

Conduct Policy

Adopted by Board of Directors:

EPGCC Policy CONDUCT

The Edmonton Petroleum Golf & Country Club enjoys serving the grand tradition of golf and its esteemed members. The EPGCC intends to promote a standard of conduct, etiquette and ethics worthy of the royal and ancient sport. Thus we will endeavour in both word and deed to preserve these standards and maintain the enviable position of the Edmonton Petroleum Golf & Country Club as the finest private golf club in Edmonton Area.

To implement these standards and thus enhance the experience of all members here at the Edmonton Petroleum Golf & Country Club. The General Manager with support from the Board of Directors has been established to follow up on reported incidents at the Club. The following outlines the terms of reference that will guide the General Manager when investigating any incidents.

Infraction	First Offence	Second Offence	Third Offence	Penalty(6)
LEVEL I (for any 12 month period) • smoking in restricted areas • dress code/cell phone violation • loud or profane language(1) • booking/no show for a tee time(2) • golf course etiquette(3) • improper use of pull carts • driving/parking power carts closer than 30 feet from any green or leaving designated cart paths on par 3's	an incident report will be prepared and submitted to the General Manager for review and the General Manager will be informing the member of the infraction and reminding them of the club policy	the letter will be sent by General Manager to member advising that a second offence has been reported and that any further violation(s) will result in a suspension	member will meet with the General Manager to discuss the suspension	3rd offence(5) one-week suspension 4th offence two-week suspension 5th offence one-month suspension 6th offence one-year suspension
LEVEL II (for any 24 month period) • power cart infractions(4) • golf course etiquette(3)	the letter will be sent to the member by General Manager advising that any further violations will result in the suspension			Penalty(6) 2nd offence one-week suspension AND loss of power cart privileges for one-week in succession to suspension* 3rd offence two-week suspension AND loss of power cart privileges for two-weeks in succession to suspension* 4th offence one-month suspension AND loss of power cart privileges for one year* 5th offence one –year suspension
LEVEL III • destruction of property or theft • verbal abuse of staff or a member • harassment • physical abuse of staff, member or guest				Penalty(6) 1st offence one-month suspension 2nd offence two-month suspension 3rd offence one-year suspension severe infractions may result in expulsion from the membership

1. **Loud or Profane language** shall mean shouting or profane language that disturb or embarrass members or their guests or interfere with a member's right to the peaceful enjoyment of the facilities.
2. **Booking/No show for tee time:** LEVEL I shall mean under/overbooking tee times and failure to show up for tee times without giving the Golf Shop 24 hours notice. i.e. book for four and two show up or group does a no show.
3. **Golf Course Etiquette:** LEVEL I shall mean failure to maintain speed or pace of play; and LEVEL II shall mean failure to (a) repair ball marks, replace divots or rake sand-traps or (b) improper use of pull carts (taking carts onto tee boxes, between greens or greenside bunkers or in marked areas where pull carts or prohibited) or (c) adhere to other rules of etiquette.
4. **Power Cart Infractions:** LEVEL I as outlined; and LEVEL II shall mean any careless or dangerous use of power cart.

5. The third offence of any infraction will result in a suspension (e.g. three different **Level I** infractions).
6. After consideration of mitigating or aggravating circumstances, the Board of Directors may, in its sole discretion, decrease or increase the recommended penalties.

* for cart infractions only

Member Conduct shall be dealt with by the General Manager in accordance with the outlined Conduct, however the General Manager will also review any conduct related items that may not be covered in this policy outline. Suspension – Means no access to the course, practice area or clubhouse facility. Charging privileges are not permitted.