

Avisford Park 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

R&A Rule 1.2b – Code of Conduct: Avisford Park Golf Club has adopted the following Code of Conduct as a Local Rule

## **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
- Adhere to the dress code and R&A 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
- Showing the necessary respect to fellow golfers at all times, which incorporates; 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
- Conduct yourself in a sportsmanlike manner and do not knowingly cheat, disrespect employees, officials or fellow players.

## **In the clubhouse:**

Members, guests and visitors are reminded that:

- Any form of discrimination, harassment or intimidation is regarded as unacceptable behaviour.
- Consumption of excessive quantities of alcohol is not permitted by law.
- The use of foul or abusive language such as swearing has no place in the clubhouse and any member heard using unacceptable or offensive language

will be asked to either stop or leave the premises. Where someone is noticed to be consistently using bad language after being warned then their continued membership will be reviewed accordingly

- The taking of illegal substances will incur immediate suspension and loss of membership.
- The smoking of cigarettes or e-cigarettes is not permitted in the clubhouse

Whilst fully acknowledging that adult “banter” contributes to creating a healthy atmosphere among members, these rules are designed to safeguard others who find such banter offensive or intimidating. This Code of Conduct is not intended to create a bureaucratic, regulatory environment, but rather to promote and enhance our Club’s values.

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

## **Complaints and Protests:**

Complaints may be 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 Avisford Park Golf Club Management within 3 working days of the matter occurring.

Once received the Club will determine the offence, and grade it in accordance with Section Grading of Complaints below. The Club will then take the following actions;

1. If the matter is Grade 1, of a minor nature, the Club will discuss the complaint with the person(s) involved and deal with the complaint by either dismissing the complaint or deal with it by way of the first step in Appendix 2 whereupon the matter will be closed;
2. If the matter is Grade 1, but the person involved has already had step one of Appendix 2, then the Club will discuss the complaint with the person(s) involved and either dismiss the complaint or deal with it by way of the second step in Appendix 2;
3. If the matter is a Grade 2 or 3 offences, or involves a Grade 1 suspension or expulsion, the Club will carry out a preliminary investigation and gather all the facts of the complaint as is reasonably available within seven days from the receipt of the Complaint notice. This may include speaking to the accused person and getting a written report from that person.

The Club will be responsible for keeping all parties involved informed about the complaints process.

## **Grading of Complaints**

All complaints and charges are to be graded 1 to 3 with 1 being the lightest grading and 3 the most serious. This is done by reference to Appendix 1 and the following notes.

The Club is required to determine the grading of the offence. The grading allocated will determine the action to be taken and the potential penalty a player may receive. Therefore, consistency of grading across offences is important and it is a requirement that records are kept supporting the grading process.

## **Penalties:**

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

However, in adopting this Code of Conduct as a Local Rule Avisford Park Golf Club may impose the following penalties for player misconduct

If a complaint is upheld, it shall give its decision in writing, within 5 days, with reasons for the decision and any penalty imposed.

It would be expected that Avisford Park Golf Club Management will deal severely with proven cases of serious misconduct and in some cases the conduct may constitute a criminal offence in which case the matter should be referred to the Police.

## **Appendix 1**

General examples of grading of complaints of conduct likely to bring the game into disrepute (not an exhaustive list)

### **Grade 1 Offences**

- Bad language
- Improper treatment of equipment, including throwing of clubs
- Use of club other than within the intentions of the game e.g. damaging trees with clubs etc
- Ill-mannered behaviour

### **Grade 2 Offences**

- Behaviour bringing the club into disrepute
- Theft of minor items
- Excessive or offensive bad language
- Verbal abuse or threatening behaviour to another player

- Breaking clubs

## **Grade 3 Offences**

- Any serious misuse of alcohol or drugs on the course or club premises
- Serious theft
- Assault of a player, official, member, guest or member of the public
- Sexual or verbal harassment

## **Appendix 2**

### **Grade 1 Offence**

If no previous offences any one of the following process will be adopted:

1. Verbal warning with notice on file;
2. Written warning issued to member;
3. Penalty of suspension imposed by Avisford Park Golf Club Management;

If the next incident is a Grade 2 offence, then that process will override the above.

### **Grade 2 Offence**

If no previous offences any one of the following process will be adopted depending on the seriousness of the offence:

1. Written warning issued to member
2. Penalty of suspension imposed
3. Penalty of expulsion as determined by Avisford Park Golf Club Management

If the offence is considered serious, or there are other recent offences, then a step can be passed at the discretion of the Club.

### **Grade 3 Offence**

Depending on the seriousness of the offence any one of the following actions may be adopted;

1. Written warning issued to member;
2. Penalty of suspension imposed by the Club
3. Penalty of expulsion as determined by the Club

Step 1 will only be taken if the offence is of a lesser scale otherwise a penalty of suspension will usually be imposed.

A clean slate policy will apply to any offence after a twelve-month period from date of last penalty.