

Pitt Meadows Golf Club

Code of Conduct

Introduction

This policy establishes clear and acceptable behavior expectations for Pitt Meadows Golf Club members and guests. It is not intended to restrict the rights of any but rather to ensure that all members, guests and employees can expect to be treated with respect while enjoying the golf course and property. All members, upon acceptance into the Club, have given their consent to be bound by the by-laws and rules of the Club; both to restrictions and the penalties that could be imposed.

General Code of Conduct

All Members and their guests are expected to conduct themselves in a manner that:

- Creates an environment that is reflective of personal integrity, and respect as exemplified in the Rules of Golf.
- Demonstrates respect and dignity towards fellow members, guests and staff.
- Acknowledges the Club as a family friendly environment and refrains from using obscenities, and obnoxious behavior inappropriate for social situations.
- Adheres to the Club dress code and observes proper golf etiquette.
- Adheres to the rules of the club on and off the course, which include but are not limited to:
 - Follow the sign in procedures in the Pro Shop.
 - Ensure that divots are filled, ball marks repaired, and bunkers raked.
 - Properly dispose of garbage and recyclables while on the course or any Club property.
 - Safely operate power carts while on Club property.
 - Adhere to pull cart and power cart policies and conform to usage in designated areas. On- course signage and markings must be observed and followed by all golfers
 - To not intentionally cause damage to the golf course or Club property
- Members and their guests are also expected to abide by all government laws and legislation which include but are not limited to:
 - Bringing in or consuming outside alcohol anywhere on the property.
 - Consuming alcohol only in licensed areas.
 - Following all municipal and provincial smoking / vaping bylaws and health policies.

Members are responsible for the actions and behavior of their guests.

All members acknowledge that the General Manager is responsible for instructing all staff in the performance of their duties and job functions. All Club staff direction comes from the General Manager and his/her leadership team and all members of the Club will adhere to that policy. The General Manager is available and open to discussing any issues on Club operations that members wish to bring forward. The General Manager will accept any member concerns regarding staff issues.

Complaint Procedure

Should a member wish to formally raise a complaint, it is to be made in writing or via e-mail to the General Manager in a timely manner.

The General Manager will investigate and if needed, present the matter to the Board for appropriate action.

The member initiating the complaint will get an acknowledgement that action is underway, but the specific action will normally remain confidential.

Disciplinary Sanctions

Situations of member, or guest actions which are improper, unbecoming, or detrimental to the character of the Club, the Club Bylaws or Club Rules (available on the PMGC website) shall be dealt with by the Disciplinary Committee in conjunction with the General Manager. Actions between members or with Club staff, that are found to be offensive, harassing, unwelcome, or in violation of a person's rights will be subject to the recommendations and results of the Disciplinary Committee.

Further details on penalties and process are outlined in Part 2 Section 7 of the Club Bylaws.

Last Revised

March 10, 2022