

Bally Haly Golf Club

Mission Statement and Code of Conduct

Mission Statement:

Your destination of choice for golf and hospitality in a spectacular environment.

Mandate:

Highest quality of service for members and the community for a positive experience.

Key Values:

Quality: A commitment to ensure the highest quality in each and every aspect of its operations and will not sacrifice for any other purpose.

Service: A commitment to provide the highest level of service throughout the organization to ensure a great experience for members, guests, and the public.

Respect, Inclusivity and Equality: A commitment to maintain a respectful and inclusive workplace for its staff, members, and the public and to ensure that each and every person is treated equally.

Accountability: A commitment to open and transparent sound fiscal management in pursuit of the Club's goals.

Code of Conduct for Members, Volunteers and Guests

Purpose

The purpose of this policy is to establish clear and acceptable behavior expectations for the members, volunteers and guests of Bally Haly Golf and Curling Club (herein referred to as "The Club"). The intent is to ensure that all persons are treated with dignity and respect while, playing, visiting, working or volunteering at The Club and its facilities. The Club deems that upon payment of membership or guest fees or by accepting a volunteer role, all members, volunteers and guests have given their consent to be bound by this Code of Conduct. The Club's vision is to provide a welcoming, respectful community for all. To that end, the objective of this policy is to ensure an environment that is free from discrimination, harassment, abuse and violence for members, volunteers, employees, and guests. Furthermore, the aim is to provide information on what is to be expected following any violations of this Code of Conduct.

Responsibilities Of Members, Volunteers and Guests

By accepting to engage in activities or enjoy the use of our facilities every member, volunteer, or guest is deemed to agree to the rights and privileges governed by The Club's bylaws, policies and rules. Therefore, their conduct must adhere to such guiding documents.

Members, volunteers, and guests, will:

- Demonstrate personal integrity, sportsmanship and respect for others.
- Respect the rights of all other members, employees, volunteers and guests.
- Refrain from engaging in any form of discrimination or harassment.
- Respect the golf course, ice, equipment, and facilities.
- Refrain from actions associated with vandalism.
- Refrain from actions such as playing loud music or excessive shouting that may disrupt other members or guests from enjoying their activities
- Ensure mobile phones are set on minimum ring tone or preferably switched to silent to avoid disrupting others
- Avoid slow play. In golf, keep up to the group in front or allow other golfers to play through. In curling, maintain the pace of play expected for the game.
- Refrain from any illegal use of drugs or excessive use of alcohol.
- Refrain from using abusive or profane language; displays of temper (such as throwing of clubs or smashing of brooms); and threatening physical gestures or motions.
- Abide by all local, provincial, and national laws and regulations.

- Refrain from any illegal use of drugs or excessive use of alcohol.
- Refrain from using abusive or profane language; displays of temper (such as throwing of clubs or smashing of brooms); and threatening physical gestures or motions.
- Abide by all local, provincial, and national laws and regulations.
- Refrain from instructing staff on duties or job performance.
- Direct any concerns, complaints, or constructive suggestions regarding club operations to The Club's General Manager.
- Adhere to the dress code established by The Club.
- Be an ambassador for The Club.

Violations and Sanctions

The General Manager is the initial point of contact with authority to enforce the Code of Conduct with any persons who are, or may be suspected of being, in violation. In response to a report of suspected violation, the General Manager will initiate an investigation which may lead to violators being subject to one, or sever of the following:

- Verbal or written warning
- Immediate suspension of rights and privileges pending investigation or for a particular period of time
- Suspension of membership by the Board
- Termination of membership by the Board following investigation and allowing the member a reasonable opportunity to respond

Disciplinary Review Process

Any person who feels there has been a violation of the Code of Conduct should report it to the General Manager.

- All complaints will be directed to the General Manager in writing (letter or e-mail) within three days of the violation.
- The General Manager will advise the President of the complaint.
- The person who is said to have violated any portion of the Code of Conduct will be notified of the complaint and given an opportunity to respond.
- The General Manager will review the complaint as well as the response, and undertake further investigation if necessary.
- The General Manager will refer any matter that may result in suspension or suspension of membership to the Board of Directors of The Club. In all other cases, the General Manager may work to resolve the issue, or may issue a reprimand.
- For those complaints referred to the Board of Directors regarding a member, the member will be provided an opportunity to appear before the Board of Directors and be heard if the member does so request in writing (letter or e-mail) to the General Manager.
- If such member appears but fails to satisfy the Board of Directors, the member may be subject to any of the penalties provided herein at the discretion of the Board of Directors.
- Any suspension will state in writing (letter or e-mail) to the member the date the suspension is to take effect and the number of days of the suspension. The days of suspension previously served shall be taken into account.

- The General Manager will involve a legal authority as appropriate
- If the complaint is regarding the conduct of the General Manager, the President is to be notified in writing (letter or e-mail) within three days of the violation and the President will notify the Board of the complaint.

Other Considerations

- All violations of the Bally Haly Golf and Curling Club Code of Conduct shall be cumulative during the period of the member's membership and any actions or letters be kept on file with the General Manager. Such files or records shall be regarded as confidential and available only to members of the Board of Directors.
- A member who is under suspension or whose membership has been terminated shall not be invited to premises by another member at the Club.
- A member who has been suspended for a period of time will not be compensated for loss of rights and privileges within the club unless the member wishes to cancel their membership. In that instance, The Club's policy on compensation rates for cancelled memberships will apply.
- Notwithstanding suspension or termination of membership, the member will remain liable for any accounts unpaid or due The Club.

Appeal

In the event of a suspension or termination of membership of which the member wishes to appeal, the member must submit within fifteen days of the notification of suspension or termination a written account of the grounds for appeal. The Club's Disciplinary Committee will review both the initial written complaint from the offended member along with the suspended or terminated member's written account of the grounds for appeal. After reviewing the documentation, the Disciplinary Committee will present recommendations to the Board for consideration. The member will be notified of the date when such appeal will be heard by the Board of Directors. The Board will issue a written decision within 30 days of such hearing. All decisions of the Board are final.

Bally Haly Golf Club
Board of Directors
March 10, 2022