

## **Club Policies & Procedures - Victoria Park Valley**

### **\*\*COVID-Safe Golf\*\***

**IMPORTANT:** While Covid restrictions are in place, we expect all customers and staff to follow the current directives of the Wellington Dufferin Guelph Health Unit, as well as Provincial regulations. Carts are to be shared, with a vinyl barrier between the driver and passenger. For any other current restriction that may affect play, please contact the golf course.

### **General Playing Rules**

Golf Canada/Golf Association of Ontario rules of play govern except where local rules as indicated on the scorecard, or posted on the golf course, shall apply.

### **Starting Times for Golf**

Members may book either by phone, on-line or in person. Each member is only able to book 1 tee-time, and may book times 7 days in advance. All players must register in Pro Shop prior to tee-time. Please call if you will be late. Your group will proceed without you.

**IMPORTANT: At Victoria Park, in order to accommodate all golfers as efficiently as possible, we reserve the right to pair-up singles and twosomes when necessary. We do not guarantee the availability of tee times for single or twosome play.**

### **Dress Code**

#### *Acceptable Golf Course Attire*

Golfers must be properly attired at all times. Shirts with collars, turtlenecks and mock turtlenecks are acceptable. Bermuda style or shorts of a respectable length are acceptable. Ladies: Golf skirts, skorts and tailored pants may be worn. Men & Ladies: Tailored denim jeans (providing they are clean, unpatched, and untornd) are acceptable. Approved spikeless golf shoes or any other flat athletic shoes are acceptable.

#### *Unacceptable*

Mesh shirts, muscle shirts, any attire with offensive writing or graphics is not permitted. For ladies, halter tops and tube tops are similarly inappropriate. Gym shorts or cut-offs, track and sweat suits are inappropriate. Absolutely no soccer or baseball shoes allowed.

### **Code of Conduct**

In everyone's best interest, and to maintain an environment of Fair Play, Victoria Park Golf Club expects all members to abide by the common-sense etiquette that is typical of the sport of golf. Our professional staff will gladly answer any questions, or provide guidance, regarding etiquette and the basic rules of golf - if you are unsure, please ask!

Any member whose conduct is considered by Management to be unbecoming, who willfully commits a breach or violation of any policies of the club may be expelled from membership. The member shall be provided with written notice of the conduct or circumstances and will be given an opportunity to respond. Any member who engages in behavior that is likely to result in property or equipment damage, or endanger the safety of its employees, members or guests, will be expelled immediately and will not be entitled to a refund or credit of membership fees.

## Practice Policy

In order to keep our golf course in the best condition possible throughout the golf season, practicing on the golf course is prohibited. Our practice facilities are available for your use.

## Hole-in One Insurance

All Adult Members will contribute an annual fee to the Hole-in-One Insurance fund, as part of their Membership. The fund was established to provide a drink, alcohol or otherwise, to members **who are present at the golf course when a member gets a hole-in-one**. You may claim one drink per hole-in-one: regular domestic 355 ml can of beer, one regular glass of domestic non-premium draught beer, one mixed drink of a regular bar shot of alcohol, one 6-oz glass of wine, or one soft drink. Please obtain a special Hole-in-One ticket from the pro shop, and these tickets can be redeemed in the Clubhouse (not from the beverage cart) *only on the day of the hole-in-one*.

## Membership Payment

Victoria Park offers several options for payment. All membership payments must be submitted and complete by June 15th. **Any outstanding membership amounts after this date will be considered in arrears, subject to interest charges, and may result in suspension of golfing privileges and forfeit participation in Club Championships if arrangements are not concluded with the Office.**

## Member Account Charges & Payments

Members at Victoria Park Golf Club have the benefit of charging Pro Shop purchases, guest green fees, range tokens, power cart rental fees, or food and beverage items, to their account – **a valid credit card must be on file, and will be charged on the 15th of the month**. It is the Member's responsibility to sign a receipt for all charges prior to leaving the Pro Shop or Golfers Lounge. Entry fees for tournaments or other member events are permitted as chargeable items.

Winnings from Field Days and weekly League Days will be posted as credits on member's accounts. Winnings are good for the current calendar year only, and cannot be carried over to the following season. Monthly statements will be emailed out to members (or available for pickup in the Pro Shop) with a non-zero balance, on or about the 10<sup>th</sup> of each month. Full payment of all charges to accounts are due by the end of the following month. Outstanding balances are subject to interest charges of 2% per month. Any discrepancies should be reported to the Office Manager.

## Refund Policy

Victoria Park Golf Club will refund the amount of membership paid under the following conditions:

- 1) grace period – no golf is played between start of season and April 30th
- 2) the member is relocating to a distance of beyond 100 km radius from the golf course
- 3) the member sustains an injury/illness, with no chance of return to golf during the season and provides medical documentation to that effect. **\*\*Important: Please notify us immediately if your injury causes you to suspend golfing.\*\***
- 4) the member becomes deceased.

### **Refunds will be issued in the following manner:**

- a) from the start of the golf season to April 30<sup>th</sup> (grace period) if no golf is played, a full refund minus the \$100 administration fee will be issued
- b) from the start of the golf season to April 30<sup>th</sup> if rounds are played, we will multiply the number of rounds by the regular public green fee rate, plus the \$100 administration fee and subtract from the membership fee paid, or added to the deposit if the amount is in excess.
- c) from the start of the golf season to July 30<sup>th</sup> we will multiply the total number of rounds played by \$30 for full members, or by \$25 for weekday members plus \$100 administration fee and then subtract from the golf portion of the membership fee.

**No monetary refunds will be issued after July 30<sup>th</sup>.**

*(continued on next page)*

## **Refund Policy (continued)**

*Extenuating circumstances:* After July 30, the refund amount will be applied to either the next season's membership, or converted into game cards. Please note that membership privileges and services are forfeit if the game card option is chosen.

*With the exception of (a) above, the refund will be on the golf portion of the membership only. No refunds will be given on additional services that are included in the membership category.*

## **Change of Membership Classification**

Members wishing to change from one type of membership to another should first check with Management to ensure space is available in another category. Victoria Park will do its best to accommodate these changes.

## **Victoria Park Golf Club Privacy Policy**

### **Commitment to Your Privacy**

Your privacy is important to Victoria Park Golf Club and this policy is our commitment to the protection of your privacy and any personal information you disclose to us.

### **Collection and Use of Personal Information**

We collect personal information such as name, address, home and business telephone number, email address, emergency contact person, date of birth and credit card number. We collect this information from you when you complete the application for golf membership at Victoria Park Golf Club and use this information to identify and provide you with membership services.

### **Disclosure of Personal Information**

We do not sell information about our customers to others. Your personal information is a vital part of our ongoing business relationship with you. We do:

- disclose your name and membership category to the GAO (Golf Association of Ontario) for the purpose of generating your index (handicap) card
- disclose your name to Professionals working with us ie. Accountants, Lawyers if it is necessary

If you choose to opt out of the above disclosures, your signature is required on a waiver form provided by the club. However by doing that, depending on the situation, you may be limiting or preventing our ability to provide you with the service you desire.

### **Safeguards, Security and Consent**

In order to protect your personal information and right to privacy, we will:

- Not collect, use or disclose your personal information for any purpose other than those that we identify to you
- Keep your personal information as accurate and complete as possible
- Safeguard your personal information
- Respond to any request you make to access or correct your personal information that we have on file
- Obtain the appropriate consent from you for the collection, use, or disclosure of your personal information

We may obtain your express consent or we may determine that consent has been implied by the circumstances.

- We might ask you for your express consent in writing, for example in a signed consent or application form.
- We may ask for your express consent in person or over the telephone.
- We may determine that by seeking a membership with Victoria Park Golf Club, your consent has been implied for us to deal with your personal information in a reasonable manner.

If you would like to review your own personal information, correct or revise existing information, or if you have any questions, concerns or comments regarding this Privacy Policy or its application, please contact Louise DeCorso at (519)821-2211 or email: [louise@victoriaparkgolf.com](mailto:louise@victoriaparkgolf.com).