

Code of Conduct – Williamwood Golf Club



Welcome – our club code of conduct

Here at Williamwood Golf Club, we believe in providing a welcoming, safe and inclusive environment for members, guests, visitors and staff. In line with other similar clubs we feel it is important for members to be aware of our Code of Conduct

In this friendly setting, there is no place for discrimination based on gender, age, race, religion or belief, sexual orientation, or disability.

Our club prides itself on being equitable and fair and we welcome members and visitors who share and respect our values.

On payment of a membership or green fee, a golfer consents to be bound by both the restrictions and penalties imposed by this code of conduct. Members shall be liable for any breach committed whether by themselves or their guests.

Courtesy, sportsmanship and the spirit of the game lie at the heart of our club's code of conduct.

Golf is Scotland's game for everyone, and this code of conduct is not intended to restrict rights. Instead, it is our sincere wish to ensure that all members, guests and visitors enjoy their visit, staff feel secure in their workplace, and everyone is treated with respect at all times.

Williamwood Golf Club has adopted the following code of conduct as a Local Rule.

GENERAL: All responsible patrons are encouraged to:

- Respect fellow golfers, golf club staff and volunteers
- Demonstrate a high standard of personal behaviour
- Never physically or verbally abuse or harass anyone
- Respect the golf course and host venue
- Follow all Health & Safety protocols, byelaws, and on-course guidance/signage
- Refrain from negative social media activity in relation to the club or individuals that choose to play or work at the club.

ON-COURSE: All golfers must take care to:

- Be aware of their immediate environment and pay attention to fellow golfers and greens staff.
- Show courtesy by waiting until players in the group ahead are out of range before playing a shot
- Raise the traditional cry of 'Fore!' in the event of an errant shot straying towards another golfer/staff member/member of public
- Avoid slow play, keep up with the group ahead and apply 'Ready Golf' principles to optimise enjoyment of the round

- Wave through groups if they play at a faster pace
- Respect the club's dress code **as shown in Appendix 1**
- Observe The R&A's Rules of Golf to enhance enjoyment of the game
- Respect the golf course and staff by replacing divots, repairing pitchmarks raking bunkers and using seed mix when supplied
- Adopt a sportsmanlike manner and not knowingly cheat, throw clubs or disrespect employees, officials or fellow competitors
- Place mobile phones on silent mode
- Avoid resting bags on, and pulling trolleys across, putting greens
- Observe signage around greens and paths in relation to trolley/buggy/cart use

CLUBHOUSE: Members, guests and visitors are reminded of the following:

- The use of foul, abusive or threatening language, adopting an aggressive manner, and harassment or intimidation of others are all forms of unacceptable behaviour. Any offender will be asked to stop and/or leave the premises and/or be dealt with through the club's disciplinary procedures as shown on Appendix 2.
Consider your choice of language when in the clubhouse to avoid causing unnecessary offence to others
- Smoking and the use of e-cigarettes is prohibited in indoor spaces and our designated smoking area should be used – to be updated and signposted shortly.
- Mobile phones should be on silent in the clubhouse and calls taken in the front hallway or outside
- **Golf shoes should not be changed in the car park and should be changed in the clubhouse.**

Complaints procedure

Any grievances or complaints arising from time spent at the club should be addressed directly to secretary@williamwoodgc.co.uk in writing within 7 days.

DRESS RULES AND USE OF CLUBHOUSE LOUNGES

It is neither possible nor desirable to lay down rigid and all-embracing rules regarding dress in the Clubhouse and on the course. However, all categories of Member and their guests must comply with the dress regulations shown below. The Management Committee has the right, at all times, to decide whether the dress of a Member or guest conforms to the standards required on the course or in the Clubhouse.

On the Course

Dress: Shirt with full or half sleeves, regulation golf tops or sweater. Regulation trousers or tailored shorts (trousers should not be tucked into socks), golf type footwear. Ladies should wear appropriate equivalent attire.

Denim trousers, running shorts, singlets or tee shirts and football team colours and scarves are not acceptable dress on the course.

Juniors – see guidance below

In the Clubhouse

Dress – The minimum dress standard in the Clubhouse is smart casual wear throughout. Persons using the Course are encouraged to change apparel worn on the course prior to using the facilities of the Clubhouse other than the locker rooms. Soiled articles of clothing and footwear must be changed. Mud, dirt and grass cuttings should be removed before entering the locker rooms.

Tee shirts, singlets and football team colours are not acceptable as casual wear in the Clubhouse.

Baseball caps are to be removed when in the Clubhouse lounges.

Members of staff and the Professional Shop staff have to right to address this issue with members.

All lounges

Dress: Smart casual wear (see note “In the Clubhouse”).

These lounges are available to all categories of Member and guests.

Children under the age of 14 should be accompanied by an adult in the Bar area.

Golf shoes are not to be worn in the lounges.



Acceptable - Shirts with collars, tailored shorts, long trousers, socks, golf shoes. Girls may also wear sleeveless tops, skirts and cut offs

Unacceptable – Jeans , tee shirts, cargo shorts

Appendix 2 Disciplinary Procedure

1.1 - A complaint about the conduct of a Member of any category either on or off the course or in the vicinity of the course or while representing the Club externally shall be made, in writing, by the complainer to the Club Secretary or the Captain. The complaint shall be considered by the Captain who shall determine the course of action either discretionary, or referral to a Disciplinary Panel. If the complaint is about or by the Captain, it shall be referred by the Club Secretary to a Disciplinary Panel. The Club Secretary or the Captain shall inform the Member, in writing, of the nature of the complaint and the course of action to be taken. If the complaint has been referred to a Disciplinary Panel, the Panel shall convene a meeting within fourteen days of receiving notice of the complaint and the Member shall be advised of the place, date and time when it will be considered and requested to attend. A Member attending a Disciplinary Panel Hearing may be accompanied by a representative of the Member's choosing. If for reason of illness or other satisfactory justification, the Member is unable to attend a Disciplinary Panel Hearing, an alternative date shall be arranged as early as practicable. In the event that there is no response from the Member, a Disciplinary Panel shall have the power to deal with the complaint in the Member's absence.

1.2 **Disciplinary Panel** - A Disciplinary Panel shall consist of the Vice-Captain, who shall act as Chairman, the Immediate Past Captain and a member of the Management Committee. Alternatively, the President of The Association of Past Captains will nominate up to three Past Captains to comprise the Disciplinary Panel. In the absence of the Vice-Captain the Chairman of the Disciplinary Panel will be nominated by the President of the Past Captains' Association.

The Disciplinary Panel may, in its absolute discretion, dismiss the complaint but if it appears to the Panel that the conduct of the Member about whom the complaint was made endangered the character, interests, or good order of the Club or acted in defiance of the Constitution and Rules, it shall have the power to reprimand, suspend or recommend expulsion from the Club.

13.2.1 Reprimand - A Reprimand shall be administered verbally at the Disciplinary Panel Hearing. The Reprimand may include a warning as to future conduct and shall be confirmed in writing within seven days.

13.2.2. Suspension - A decision of Suspension shall be communicated at the Disciplinary Panel Hearing. It shall be with immediate effect and shall be confirmed, in writing, within seven days, specifying the period of suspension.

13.2.3 Expulsion of a Member other than Ordinary - The Management Committee shall have the power, on a vote, by a majority of two thirds of its entire number, to call for the resignation, within seven days, of a Member, other than an Ordinary, whose conduct appears to the Management Committee to endanger the character, interests or good order of the Club or who acts in defiance of the Constitution and Rules and to expel such a Member who fails or refuses to resign. A person so expelled shall have the right of appeal to a group of three Past Captains of the Club, nominated by the President of the Association of Past Captains for that purpose, and their decision shall be final.

13.2.4 Expulsion of an Ordinary Member - The Club in General Meeting may expel a member, of any category, whose conduct appears to endanger the character, interests, or good order of the Club, or who acts in defiance of the Constitution and Rules, on a vote by a majority of two thirds of those voting. At least seven days before calling meeting for such purpose, the Management Committee, through the Club Secretary, shall communicate with the Member concerned to give that person an opportunity of withdrawing from the Club.

1.3 **Appeal** - A Member subject to discipline by a Disciplinary Panel may appeal. Appeal against the Disciplinary Panel decision must be made, in writing, within seven days from the date of the letter advising the decision of the Hearing and contain the reason(s) for the Appeal. The matter shall then be referred to an Appeal Panel. The Appeal Panel shall comprise the Captain together with three Past Captains nominated by the President of the Association of Past Captains. The Appeal Panel shall determine the procedure for dealing with an Appeal referred to it but shall be required to complete the Appeal within six weeks of the matter being referred to it, failing which the Appeal shall be deemed to have been upheld. The Club's Legal Adviser may attend meetings of the Disciplinary Panel and/or the Appeal Panel but shall not be entitled to vote.