



Member Code of Conduct

Purpose

The intention of this policy is to establish clear and acceptable behavior expectations for the Pine Hills Golf Club members and guests. It is not intended to restrict the rights of anyone but rather to ensure that all members and guests are treated with respect while enjoying the golf course, practice facilities and clubhouse at Pine Hills. The Club deems that upon payment of membership or guest fees, all members and guests have given their consent to be bound by this code of conduct.

Objectives

The objective of this policy is to ensure an environment that is free from discrimination, harassment, abuse and violence for members, employees and visitors of the Club. The Club's goal is an environment where everyone is treated with dignity and respect.

Member Responsibilities

By applying for and accepting membership in the Club, every member is deemed to agree to the following:

1. The privileges and rights of member are governed by the Club Bylaws and Policies; and
2. The conduct of each member is subject to the Club Bylaws, Policies, Rules and Regulations

Conduct

All members and guests will:

- Conduct themselves in a sportsmanlike manner
- Respect the rights of all other members, staff, management and Directors
- Not engage in any form of sexual, racial, religious or other harassment
- Respect the golf course, carts and facilities
- Not approach other members, guest, staff, management or Directors with abusive conduct, threatening language or violent behavior
- Abide by all local, provincial and national laws and regulations
- Be an ambassador for the Pine Hills Golf Club when out in the community or at other Clubs

Code of Conduct for Staff, Management and Directors

Staff, Management, and Directors have specific code of conduct policies. These can be found in the Staff Manual and the Board of Directors Manual.

Interaction with Staff, Management and Directors

Members must understand that:

- They have no authority to instruct staff on duties or job performance
- Club Management is responsible for instructing staff in performance of their duties
- They may make suggestions to Club Management and Directors regarding the operation of the Club for the betterment of the Club
- They cannot discipline or disrespect staff members
- If a member is viewed by a qualified staff member as having over-consumed alcohol they will be refused liquor service and appropriate actions taken as per the Alberta Gaming Liquor and Cannabis Commission's Responsible Liquor Service Policies
- Their behavior shall be respectful in dealing with staff, management, Directors, other members and guests.

Deliberate or Unintended Violations

Unacceptable conduct may be deliberate or unintended. The test is whether a reasonable person knows or ought to know that such behavior would be considered unwelcome or inappropriate by the recipient.

The Board of Directors, its Officers and the Management of the Club has the authority, as set out in the Club Bylaws, to enforce this Code of Conduct Policy against any members who are in violation. This may include suspension of rights and privileges of the offending Member and/or Expulsion from the Club.