



POLICY AND PROCEDURE MANUAL
2021

KINGSVILLE GOLF AND COUNTRY CLUB LIMITED

POLICY AND PROCEDURE MANUAL

2021

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KINGSVILLE GOLF AND COUNTRY CLUB
POLICY AND PROCEDURE

SECTION 1

MEMBERSHIP

Active Members

Are those male and female persons admitted as such by the Board of Directors who have paid the Capital Contribution Fee (if any) as fixed by the Board of Directors and who pay such additional fees as may be fixed from time to time by the Board. Active Members shall be entitled to the privilege of using the Corporation's golfing and clubhouse facilities as long as such members remain in "good standing" with the Club.

Membership in the Club shall be from year to year until such member has resigned from the Club or his/her membership dues go unpaid by May 31st in any year.

Inactive Members

Inactive memberships are comprised of two categories, Associate Members and Social Members (See Section 2 - Membership Categories).

Shareholders

A Shareholder is one whose name appears in the share register of the Corporation as the holder of one or more shares in the capital stock of the Corporation. Such person shall be entitled to the privilege of using the golf facilities of the Club upon payment of the Capital Contribution Fee and annual Golf Dues, as may be affixed from time to time, by the Board. Shareholders who choose not to become active golf members are given complimentary Social Member status. (See Section 2 – Membership Categories).

From time to time the Board of Directors may provide an opportunity for members to purchase shares in the Corporation. However, only Shareholders whose shares are fully paid for will be given Shareholder privileges and a discounted rate. By Resolution of the Board of Directors, one person may not own more than three (3) shares (jointly or severally). Shareholders who are holders of more than three (3) shares prior to the resolution are grandfathered but cannot purchase any more shares.

Members who have fully purchased a share will receive Annual Financial Statements, Notice of Annual and Special Meetings of Shareholders and voting privileges thereat. Shareholder members receive a \$300.00 plus HST discount off of their yearly dues. A share must be purchased prior to March 31st to receive the discount for that year. Shares are not RRSP eligible since the member is receiving a yearly discount.

Any sale or transfer of ownership of shares must be completed with the full consent and knowledge of the Corporation.

New Member Applicants **(Active)**

Prospective golf members are required to complete a standard form of application available from the Club office. Applications must include one letter of endorsement from a current member of the golf section (or staff member) who is in good standing, plus the stipulated deposit as set by the Board of Directors.

Completed applications are reviewed by the Membership Committee of the Board of Directors and recommended for acceptance or denial by the Board.

The Club may establish ceilings on each category of membership and, if an applicant has applied for a category that is full, the applicant may be offered another category if an opening exists. Members having been accepted in this manner are given first priority of transfer to their preferred category.

If a Waiting List exists, all approved applications will be placed on the list in the order they were received.

SECTION 2

MEMBERSHIP CATEGORIES

Golf members are divided into categories of membership as meets the needs of the Corporation and its members.

UNLIMITED SINGLE:	Have full and equal playing privileges. Unlimited Members may play any time subject to Club commitments and are eligible for Club Events by paying applicable fees. House Minimum of \$300.00 for the season applies.
UNLIMITED COUPLE:	Have full and equal playing privileges. Unlimited couples may play any time subject to Club commitments and are eligible for Club Events by paying applicable fees. House Minimum of \$460.00 for the season applies.
LIMITED SINGLE:	Have restricted but equal playing privileges. Limited members may play any time Monday through Friday, except Canadian Holidays, subject to Club commitments and are eligible for Club events similarly scheduled by paying applicable fees. House Minimum of \$300.00 for the season applies.
LIMITED COUPLE:	Have restricted but equal playing privileges. Limited couples may play any time Monday through Friday, except Canadian Holidays, subject to Club commitments and are eligible for Club events similarly scheduled by paying applicable fees. House Minimum of \$460.00 for the season applies.
LIMITED SR. SINGLE:	Have restricted playing privileges. The member must have 10 years of consecutive membership and must be 70 years of age to qualify. Limited Single restrictions apply. House Minimum of \$300.00 for the season applies.
LIMITED SR. COUPLE:	Have restricted but equal playing privileges. The members must have 10 years of consecutive membership and must be 70 years of age to qualify.

Limited Couple restrictions apply. House Minimum of \$460.00 for the season applies.

LOYALTY SINGLE: Have restricted playing privileges. The member must have 20 years of consecutive membership and must be over 80 years of age to qualify. Limited Single restrictions apply. House Minimum of \$150.00 for the season applies.

LOYALTY COUPLE: Have restricted but equal playing privileges. The member must have 20 years of consecutive membership and must be 80 years of age to qualify. Limited Couple restrictions apply. House Minimum of \$230.00 for the season applies.

YOUNG ADULT: Shall be persons who have attained the age of 35 years as of April 1st and who have not attained the age of 44 years. Have equal playing privileges and may play anytime subject to Club commitments. House Minimum of \$300.00 for the season applies.

MID ADULT: Shall be persons who have attained the age of 44 years as of April 1st and who have not attained the age of 50 years. Have equal playing privileges and may play anytime subject to Club commitments and are eligible for Club Events by paying applicable fees. House Minimum of \$300.00 for the season applies.

SENIOR INTERMEDIATE: Shall be persons who have attained the age of 27 years as of April 1st and who have not attained the age of 35 years. Have equal playing privileges and may play anytime subject to Club commitments. No House Minimum.

INTERMEDIATE: Shall be persons who have attained the age of 19 years as of April 1st and who have not attained the age of 27 years. Have equal playing privileges and may play anytime subject to Club commitments. No House Minimum.

JUNIOR: Shall be persons who have not attained the age of 19 years as of April 1st. Junior members shall be entitled to the privilege of using the golfing and clubhouse facilities (to the extent permitted by law) subject to any restriction as to time of use from time to time as fixed by the Board. No House Minimum.

ASSOCIATE MEMBERS: Active playing members may transfer to an Associate Member Inactive category and avoid an additional Initiation Fee upon reinstatement to an active status. Associate Membership does not relieve a member from maintaining annual payment of Capital Contribution Fee, should they exist. Members may become "golf inactive" for one or more of the following reasons:

1. Ill Health - A letter requesting temporary transfer to Associate Member Inactive status is required with medical confirmation. The Member may only play golf to determine if they are able to return to Active status on notifying the office.
2. Transfer - Transfer of residence to a location more than 125 kms from Kingsville. The request for status change must be in writing, providing the change of address. Members may play golf on payment of green fees.
3. Financial - Financial setback must be temporary in nature. All

outstanding accounts must be paid or reasonable arrangements for payment made with the General Manager prior to return to Active status.

4. Caregiver circumstances.

Special Circumstances - Other requests for Associate Membership will be considered by the Membership Committee and recommended to the Board. Special circumstances Associate Members are allowed to play once a month on payment of green fees. This category is allowed for one year and must reapply for an extension.

The Associate Membership list shall be reviewed by the Membership Committee on a bi-annual basis and recommendations made to the Board for ongoing membership. Those approved for removal from the Associate Member category shall be offered Social Membership status for the prevailing Social membership fee.

SOCIAL MEMBERS: Social membership is provided on a complimentary basis to:

1. Spouse of a Past President who is deceased.
2. Shareholder inactive.

Social Membership is available on an annual fee basis to the general public.

Dining facilities are open to the general public however, Social Members shall receive an account number, monthly statements, newsletters and dining room schedules.

CLERGY: Clergy, either active or retired and who live in the town of Kingsville, shall be exempt from the Capital Contribution Fee and House Account minimums as long as they pay Limited dues.

Clergy, either active or retired and who do not live in the town of Kingsville shall be subject to paying Capital Contribution Fees and Limited dues as well as maintaining House Account minimums. (Current clergy members are grandfathered).

SECTION 3

CAPITAL CONTRIBUTION, ANNUAL DUES, OTHER FEES, AND REFUNDS

A. **Capital Contribution**

The Board of Directors has established that a Capital Contribution shall be required for Adult Members (age 50 and over) in the golf categories. At present the Capital Contribution is \$925.00 per single adult golf active member and \$1725.00 per couple adult golf active members. If joining at a later date, the Capital Contribution for the spouse of a member is 50% of the Couples rate in place at the time a spouse elects to become a member.

The Capital Contribution may be paid over a payment plan determined by the Board of Directors from time to time. Alternately, a new member may choose a lump-sum payment at a discounted rate to be determined by the Board.

Interest will only be charged on the Capital Contribution installment payment if the payment is not received by May 31st annually. The late penalty is 2% per month.

Capital Contribution fees are not charged for Junior, Intermediate or Senior Intermediate Members, Young Adult or Mid Adult members. Additionally, intermediate, senior intermediate, young adult and mid adult members will earn a 10% credit, calculated on the Capital Contribution Fee in effect for the year earned, towards the Capital Contribution for the year in which they become an Adult Member (50 years of age) , to a cumulative maximum of 100% of that Adult Capital Contribution. The Capital Contribution is not payable until age 50.

Trial Membership

Members may join on a trial basis for one year and defer the payment of the Capital Contribution to the following season.

B. Annual Dues

Annual dues are a function of the annual budget and, as such, are determined annually. New members accepted prior to June 1st will be invoiced at 100% of the dues.

New members who are accepted after September 1st will be charged a minimum amount for the remainder of the current golf season upon payment of the first year's Capital Contribution Fee. These new members will be treated as next year's new members and will be invoiced in early November with the rest of the membership.

Annual membership dues are billed at the end of October and are payable either in full by November 30th in each year or in 7 equal monthly installments commencing November 30th to and including May 31st in each year. Members who have not settled their membership dues by November 30th either by payment in full or by 7 equal monthly installments and have not contacted the Club office to request special payment options and reasons for late payment will be subject to a penalty of \$150.00 plus HST for a Single or \$250.00 plus HST for a couple

A member who has withdrawn their membership and wishes to return as an active member are subject to a reinstatement fee of \$250.00 plus HST for a Single and \$350.00 plus HST for a Couple.

New Policy based on COVID-19 – Any member who has withdrawn their membership and requested a full refund and then wishes to return during the same season are subject to payment of full membership dues plus a reinstatement fee of \$250.00 plus HST for a Single and \$350.00 plus HST for a Couple.

For those members who have contacted the Club office to request special payment terms and have been granted them, will need to have their account paid in full before playing golf. If your account is not paid in full at that time, your account and golf privileges will be suspended until it has been.

The reinstatement fee is charged to members who have left the Club and subsequently returned as an active member. It is also designed to protect members who have already paid their capital contribution (formerly initiation fee) from paying the capital contribution a second time.

C. **Other Fees – (Non Refundable)**

Change of category other than at year end	\$25.00 plus HST
“Short term” Inactive with prior notice	\$25.00 plus HST
Annual Fee for Associate Inactive category	\$150.00 plus HST
Annual Fee for Social membership category	\$50.00 plus HST
Sale of Share on behalf of Member	\$75.00 plus HST

D. **Refunds**

All refunds or credits due to death or medical/disability are done on a prorated 7-month golf season basis.

Prior to July 31st:

1. A request for a leave of absence for medical reasons must be submitted (other than for death), in writing, supported by medical verification to the Membership Committee chair person for review and Board approval. Once the leave of absence is approved by the Board, the member's golf privileges will be suspended and a credit or cheque will be issued. If the member has an outstanding balance on their account then it will be part of the calculation.

After July 31st and Prior to September 30th:

Step 1 above must be followed. Once the leave of absence is approved by the Board, the member's golf privileges will be suspended and a **Prorated** credit will be issued towards the next season's membership. If the member has an outstanding balance on their account then it will be part of the calculation.

Once the leave of absence is approved, and in the cases that the leave will cover the remainder of the season, then his/her locker must be cleaned out and golf clubs/bag/cart be removed from storage.

A member on leave of absence is not permitted to play golf, however, if you wish to, then they you must receive permission from the General Manager who will advise the Pro Shop. Any fees associated with golfing (golf, cart, etc.) must be paid by said member.

To end the leave of absence, a member must submit a request in writing to the Membership Committee chair person stating a return date to resume golf privileges and to be billed, minus appropriate credits, for the current or following dues year.

In the event that the Member's medical circumstances change following their Board approved leave of absence, he or she may rejoin the Club during that year by paying his or her prorated Membership Fees plus applicable taxes.

SECTION 4

MEMBERSHIP PRIVILEGES

Members are given preference over non-members when reservations for tee times are being

accepted. For Prime Time (7:00 a.m. to 11:30 a.m. every day) members may contact the Golf Shop 10 days prior to the day they wish to play. Adult members may contact the Golf Shop 10 days commencing at 12:00 noon in advance for members with guest. Members may also book non-prime time tee times (10) ten days prior to the day they wish to play. Non-members, other than guests playing with a member, may not be given tee times until (7) seven days in advance.

Members are provided a discount of 7% on all food and beverages purchased in the dining room and lounge, at the snack bar and from the mobile refreshment cart. The discount can only be applied on personal accounts and do not apply to cash sales.

Members who are shareholders enjoy a discount of \$300.00 plus HST on their annual dues.

Members may receive a guest fee rate for their guest except during Prime Time.

Adult members in good standing with the Club are entitled to charge for Golf Shop purchases, guest fees and cart rentals, as well as food and beverage purchases, to their personal account with the Club.

Senior Intermediate and Intermediate members may apply for charge privileges. Junior members, whose parents are members, may also charge to their parent's account subject to restrictions imposed by the Junior member's parents. If the Junior member's parents are non-members, arrangements can be made for charges against a valid credit card in the name of a parent and subject to restrictions imposed by the Junior member's parent(s).

Loyalty Points:

Members receive Par Points (loyalty points) for every dollar spent on purchases, not including alcohol and membership dues. The redemption value of the points is 1% i.e. for 5000 Par Points you would receive \$50.00 to use towards purchases. Par Points may not be used for payments on accounts and must be used at time of purchase. The Par Points do not expire.

SECTION 5

RESIGNATION, TRANSFER AND EXPULSIONS

Resignation: Members who are resigning their membership should submit a letter of resignation or notify the office by telephone.

Transfer: Members who wish to transfer their category from Limited to Unlimited, from Unlimited to Limited or into the Senior or Loyalty category, should do so by letter or by phone to the Club office as soon as that decision has been made, but not later than by October 31st to avoid a fee.

Expulsion: The Board of Directors may, at any time, suspend or expel from the membership a member whose conduct is deemed unacceptable for a member and such action shall be final, provided that:

- A. There being a quorum present, the vote of a majority of the Board at the meeting is required.
- B. At any time within 30 days after suspension or expulsion, the member may, in writing, request a Special Meeting of the Board to appeal such suspension or

- expulsion.
- C. The member shall be entitled to appear in person at such a meeting.
 - D. There being a quorum present, the member may be reinstated by an affirmative vote of two-thirds of those Board members present.

SECTION 6

WORKPLACE VIOLENCE AND HARASSMENT

Kingsville Golf's Zero Tolerance Policy

Kingsville Golf Club is committed to the prevention of workplace violence and is ultimately responsible for worker health and safety. We will take whatever steps are reasonable to protect our workers from workplace violence and harassment from all sources.

Violent Behaviour or Harassment in the workplace is unacceptable from anyone. This policy applies to all staff, supervisors, and members of the course as well as members of the public. Everyone is expected to uphold our policy and to work together to prevent workplace violence.

Any employee or member of the Club who is exhibiting violent behavior or harassing employees or patrons will be up for possible suspension and potential termination depending on the severity of the situation.

Defining Violence:

The exercise or attempt to exercise of physical force against a worker, in a workplace that causes or could cause physical injury to the worker. A statement or behavior that is reasonable for a worker to interpret as a threat to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker.

Types of Violence and Harassment:

Violence

Abuse – physical (hitting, kicking, pushing, etc.)
Bullying – physical
Physical or Sexual Assault (inappropriate touching)
Road Rage
Domestic Violence in the workplace

Harassment

Abuse – verbal (name calling, etc.)
Bullying – verbal or written
Harassment – written or verbal threats
Stalking or Cyber-stalking

What To Do:

An employee who:

- Is the victim of violence and/or harassment, or
- Believes they have been threatened with violence, or
- Witnesses an act or threat of violence or harassment towards anyone else shall take the following steps:
- If an emergency exists and the situation is one of immediate danger, the employee shall contact the local police officials by dialing 911, and may take whatever emergency steps are available and appropriate to protect himself/herself from immediately harm, such as leaving the area.

- If the situation is not one of immediate danger, the employee shall report the incident to the appropriate Supervisor or Manager as soon as possible and complete the Kingsville Golf and Country Club Incident Report.

Incident Investigation:

Acts of violence, harassment or threats will be investigated immediately in order to protect employees, members and guests from danger, unnecessary anxiety concerning their welfare and the loss of productivity. The employee's Manager will cause to be initiated an investigation into potential violation of work rules/policies and interviews with parties and witnesses involved will be conducted. Simultaneously, the Manager will refer the matter to the Human and Public Relations Committee and the Board of Directors of Kingsville Golf for review and course of action.

SECTION 7

HOUSE

Food and Beverage services will be provided to Members and their guests through the various facilities of the Club.

Mission Statement:

To provide quality golf fare at reasonable prices while offering the opportunity for an upscale dining experience in a truly tasteful setting.

Member House Account Minimums:

Members will be required to spend a minimum dollar amount on Food and Beverage purchases. The house account minimums are established by the Board on an annual basis with recommendations from the House Committee and or the Finance Committee.

The Food and Beverage minimum can be spent in either the dining rooms, Champions' Lounge, oak room, snack bar or on the beverage cart.

The House minimum period (at this time) is March to December 31st.

1. March 15th through December 31st

Single/Young Adult, Mid Adult, Adult and Senior	\$300.00
Couple/Young Adult, Mid Adult and Senior	\$460.00
Loyalty Members Single	\$150.00
Loyalty Members Couple	\$230.00

Juniors and Intermediates and Senior Intermediates are not required to have a house account, although they may use the Food and Beverage facilities, receive discounts and may receive charge privileges. Senior Intermediates are not required to have a house minimum.

Billing for Minimum House Accounts

Food and beverage purchases are tracked on a daily basis through the Club's computer system and are updated monthly on their statement. The statement shows the amount to be spent to reach their minimum requirement for the current period. The amount spent does not include taxes and gratuities.

At the end of each minimum period, members who have not reached the minimum spending level are invoiced for the difference between what has been spent and the minimum amount established.

Member House Discount

Members receive a discount of 7% on food and beverage purchases charged to their account. The discount applies to purchases made in all Food and Beverage facilities and is reflected on the invoice at the time of purchase.

Guests of Members are entitled to a 7% discount only when the member is charging the amount of a food and beverage purchase to his personal account.

Cash purchases and bank card charges are not eligible for the 7% discount.

In some cases, special event pricing will not be eligible for a 7% discount.

Intra-Club Charges

Members, while visiting at other Clubs, may charge their purchases made during their visit back to our Club. There is a \$2.00 handling charge added to the members account for this service.

Non-members of Kingsville Golf and Country Club who are members of other Clubs, may charge purchases made at Kingsville Golf and Country Club back to their own Club. There is a 10% handling charge with a \$2.00 minimum and \$5.00 maximum for this service.

There are reciprocal arrangements between our Club and other local Clubs that waive handling charges.

Member Accounts Receivable

Members are invoiced at the point of sale for each transaction (Golf Shop or House). Statements are provided monthly and they include a summary of debit and credit activity, along with the current balance. Statements also indicate the aging profile of their account.

Member accounts are to be paid in full prior to the end of the month following the statement month. For example: Statements for the month of May must be paid by the end of June, otherwise member accounts are charged interest at 2% per month.

Payment Arrangements for Member Accounts

Members may choose to pay their accounts utilizing any of the following methods:

1. **Direct Transactions** - By touch tone and screen telephones and PC/Internet from their own home or office...24 hours a day, 7 days a week from anywhere in Canada or the U.S.A.
2. **Personal Cheques** - requires the member to mail or deliver a personal cheque to the Club.

3. **Pre-Authorized Debits (PAD) - Personal** - Under this arrangement, fixed amounts or variable amounts may be authorized by individual members (the account holder). Under this system, members are given a ten day opportunity to review (and dispute) their account before payment would be due. Members wishing to use PAD need to provide the Club written authorization and forms for such are available by calling the Club Office.
4. **Charge Card - Visa/MasterCard** - Requires the Member to attend at or call the Club Office. A 2% administration fee will be added to recurring credit card payments.
5. **Direct Debit Card** - Requires the Member to attend at the Club Office.

Accounts Receivable Procedure:

30 Days in Arrears - Invoice is stamped "Overdue 30 Days. Please Remit By End of Month".

60 Days in Arrears - Letter advising that all club and playing privileges will be suspended if the account is not paid by the end of the month and will remain suspended until the account is fully paid and the Member's reinstatement has been approved by the Membership Committee.

90 Days in Arrears - Registered letter will be sent advising that all club and playing privileges are suspended and membership to the Kingsville Golf and Country Club will be reviewed by the Membership Committee unless all charges are paid in full.

120 Days in Arrears – Membership is in jeopardy.

During Season – Club privileges remain suspended until the account is paid in full.

End of Season – Privileges remain suspended. Registered letter advising that next year's dues invoice will not be forwarded until the account is paid in full.

Notes:

1. That if the account is not paid in full by January 15th of the next year (their) membership at Kingsville Golf and Country Club will be cancelled and their name removed from the roster; and
2. If they do settle their dues by January 15th, such settlement requires payment of the full amount of the dues for the next year plus interest owing...No payment over time.

Members cancelled in accordance with the above will require new applications along with payment of all charges including the Capital Contribution Fee in place at that time.

Members whose privileges have been suspended are listed on memoranda provided to Food and Beverage Staff, as well as to Golf Shop Staff. Such memoranda is not posted for member (or public) scrutiny, but is posted on staff bulletin boards. Suspended members are advised, in writing, of their suspension and also that they may not participate in events, nor charge back at other Clubs while suspended.

Dining Room and Lounge Set Up

Room "A" is referred to as the Champions" Lounge, Rooms "B" is referred to as the Fireplace Room and Dining Room "C" is referred to as the McCay Room.

Tables in the Champions' Lounge, for the most part, will be set up without table cloths of any kind. When

food has been ordered in the Lounge, servers will set up place mats and cutlery accordingly. Tables in Room “B” and “C” are to be set up the same for each room.

The Dining Rooms are closed during Christmas holidays until New Year’s Eve.

The Dining Rooms are closed January and February and re-open in mid-March. Hours of operation fluctuate according to traffic flow. Monthly calendars indicate hours of operation.

Kingsville Golf is a non-smoking, non vaping facility throughout.

Dining Room Dress Code

The Club has approved a dress code for the Clubhouse and Golf Course with the goal being the creation of a Country Club atmosphere...relaxed, pleasant and dignified. Generally, attire appropriate for fine dining, or attire appropriate on the golf course is suitable in the lounges and dining rooms. Soft spike golf shoes are permitted in The Champions’ Lounge and Room “C” and that both men and women must remove hats worn on the golf course before service can be provided in “B” and “C”.

At any time, ladies coming in for dinner and dressed in non-golf attire, which includes headwear, will be permitted to wear such headwear in the lounges or dining rooms.

Hats are allowed in the Champions Lounge.

Permitted:

Smart casual, business or evening attire is acceptable. Discretion and common sense will be applied.

Not Permitted:

Tank tops, crop tops, sweat tops, gym shorts are not acceptable, nor are visors, baseball caps and golf hats.

It is important that we continue to strive toward maintaining a fine dining image, but it is equally important to consider good public relations to avoid any embarrassment to uninformed patrons. In the event that a party has unacceptable dress, they will be politely informed. There will be only one person per shift, appointed to “make the call”, be it the manager, hostess, or head waitress, and that person will be trained to handle what can be a very delicate situation. Let us remember that throughout the restaurant industry, on average, a customer’s dissatisfaction can be extended by a factor of six.

Tournament Group

Groups larger than 64, which exceed the capacity of the Oak Room, should be restricted to play either on a Monday or on a Thursday. Dinner for these groups may be in The Champions’ Lounge or Room “C” or if such group is larger than 76, may be in Rooms “B” and “C” together as one room.

In terms of implementing this policy, it may be necessary to grandfather some existing tournaments - if they are unable to move to a Monday or Thursday.

In the above situation, Members and Non-Members coming off the golf course would have access to the “Oak Room” and to the Champions’ Lounge. Part of the Champions’ Lounge may be set up as the Dining

Room.

Groups smaller than 64 are limited to the use of the Oak Room and can be scheduled any day

When more than one group is requesting to play, the larger group or noisy group is to be booked for dinner in the “Oak Room” and the second group would be booked in Room “C” if the group size is 56 or less.

During the golf season when there is only one group booked, that group would have dinner in the “Oak Room”, whenever possible.

Wedding and Private Functions

Wedding and Private functions can be booked during the golf season (May 1 until September 30, the time when leagues are operating) for one or two of the dining rooms, however, one of the three dining rooms must remain available for members.

During the off season, (April, October, November, December) if no tournaments are booked, then private functions can be booked in all three rooms any night of the week except Friday evening. On Friday evenings, one room on the main floor will always be available for members and their guests from mid-March to December 31st.

Wedding photos are allowed on Holes #1 and #9 Red and #2 and #9 White on the golf course.

There will be a room rental fee for the dining rooms of \$100.00 each when all three dining rooms are being booked. If one dining room is booked, no charge is required.

Rental fee for the Oak Room and Board Room will be charged at \$25.00 for both members and nonmembers.

Snack Bar

The Greenside Grill will be open from May 1 until September 30 from 8:00 a.m. until approximately 7:00 p.m. to 8:00 p.m., depending upon the weather and golf traffic.

During the months of April, October and November, opening of the Greenside Grill is totally dependent upon golf traffic. Hours of operation during these months are approximately 9:00 a.m. until 4:00 p.m.

Beverage Cart

The Beverage Cart will operate from May 1 until September 30 from 8:00 a.m. until approximately 7:00 p.m. to 8:00 p.m., depending upon the golf traffic.

During the months of April, October and November, operation of the Beverage Cart is totally dependent upon golf traffic. Hours of operation during these months are approximately 9:00 a.m. until 4:00 p.m.

Staff will be trained on the handling of the cart on the course to ensure there is little interruption to the players, and no impact on speed of play.

SECTION 8

GOLF

Member Playing Privileges

Members may reserve tee times in advance of the day they wish to play. Adult, Intermediate, Sr. Intermediate, Young Adult and Mid Adult members may contact the Golf Shop ten days in advance of the day they wish to play (not including the day you play) For example:

Reserve on Wednesday for Saturday
Reserve on Thursday for Sunday
Reserve on Friday for Monday
Reserve on Saturday for Tuesday
Reserve on Sunday for Wednesday
Reserve on Monday for Thursday
Reserve on Tuesday for Friday

Adult members noted above may contact the Golf Shop 9 days in advance for members with guests commencing at 12:00 noon per the above schedule. Junior members may book 7 days in advance.

Non-members may reserve tee times 7 days in advance, i.e. Tuesday for Saturday, etc.

Unlimited Members may play any day, any time subject to availability and prior commitments on the golf course. Limited Members may play any day, any time except Saturday, Sunday and Canadian Holidays, subject to availability and prior commitments. (Canadian Holidays are Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day and Thanksgiving Day). Limited members must pay green fees for weekend events or Canadian Holidays.

Limited Members who have qualified for the Club Championship, may play in the Championship without payment of additional fees.

Limited members who play in club events on the weekend will be charged a green fee.

When members are making tee times, they are expected to provide the names of the other members in their foursome at the time the reservation is made.

Guests of members may be included in a prime time reservation made nine days in advance except for reservations made for prime time.

Guests of members may be included in a prime time reservation made seven days in advance.

Prime Time

Prime time is, 7:00 a.m. until 11:30 a.m. every day.

Green Fees

Guest fees do not apply to prime time tee times. Even though a member may have a guest playing with

him/her during prime time, the guest is required to pay the full fee.

Guest fees only apply to Adult, Mid Adult, Young Adult, Senior Intermediate and Intermediate Members and not Junior Members. Junior Members may not invoke a guest fee for their family or friends.

Threesomes - Threesomes may make starting times and may play golf as a threesome if no single golfer is on hand to link up with them.

Twosomes - Twosomes can make starting times, however, the Golf Shop Staff must connect the twosome to another twosome or single, whenever possible.

Singles - All singles will only be allowed access to the tee upon permission from the Golf Shop or Starter.

Telephones in the Golf Shop are not answered until 7:00 a.m. May, June, July, August and September. In April and October, the telephones are not answered until 8:00 a.m.

Tee Times in Person at the Golf Shop are not accepted until 30 minutes past the Golf Shop opening times.

Past Presidents and Directors are not bound by the normal tee time reservation procedure and may book their personal tee times as far in advance (in the same season) as they wish.

Children (non playing) under the age of nine years shall not be allowed on the golf course.

Tournaments - Non Member are not booked in prime time during the months of May, June, July, August and September.

Junior Members May play any time Monday to Friday, subject to Club commitments, on weekends after 11:30 am, if accompanied by an adult, otherwise after 3:00 pm or at the discretion of the Golf Shop.

Member No Shows: When a prime time tee time reservation has not been cancelled through contact to the Golf Shop Staff, the following penalties apply:

- On the first offence – a verbal notice that the member should have called to advise.
- On the 2nd offence – written notice to the member advising of the member's responsibilities.
- On the 3rd offence – suspension of golf privileges.

Starter's Role

1. All groups must report to the starter as a group;
2. Receipts will be taken and guest tags issued where appropriate.
3. Rules and expectations will be explained to the group as a whole. (See below)
4. The group will be told when it is to be at its first tee. All the group must be there or risk losing that time.
5. Starter will give out score cards.
6. Starter will be familiar with coding the starting sheet.
7. Starter will join singles and twosomes.

Rules and Exceptions

A welcome will be given to all players including:

1. Cart rules for the day.

2. Pace of play re: starting time - group ahead.
3. Ranger will be on duty.
4. Markings on course (sprinkler head yardage markers etc.).
5. Divot replacement.
6. Alcohol policy.
7. Possible lightning (should weather be possible).

Starter Assistant

1. An assistant will be used, whenever possible, for all multiple tee starts.
2. He/She will have a copy of the starting sheet.
3. He/She will support Starter in making sure all groups are together and prompt for their times at the first tee.

Rangers and Slow Play

Slow play is monitored by the Rangers as follows:

If the Ranger becomes aware of slow play, the Ranger is to verbally request the group to speed up their pace so they catch up with the group in front of them. The Ranger is to note how far back the slow group is from the group preceding them, and in about 15-20 minutes, if the pace has not improved, the Ranger shall request players to proceed to the next tee. In addition, uncooperative groups are to be advised their opportunity to play the next nine holes on rotation could be cancelled, and in the case of non-members, their back nine would be refunded on a pro-rated basis.

Calcutta - The Club will not permit Calcutta or Calcutta-like activity as a member event.

Caddies - must be capable of carrying a set of golf clubs and may not ride in golf carts.

Golf Carts - Golf carts may be reserved in advance through the Golf Shop. Single riders are not allowed in a foursome.

Golf Cart Waivers - A golf cart waiver is to be signed by each member at the beginning of the golf season when a member anticipates that he/she will ride in a golf cart. Nonmembers must sign a waiver form each time a golf cart is rented. Golf Shop Staff are required to ensure that a waiver has been signed before releasing keys to golf carts.

Golf Cart Operation - Golf carts, while in the vicinity of tees and greens, must be driven and remain on the cart paths. Please followed posted signage.

Non members are advised by the Starter of the requirement to keep golf carts on cart paths while in the vicinity of tees and greens.

Operators of golf carts are again reminded by signage posted within each golf cart on the dash board facing the driver of the need to operate golf carts on cart paths while in the vicinity of tees and greens.

The Board has determined that a strict enforcement of the cart path policy is necessary. The following procedure is now in place:

On the golf course for an infraction of cart path rules...When the Ranger observes the infraction, the Ranger will give the operator of the cart a verbal warning that an infraction has been committed. The

Ranger will then call the Golf Shop in the presence of the operator who committed the infraction advising the Golf Shop of the cart number or if a member, the name of the member.

On this initial warning by the Ranger, the Ranger will advise the operator of the golf cart that if there is a subsequent infraction, golf cart keys will be removed from the golf cart and the occupants will be required to complete their round on foot - or if "unable" to walk, will be driven back to the Clubhouse.

In the case of a member having the golf cart keys removed from his/her cart, or in the case of a member not respecting this Policy (e.g. verbal abuse of employees, Ranger/Starter, Golf Shop Staff), the Public and Human Relations Committee of the Board of Directors may require the Member to attend a meeting of the Committee at which time further penalties, including suspension of golf cart privileges may be imposed.

All infractions will be documented and will be kept for future reference.

The Golf Operations Staff of the Kingsville Golf and Country Club has been authorized to enforce the Golf Cart Policy on behalf of the Board of Directors and on behalf of the Membership. Members should refrain from attempting to enforce the Policy on other Members or Guests. We thank you for drawing attention of the Rangers, Starters or Golf Shop Staff to situations where infractions may have occurred.

Golf Carts may be driven on fairways when the grounds are suitably dry. On some occasions, the 90° Rule may be in effect and at other times signage may indicate that golf carts may be driven in the rough only.

Golf Carts are not permitted in the parking lot or on the driving range, except by staff in the performance of their duties, but may proceed in the marshaling area to the bag drop.

Golf Carts may only be driven or rented by those persons who have reached the age of 18 years and who have a valid driver's license.

Driving Range hours of operation are from 7:00 a.m. to 8:00 p.m. with the ball vending machine "off" from 7:30 p.m. until 7:30 a.m. Normally the range season is early April through October 31st.

Bag Storage and Cleaning services are available to coincide with the golf course opening. All clubs to be removed by the 15th day of November.

Non Member Leagues

Chrysler League – grandfathered
Business Girls League

We do not accept any new nonmember leagues.

Non Member League participants are not eligible for the guest fee rate while playing in their league.

Business Girls League - This league has been established to encourage and afford our working lady members the opportunity to play in an organized league. With this in mind, the league has been authorized to allow up to one third of its participants to be nonmembers. On this basis, if they had 27 members registered in the league, they are authorized to have an additional nine nonmembers join the league.

The opening of the course at the beginning of the season is on the recommendation of the General Manager, Greens Superintendent, through the Board of Directors.

Opening and closing of the golf course on a daily basis is to be determined by any three of the following:

The General Manager
The Golf Professional or Assistants
The Greens Superintendent or Foreman
The Chairperson of the Greens Committee or his/her representative

Ideally, such determination would be made by the General Manager (or their designate) and one representative from the professional staff and one representative from the greens department or committee.

The above committee will close the golf course when wet conditions require closing and when frost is such that damage can be caused to greens and fairways.

The above committee may also direct that golf carts are not to be operated even though the golf course is open or with a "Cart Path Only" rule.

Closing at the end of the Season - will be determined by the recommendation of the General Manager, Greens Superintendent and approval of the Board of Directors.

SECTION 9

TOURNAMENT POLICY

Member Tournaments

Only Unlimited members are allowed to play in member tournaments that are scheduled for Saturday or Sunday. Other members may participate on payment of guest rate. All members are eligible to play in weekday member tournaments.

Member Sponsored Tournaments are:

The Irish Open
The Kingsville 27
The Kingsville Golf and Country Club "Wild Goose" Best Ball
The Kingsville Golf and Country Club Ladies 9 Hole Invitational
The Kingsville Golf and Country Club Ladies 18 Hole Invitational
The Kingsville Golf and Country Club Junior Invitational
The Kingsville Golf and Country Club Senior Men's Invitational

Non Member Tournaments

The following regulations apply to all tournaments and outing groups playing at Kingsville Golf and Country Club. We expect organizers will make these requirements known to their participants.

1. **Alcoholic beverages** may be consumed only in our licensed premises which includes the golf course. They may not be dispensed or consumed on the golf course or in the parking lot. They may not be brought into our licensed premises. Individuals may not bring their own alcoholic beverages into/onto our premises. Coolers of any type are prohibited from all areas.

2. **Dress Code - Golf Course** – Kingsville Golf recognizes golf fashion is changing. We encourage men and women to dress in respectable golf course attire. The Golf Shop will have the final decision as to what is appropriate. The dress code applies to all golfers, caddies or walkers.
 - a. Gentlemen's shirts must have both collar and sleeves. (Mock collars acceptable)
 - b. Ladies tops must have collar or sleeves and must cover from the neck to the shoulders (Mock collars acceptable)
 - c. Walking shorts with a finished leg of a respectable length
 - d. Not permitted: T-shirts, gym attire, sweatpants, spandex, cut-offs, halter tops, tube tops and bare midriffs.
 - e. Soft spikes are only permitted on the golf course.

Compliance with our dress code regulations is a prerequisite to playing our course.

3. **Dress Code - Club House** – Attire approved for the golf course is acceptable in the Clubhouse. Gentlemen are requested not to wear head gear in the Clubhouse and ladies are requested not to wear golf hats or visors in the Clubhouse.
4. Locker rooms and showers are available.
5. **Refund Policy** - In the event of adverse weather and on 24 hours' notice by the Club Professional or General Manager, a complete refund will be issued including security deposit; if the weather becomes adverse on the day of the tournament, a 90% guarantee may be required for the dinner portion of the tournament package only; a cash refund for motorized golf carts will be paid at the rate of \$1.50 per hole unplayed; a refund or rain cheque may be issued for unused green fee portion of the package at the discretion of the General Manager.
6. **Guarantees** - Every tournament group is required to return a letter of confirmation two weeks prior to their tournament. If the actual number of participants varies by more than 10% below the confirmed number, the Club reserves the right to charge the tournament group for the short fall. If more golfers attend than confirmed, they will be placed on the course to the best of our ability.
7. **Starting Times** - Tournaments playing on weekends or Canadian Holidays in May through September may not start before 12:00 p.m. except when a group is too large to make the crossover by 1:30 p.m. These larger groups may start at 11:30 a.m.
8. **Power Golf Carts** - Power Golf Carts should be reserved by participants directly with the Golf Shop.
9. **Billing Procedure** - For Corporations and Organizations the account is due on receipt of the invoice; a 2% per month interest penalty is charged on overdue accounts. Invoices are forwarded on the first business day following the tournament. All other groups are required to pay for their function on the day of the event. Tournaments failing to comply with these charging terms may lose their charge privilege.
10. Distribution of prizes should take place in the room assigned to the tournament.

SECTION 10

GREENS

The opening of the course at the beginning of the season is on the recommendation of the General Manager, Greens Superintendent, through the Board of Directors.

Opening and Closing of the golf course, on a daily basis, is to be determined by any three of the following:

The General Manager
The Club Professional or Assistants The
Greens Superintendent or foreman
The Chairperson of the Greens Committee or his/her representative (who is a Director).

The above Committee will close the golf course when wet conditions require closing and when frost is such that damage can be caused to greens and fairways. The above Committee may also direct that golf carts not be operated even though the golf course is open.

Pets are not allowed on the golf course when the course is open.

Restrictions for Golf Cart Use: Golf carts may be driven on fairways when the grounds are suitably dry. On some occasions the 90□ Rule may be in effect and at other times, signage may indicate that golf carts may be driven in the rough only. See Golf Cart Operations.

Operating Equipment - On the Golf Course

Fairway Mowers – Mowing machine operators will stop their machine when their machine is in close proximity to a golfer attempting a shot and are to move their machine to a safe location when there is a risk of the operator being hit from those teeing off or from following shots.

Greens Mowers - On the basis that the greens are all mowed prior to 7:00 a.m. starting times, greens mowers do not stop and anyone on the course prior to the official opening must wait for the greens mower to leave the green before playing to the green.

Maintenance Crews - Normally greens crews will carry on working while play goes through. Crews working green side may stop work and step aside to allow play to the green. Crews working green side on rear traps, etc. are expected to keep on working. On occasion, a golf ball could come to rest in the vicinity of a crew doing repairs to equipment, irrigation or drains. Rather than moving equipment and crew out of the way, golfers are expected to pick up and relocate their ball (no penalty) to an area to either side of the work crews.

SECTION 11

STANDING COMMITTEES TERMS AND CONDITIONS

Appointing the Committees

The President shall appoint annually the following Committees:

Finance, Golf, Human Resources, House, Greens, Membership, Property and Planning, Executive and Nominating Committee. The President may also appoint such other committees as deemed advisable. The Chairperson, Vice-Chairperson and one other member of each such committee shall be a member of the Board of Directors. The President will select from the membership additional members for a committee.

Term Expiry

Each committee member shall hold their appointment to the committee for a term of three (3) years and shall be eligible for two further 2-year terms at the Board's discretion. After a lapse of one (1) year, a retired committee member may be re-appointed to serve a further three-year term. The Board has the power to remove a member by a two-thirds (2/3) vote.

Nominating Committee

There shall be a Nominating Committee composed of the immediate Past President as Chairperson, the current President, the five (5) most immediate and available Past Presidents who are Shareholder Members and two (2) Shareholder Members (who are not presently serving as Directors) approved by the Board of Directors. Such Nominating Committee shall nominate at least one candidate for each vacancy to be filled. The Executive Committee shall be composed of the President, Vice President, Treasurer, and on an ex-officio basis, the Past President and the Secretary/General Manager.

Rules and Regulations

All rules and regulations made by any such committee, when approved by the Board of Directors, shall be binding upon all members. The said Committee shall perform such duties as the Board of Directors shall from time to time designate.