will vary during the year.
- b) The general framework for being open during the year will be discussed by the Board of Directors, but daily decisions that take into account current conditions will be determined by the General Manager, Superintendent or Designate.

3.2 Course Closures/Delays

- a) The General Manager, Superintendent or Designate all have the authority to close the course, or delay opening, based on current conditions (e.g. frost delay).
- b) These decisions will be posted on the Ledgeview website in a timely basis.
- c) Pre-planned delays will be communicated to members with as much notice as possible under the circumstances.

3.3 Temporary Greens/Tee Boxes

- a) Closing of regulation greens/tee boxes and activation of temporary greens/tee boxes will be the decision of the Superintendent.

3.4 Sand and Seed boxes/bottles

- a) Sand and Seed boxes are located near one of the tee boxes at each hole.
- b) Golf course staff will make best efforts to have adequate sand and seed in each box for golfers as they play throughout their round.
- c) Sand and Seed bottles will be available for members and guests before they start their round, and all golfers are encouraged to fill divots during their round.

3.5 Practice Range, Putting Green and Chipping Green

- a) These three practice areas will normally be available during Hours of Operation.
- b) The General Manager or Designate have the authority to close any practice area based on circumstances (Youth Camps, etc.).



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3.6 Practice Hole

- a) The practice hole is open for use for all members free of charge.
- b) Guests wishing to use the practice hole will be charged a ten-dollar (\$10) fee.
- c) Power carts will be provided to those wanting to use the practice hole when supplies allow. These carts are to be driven straight to the practice area parking and returned immediately when done.
- d) There is no time limit for players using this area, but players are expected to be respectful when the area is full, since others are likely waiting to utilize the practice hole. To avoid overcrowding there is a limit of 5 golfers at a time when not part of a group or clinic. Please respect and observe the golfer limit.
- e) The golf club has the authority to close the practice hole at any point for maintenance, events, and group lessons from time to time.
- f) Golfers must be aware of their surroundings on the practice hole. Errant golf shots from the golf course may land in the practice hole area.
- g) Ledgeview Golf Club is not liable for injury or damages occurring from errant shots.

3.7 Dress Code

- a) Members are responsible for being familiar with the dress code and ensuring that the guests they introduce to the Golf Course and Clubhouse are appropriately attired.
- b) Members are asked to introduce their guests to the Pro Shop Staff prior to teeing off.
- c) As dress is a personal matter, and as golfing attire changes from time to time, any questions regarding the acceptability of any apparel can be reviewed with the Professional Staff.

Appropriate golf attire for Men:

- Shirts with collars and sleeves.
- Slacks or tailored shorts. Acceptable length of shorts is mid-thigh.
- Appropriate footwear is to be worn on the Golf Course and in the various areas of the Clubhouse at all times.

Appropriate golf attire for Women:

- Shirts or blouses with collars and sleeves.



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- Slacks, tailored shorts, skorts or dresses. Acceptable length of shorts, skorts or dresses is mid- thigh.
- Appropriate footwear is to be worn on the Golf Course and in the various areas of the Clubhouse at all times.

Unacceptable attire not appropriate for Golf course or Clubhouse:

- Rugby pants, cut offs, athletic shorts, sweatpants, tank tops, swimwear shorts, shorts above mid-thigh, undershirts or athletic jerseys are considered unacceptable attire.
 - Any item of clothing with large cartoon graphics or wording considered offensive is unacceptable attire.
- d) Failure to comply with the dress code will result in the individual being asked to change into suitable attire or leave the premises and course.

The General Manager, Club Professionals and the Player's Assistants/Starter have the authority to enforce the dress regulations if necessary.

3.8 Power Carts

- a) A maximum of 2 power carts will be allowed for a foursome, with 2 golfers per cart.
- b) No group will not be allowed to have 2 power carts with only 1 person per cart.
- c) Members who have paid for the annual cost of power cart must share the power cart to avoid having two power carts on course with only one person in each cart. An exception will be made for members with privately owned power carts.

Exceptions to sharing a power cart for medical reasons must be approved by the General Manager.

- d) The Superintendent or Designate makes the final decision for allowing power carts on the course or Cart Path Only.
- e) Members are allowed to use privately owned power carts on the course provided the cart has been approved by the General Manager.

If condition of privately owned cart becomes a concern, the cart may be denied access to the course.

Members using privately owned power carts will be required to pay a Trail Fee as determined each year by the Board of Directors.



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- f) Members may rent a power cart from the Pro Shop at the annual fee determined by the Board and the fee covers both seats in the power cart. In other words, the Pro Shop will not charge a fee for someone else to ride in a cart driven by a member paying the annual fee.

3.9 Power Carts - Medical Exemption to Cart Path Only

- a) Driving power carts on the course, even during **Cart Path Only** restrictions:
- If a member feels they are not capable of walking to and from the cart path to their ball in the fairway/rough, they can request to drive the power cart on the course during times when it is “Cart Path Only”.

The following steps must be taken to have a Medical Exemption to drive on course during times designated as “Cart Path Only”:

1. Approval may be allowed for a week with a verbal request. A signed exemption from a medical doctor will be required for periods of time longer than a week.
2. Given the negative impact to the golf course, the General Manager will review medical exemptions annually.
3. The General Manager has the authority to request an updated exemption from the member’s physician. An exemption signed by a physician must indicate more detail than just “member is not capable of walking the golf course”, since the golfer must be capable of walking eighteen times from the power cart to the green and back. An exemption means the member is not able to walk up to sixty yards (from the cart path to their ball and back to the cart path) each time they have to hit their ball from the fairway/rough.
4. Members granted an exemption must obtain a flag from the Pro Shop staff and attach the flag to the top of the golf cart. The flag indicates that member has an approved exemption to drive on the golf course. Flags must be returned at the end of each round.
5. The General Manager and Superintendent will monitor the condition of the golf course and reserve the right to deny all power carts from driving on the golf course, even those with a medical exemption.



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3.10 Motorized Personal Golf Vehicle (hereinafter called golf vehicle)

On a trial basis from May 1, 2023, to September 30, 2023, Ledgeview will allow a golfer (hereinafter called a driver) to utilize a golf vehicle (e.g., Finn Cycle) under the following conditions:

The driver agrees to:

- a) Sign a waiver approved by Ledgeview at the Pro Shop prior to golfing, whereby the driver accepts responsibility to reimburse Ledgeview for any damages caused by the golf vehicle and Ledgeview is held legally harmless for any actions by the driver.
- b) Provide a current Class 5 BC Driver's License.
- c) Pay a fee of \$15 per day or \$100 for the period between May 1, 2023, and September 30, 2023.
- d) Accept responsibility for any injuries the driver may personally sustain while operating the golf vehicle, and injuries they cause to other golfers.
- e) Not drive the golf vehicle within 30 yards of the greens.
- f) Observe and obey daily Cart Path Only instructions (just like power carts, the golf vehicle must remain on the cart path and not be driven on the golf course).
- g) Not drive on tee boxes or steep slopes or in bunkers.
- h) Avoid sharp or abrupt turns that would cause damage to the fairways or rough.
- i) Drive at a safe, respectful speed around the Clubhouse and in the parking lot.
- j) Transport their golf vehicle to and from the golf course, since Ledgeview will not store them.

The Ledgeview Board of Directors reserves the right to cancel the trial period early if unacceptable damages are occurring. In addition, there will be zero tolerance for drivers that don't comply with the rules noted above – they will not be allowed in the future to utilize a golf vehicle at Ledgeview.

3.11 Maximum number of Golfers Playing Together

The standard maximum number of golfers playing together is four, however five golfers playing together (fivesome) will be allowed on a **trial basis** from May 1, 2023 to October 31, 2023, under the following conditions:

A Fivesome will be allowed at the discretion of Pro Shop staff as follows:

- a. Pro Shop staff **will only approve** a fivesome start time request **when it will not adversely affect the pace of play.**
- b. No online booking of a fivesome is allowed – it requires approval by Pro Shop staff on the day golf is being played.



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- c. The expectation is fivesomes will only occur during inclement weather, when the course is not busy and there are no golfers playing after the fivesome for quite awhile.
- d. A fivesome must have at least two members in the group.
- e. Golfers wanting to join a group and form a fivesome must get approval from **both** Pro Shop staff **and** the other golfers:
 - i. Pro Shop staff and the other golfers are under no obligation to approve the request.
 - ii. Golfers that agree to forming a fivesome at some point after the 1st Hole can only do this if they contact the Pro Shop and receive approval.
- f. The pace of play will be monitored by Pro Shop staff in the same manner as all other golf groups, but there is an expectation that all members in a fivesome will self-assess and not repeatedly hold up golfers playing behind them – if their pace of play is too slow, they must allow other golfers to play through, or, breakup the fivesome.
- g. If golfers don't maintain an acceptable pace of place, the facts will be conveyed to the General Manager, who has the authority to restrict these golfers in the future from playing in a fivesome.
- h. Decisions by Pro Shop staff are final – disrespectful behaviour towards Pro Shop staff will not be tolerated.

The General Manager will assess feedback and observations regarding the fivesome trial and discuss his findings with the Board of Directors, and the Board will make a decision on fivesome play at Ledgeview.

3.12 Errant Golf Balls

If a golfer's ball makes its way up onto McKee Road and hits a vehicle the following policy will apply in order to deal with the driver:

- a) A golf ball is the responsibility of the golfer.
 - If the driver of a vehicle can find the owner of the ball, the two individuals must resolve any costs associated with damage to the vehicle themselves.
- b) If the driver of the vehicle cannot find the golfer, the driver may contact the golf course immediately after the event. The golf course will not take care of the driver's deductible but will attempt to determine who the golfer was.
- c) Ledgeview Golf Club will not be responsible for any costs incurred.



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3.13 Advertising on the Golf Course

- a) New Commercial permanent advertising on the Course requires approval by the Board of Directors.
- b) Current on-course advertiser's pay for a three-year contract and renewals are handled by the General Manager.

3.14 On-Course Washrooms

- a) Ledgeview Golf Club staff are assigned to make best efforts to have each on-course washroom clean for golfers throughout the day.

4. RESPECTFUL INTERACTIONS AND GOLF COURSE ETIQUETTE

4.1 Respectful Interactions

- a) Ledgeview Golf Club is committed to having a respectful environment where everyone on the Ledgeview property is expected to exhibit a high standard of behaviour that demonstrates:
 - respect to others in their statements and actions; disagreements must be dealt with in a respectful manner.
 - respect for the golf course.
 - compliance to Ledgeview Bylaws, Policies and applicable laws.
- b) Inappropriate behaviour should be reported to the Ledgeview President or General Manager, as noted in the Code of Conduct Policy, Appendix "1".

4.2 Golf Course Etiquette

To keep golf at Ledgeview Golf Club a pleasurable experience for all we ask golfers to please adhere to the following:

- a) Please respect pace of play and the advice of on-course Player's Assistants.
- b) Please **REPAIR** your ball marks, **RAKE** the bunkers and **FILL** divots with the sand/seed mix provided.
- c) Ledgeview Golf Club would prefer golfers do not smoke on the golf course. If a golfer wants to smoke, they must be respectful of those around them, and never leave their butts on the green, tee boxes or bunkers. The same rule applies to sunflower seeds and other items put in the mouth and subsequently discarded.
- d) A valid driver's license is required to operate a power cart. Carts must be operated in a safe and responsible manner.
- e) Follow the daily power cart restrictions.



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- f) Players will make best efforts to not hit errant balls in the direction of other players, staff or dwellings in the vicinity of the golf course. Please yell **FORE** should an inadvertent shot occur.
- g) Players are responsible for any damages or injury.
- h) If you witness an accident, unruly or irresponsible behaviour please report it to the nearest staff member.
- i) Unsportsmanlike conduct, including but not limited to abusive language or unbecoming attitude, club throwing or vandalism to Ledgeview Golf Club property, will not be tolerated.
- j) Pursuant to BC liquor laws, NO OUTSIDE ALCOHOL is permitted on the course.
- k) Use of illicit drugs is prohibited.
- l) Music is permitted at a sound level that does not disturb other golfers.
- m) Members are to assure their guests are aware and comply with the Code of Conduct and Golf Etiquette at Ledgeview Golf Club.
- n) The use of wireless devices may interfere with the relaxing atmosphere of golf. Please put wireless devices on silent mode.
 - i. If it is necessary to use a wireless device, please be considerate and respect your fellow golfers.

5. CLUBHOUSE OPERATIONS

5.1 Advertising in Clubhouse

- a) Commercial Permanent Advertising within the Pro Shop and Clubhouse require approval by the Board of Directors.

5.2 Reserving Banquet Facilities

- a) Ledgeview Golf Club must reserve dates for Banquet Facilities with the Joseph Richard Group (JRG) by September 30th of each year for all events planned for the following year.
- b) Members that book the Banquet Facilities are eligible for a 10% discount off the standard rate for the banquet hall.

5.3 Parking

- a) Reserved parking stalls will be provided for the Ledgeview General Manager and Head Professional.



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- b) The General Manager and JRG will regularly monitor the parking situation for Golfers and those visiting either Tavern on the Green or Hillside Events.
- c) The General Manager will bring forward issues and recommendations to the Board of Directors whenever warranted.

5.4 Dress Code

- a) The same Dress Code for the Golf Course applies within the Pro Shop and locker rooms.
- b) Common sense applies for exceptions (e.g., just visiting the Pro Shop to pick something up; member with a locker that will be changing their clothes).

6. TOURNAMENTS

6.1 Club Tournaments

- a) Five to seven member-only Club Tournaments will be hosted during the year.
- b) Five Day Members may participate in 2 Club tournaments per season without paying Green Fees. For additional tournaments Five Day Members must pay the Guest rate for Green Fees; except for the Men's, Ladies, Senior Men's and Super Senior Men's Club Championships.

6.2 Tournaments for Non-Members

- a) Annually the General Manager will discuss with the Board of Directors regarding the number of tournaments that Ledgeview should host the next year.
- b) The Board will approve the maximum number of large external tournament's to be held and that number can't be exceeded unless approved by the Board.
- c) The General Manager will also annually advise the Board the anticipated range of green fees for tournaments to be hosted, but the General Manager will have the authority to adjust the green fees up to ten percent (10%) based on market conditions.
- d) Whenever the General Manager adjusts the tournament green fees, the Board of Directors will be told at their next Board meeting.
- e) Charity tournaments and Special Events require the approval by the Board of Directors.
- f) All tournaments must include a banquet meal catered by Hillside Events.

6.3 Advertising for Tournaments

- a) The General Manager or designate will establish the printed version of Tournament Packages presented to all outside Events.



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6.4 Shotgun Starts for Tournaments

- a) Shotgun golf tournaments need to be approved by the General Manager or designate.
- b) No members will be allowed to play prior to the tournament but may be allowed to play after the tournament if approved by the Pro Shop.

7. COMPLEMENTARY GREEN FEES AND SCHOOL/UNIVERSITY GOLF TEAMS

7.1 Complementary Green Fees

- a) Annually, the General Manager will discuss the general framework/criteria to be utilized in providing these passes to promote Ledgeview Golf Club.
- b) Complimentary green fee passes will also be made available annually to each member of the Board of Directors for the purpose of promoting Ledgeview Golf Club.
- c) The Pro Shop will maintain a record of all passes issued.

7.2 School/University Golf teams

- a) The General Manager will be responsible for managing the relationships with school and university golf teams.



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APPENDIX “1”

CODE OF CONDUCT POLICY

LEDGEVIEW GOLF & COUNTRY CLUB
hereinafter “Ledgeview”

March 3, 2023

Purpose:

This Policy is to establish acceptable behaviour expectations for Ledgeview members, Board members, General Manager, staff and public players, along with holding everyone accountable for unacceptable conduct while at Ledgeview. This includes interactions with staff working at Tavern on the Green and Hillside Events.

Fundamentals

Everyone on the Ledgeview property is expected to exhibit a high standard of behaviour that demonstrates:

- a) respect to others in their statements and actions; disagreements are acceptable if done in a respectful manner.
- b) compliance to Ledgeview Bylaws, Policies and applicable laws.

No one shall engage in:

- a) personal or sexual harassment.
- b) threatening language, abusive conduct, violent behaviour.
- c) conduct that harms the reputation or business interests of Ledgeview.
- d) theft or property damage.

Process for Conduct complaints:

1. Complaints against a member, director, officer, General Manager, staff or Public Player are to be made in writing to the Society’s President or General Manager.

A review can also be initiated by the President when made aware of conduct that might be inappropriate.



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2. Information, including written statements, will be gathered by the General Manager or the Chair, Governance Committee.
3. The Board of Directors will appoint the Governance Committee, including the Chair, annually or whenever a vacancy needs to be filled.
4. The Governance Committee will assess the complaint.
5. If the Governance Committee determines the complaint might warrant the suspension of Playing Privileges or termination of membership, a disciplinary hearing with the Board will be scheduled requiring at least five (5) directors to attend.
6. No decision shall be made by the Board unless at least seven (7) days prior written notice to such person describing in substance the complaint and inviting the person to attend a Board meeting convened for the purpose of considering the complaint.

A person will be given a full opportunity to defend themselves against the complaint.

7. The suspension of Playing Privileges or the termination of membership requires the approval of at least five (5) Board members.
8. The decision will be provided in writing within seven (7) days of the hearing and will be final and binding.

Notes regarding Conduct process:

- The Governance Committee has the authority to dismiss a complaint or determine a warning is the appropriate discipline.
- A decision by the Governance Committee can be appealed to the Board, but a recommendation to the Board to schedule a disciplinary hearing cannot be appealed.
- A member will be considered not in good standing during the time they are suspended.
- Complaints against a unionized staff member will follow the collective agreement process.
- Members that have not paid their Annual Dues within two (2) weeks of the due date will not be a member in good standing and will have their Playing Privileges suspended until the outstanding amount is paid in full.
- The Board has the authority to terminate membership if payment is late beyond sixty (60) days.



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General:

1. When assessing complaints, the following will be taken into consideration:
 - was there an infringement of the Bylaws or Policies.
 - is discipline warranted.
 - when discipline is warranted, establish appropriate discipline.
 - ensure due process was followed in accordance with the Bylaws and Policies.
2. Any Complainant or Respondent must provide contact information that includes an email address, and they will be deemed to have received any communication on the date of such delivery.
3. Any member who fails to comply with the final decision issued as outlined in this Code of Conduct Policy, may be expelled from Ledgeview at any subsequent meeting of the Board without further proceedings.
4. All hearings shall be summary in nature in that formal rules of evidence need not apply. The intent is to provide a timely and fair resolution to the complaint.
5. No action or proceeding may be brought against Ledgeview, the General Manager, a Board member or Governance Committee member, by reason of any act or matter arising from carrying out their duties in accordance with this Policy.

This regulation may in any such action or proceeding be pleaded as and shall constitute an absolute defence to any claims advanced.

However, members have rights outlined in the Societies Act to make a formal complaint against the Society.

6. The Board shall have the authority to retain legal counsel to act at any hearing.
7. Ledgeview shall have custody of and preserve all incident files indefinitely and such files or records shall be regarded as confidential, open only to the General Manager and the Board. Upon written request to the Board an incident file may be expunged.
8. While the Board believe in the principle of progressive discipline, serious cases of misconduct will result in bypassing some, or all, of the lesser forms of discipline.



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