



Codes of Conduct at UGC

University Golf club (UGC) is committed to protecting the dignity and respect of all its employees. UGC code of conduct establishes a set of guidelines and expectations for behaviour that is deemed acceptable when attending the golf club. The purpose of this code of conduct is to create a safe, respectful, and inclusive environment for everyone involved.

As a Customer at UGC you are expected to conduct yourself in a respectful manner, please see below the code of conduct that must be adhered to when visiting the facilities at UGC.

Restaurant & Clubhouse Code of Conduct

- 1. Ensure to treat staff with respect and courtesy:** All staff deserve to be treated with the utmost respect at the golf club & restaurant. Should you have any concerns, please notify a member of staff in a polite and respectful manner. Please do not raise your voice or verbally abuse staff.
- 2. Avoid offensive behaviour and unwanted physical contact:** Under no circumstances, should any customer intentionally or unintentionally abuse, harass or sexually harass a member of staff at UGC. This is strictly prohibited and should a customer not adhere to this regulation, the customer's golf privileges will be revoked. Examples of offensive behaviour and unwanted physical contact include:
 - Unwelcome sexual advances
 - Unwelcome pressure for social contact
 - Unwelcome sexual comments and jokes
 - Unwelcome physical conduct such as pinching, unnecessary touches, fondling, kissing, sexual assault or rape
 - This list is not exhaustive
- 3. Be mindful of noise levels and other customers' comfort:** Please ensure to be respectful to other customers who are also attending the golf club. Please note a member of staff has the right to refuse customers alcohol, if they are under the impression that the said customer is intoxicated.
- 4. Handle personal property and amenities with care:** UGC are not liable should any personal belongings be misplaced or stolen. UGC have a lost & found located in the office downstairs.
- 5. Respect the establishments rules and regulations:** Please ensure to abide by the Golf Club's rules and regulations. Should any person(s) be in violation of these regulations, may involve further disciplinary action being initiated.

You must adhere to UGC's Golf Club & Restaurant code of conduct when visiting and using the club's facilities. Failure to do so may lead to golfing privileges being revoked and further disciplinary action may also be required.



Golf Course Code of Conduct

Golf and sportsmanship go hand in hand. All golfers and patrons are expected to play in the spirit of the game by complying with the below while on property.

- 1. Act with Integrity:** In competition, following all rules of golf as outlined by Golf Canada, and any local rules of play laid out by University Golf Club.
- 2. Show consideration to others:** Looking out for the safety of others, and not distracting the play of another player. All players should avoid shouting, using offensive language or playing loud music to maintain an enjoyable atmosphere for all players.
- 3. Take good care of the course:** Replace all divots, raking bunkers, repairing ball-marks, and not causing unnecessary damage to the course. It is important that golfers leave the course in good condition for future players. Please ensure to dispose of trash properly and respect the natural environment.
- 4. Maintain pace of play:** Ready your shots while others play, keep up with your group and avoid unnecessary delays. Should your group be struggling to maintain pace of play, allow faster groups to play through to avoid congestion. Please respect all staff who enforce pace of play guidelines.
- 5. Use of Golf Carts:** Follow designated cart restrictions, avoid driving in sensitive areas and park carts away from greens and tees at all times. Please note that golfers require a valid BC Driver's License in order to rent a golf cart. Should any golf cart used by a golfer sustain damages, the golfer will be held accountable for the cost of repairs.
- 6. Ensure to treat staff with respect and courtesy:** As previously outlined in the Golf Club & Restaurant Code of Conduct, all staff on the golf course must also be treated with the utmost respect and courtesy. This extends to staff who work on the Beverage Kart & Kiosk. Please also ensure to respect the maintenance crew who are working on the course and adhere to any signs that are displayed on the golf course.

Please note: Any player in violation of the above Code of Conduct may be subject to further disciplinary action.

Players, guests and visitors are all reminded that an acceptable standard of behaviour is expected in all areas of the Club and course at all times and that upon payment, all players, guests and visitors have given their consent to be bound by both the restrictions and penalties which may be imposed for any breach of the club's standards or serious misconduct in failing to meet the standards set in this Code of Conduct.

Thank you
UGC Management Team