

LOUTH GOLF CLUB CODE OF CONDUCT

Louth Golf Club is committed to providing an environment that is free of discrimination, (race, age, gender or disability) harassment and intimidation for members, employees and guests.

All members, employees and visitors are reminded that an acceptable standard of behaviour must be maintained at all times, both on the course, within the clubhouse and on the premises.

Unacceptable behaviour towards a member of staff, including the franchisee staff will not be tolerated, and disciplinary procedures will be considered in all cases.

Members, employees, guests and visitors are reminded that:

- Any form of discrimination, harassment, intimidation or physical aggression is regarded as unacceptable behaviour
- Consumption of excessive quantities of alcohol is not permitted by law. Please do not be offended if service is refused
- 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
- Smoking or the use of e-cigarettes is not permitted within any of the Club buildings
- The taking of illegal substances will incur immediate suspension and loss of membership
- When using social media in relation to Louth Golf Club, its officials or members to do so in a manner which could not be deemed offensive
- Be considerate towards others if using your mobile phone in the clubhouse - the use of mobile phones for telephone calls is not permitted within the main rooms of the clubhouse. However, free Wifi is available and such devices can be used on silent so as not to cause distraction or annoyance to fellow members or visitors
- 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.

On the course

All golfers must:

- Adhere to the traditions and etiquette of golf, along with the R&A rules of golf and local rules of the course
- Conduct themselves in a sportsmanlike manner and do not knowingly cheat, disrespect employees, officials or fellow players
- Show 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, abusive, discriminative or intimidating behaviour
- 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 of the course, as outlined on the website
- Demonstrate fair play both on and off the course

- Always follow established golf etiquette respecting the course, such as: repairing pitch marks, replacing divots and raking bunkers
- Respect golf course staff, who always have right of way when actively engaged in work on the course
- Switch mobile phones to silent on the golf course for use in emergencies only

Complaints

Complaints may be made by any person including a member, employee, visitor, other associated golf club members, and members of the public.

It is expected that most issues that arise will be of a minor nature and will be dealt with informally without the need to instigate the formal Disciplinary Policy.

The procedure for complaints is as follows

- Complaints will in the first instance be made to the Golf Operation Manager, who in discussion with the Chair of the Board will decide the next course of action. As indicated above most issues that arise will be dealt with informally, without the need to instigate the formal Disciplinary Policy
- Any formal complaint will be emailed to the club for the attention of the Chair of the Board of Directors within 7 days of the incident
- The Chair will then either look into the matter or refer the matter to another Director or an appropriate official, to investigate and resolve or determine whether further action is required
- Initially, this may be through a meeting or a conversation with the person making the complaint
- If this cannot be resolved informally and further action is required, the matter will be dealt with in accordance with the Club's Disciplinary Procedure

This Code of Conduct is applicable to all members and employees of the Golf Club, guests and visitors. Louth Golf Club deems that upon payment of membership or green fees payers, guests and visitors have given their consent to be bound by this Code of Conduct.

The policy will be reviewed annually.

January 2022