



Transcona Golf Club Policies and Procedures

POLICY AND PROCEDURE MANUAL

Authority

The governance structure of the Transcona Golf Club provides that the elected Board of Directors shall plan and direct the affairs of the Club. Section 4.6 of the General By-Laws and Rules & Regulations provides that the Board of Directors shall have the power and duty to make rules and/or regulations, from time to time, for the regulation of the affairs of the Club; and maintain a written record of all decisions, rules, regulations and policies made from time to time.

Purpose

The purpose of this manual is to provide information, rules, regulations and policies made by the Board of Directors that affect, establish and limit the operations of the Transcona Golf Club in accordance with the authority vested in the Board and for the direction of, and use by, management in the operation and oversight of the Club. The policies set by the Board shall not alter the General By-Laws and Rules & Regulations of the Transcona Golf Club; and the Policy and Procedure Manual shall not include matters specifically contained in or addressed by the by-laws but it may clarify and/or expand on the provision or intent of a by-law. The development and initiation of policy is to provide structure and clarity to matters impacting on the operation of the Club and to set the limitations to be adhered to by members, guests, management, staff and the Board.

Administration

In accordance with the governing principles of the Club, the Board of Directors is responsible for the initiation and approval of all rules, regulations and policies of the Club and for their interpretation and recording. It is the responsibility of management to apply and administer the policies, and where necessary, seek direction and guidance from the Board of Directors on their application and administration. On an ongoing basis, management shall advise the Board of Directors as to the validity and appropriateness of a policy and/or procedure in respect of effective Club operations.

It is acknowledged that due to changing and evolving circumstances and the need to address matters of importance to the Club that arise from time to time, decisions of the Board of Directors will mean ongoing revisions and additions to, and deletions from, the Policy and Procedures Manual. Under the direction of the President, the General Manager shall be responsible for maintaining the accuracy and relevancy of the manual and updating its contents on a regular basis.

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Section 1 – Membership

1.1 Application Form

All persons wishing to become a Member must complete and submit the current Membership Application form along with the payment for the category chosen. Upon acceptance by the Club, the applicant will achieve Member status.

1.2 Waiting List Member

When an application is received for a category that is full, the applicant will be offered an available spot in another appropriate category. If the applicant chooses to wait for their chosen category, they will be placed on a waiting list for their chosen category. In that time on the waiting list, the applicant shall be eligible for unlimited play during Restricted Member category tee-time periods at the Guest of Member green fee rate.

1.3 Life Member

Life memberships are considered as special recognition for long term service and dedication to the club. The Board of Directors may recommend Members who are in good standing for Life Memberships as a consideration for exceptional services, in the opinion of the Board, rendered to the Club. Such recommendations by the Board of Directors shall be submitted for approval at the following Annual General Meeting. There is a minimum of zero (0) and a maximum of two (2) recommendations per year.

1.4 Junior Member

A junior membership is available to those under the age of 18 years at the start of the golfing season. This membership has restricted hours allowing play starting between 11:00 am and 3:30 pm and after 5:00 pm weekdays and after 1:00 pm on weekends and holidays. If there are 2 or more Junior Members in one family, the second one receives a reduced rate as prescribed in the annual rate schedule.

1.5 Student Member

A student membership is available to those between the ages of 18 and 28 years who can provide proof of enrollment at a university or community college for the current year. This membership has restricted hours allowing play starting between 11:00 am and 3:30 pm and after 5:00 pm weekdays and after 1:00 pm on weekends and holidays.

1.6 Intermediate Member

An intermediate membership is available to those between the ages of 19 and 29 years. This membership has no restrictions for playing times.

1.7 Unrestricted Member

An unrestricted membership is available to those over the age of 29 years. This membership has no restrictions for playing times.

1.8 Restricted Member

A restricted membership is available to those over the age of 19 years. This membership has restricted hours allowing play starting after 11:00 am daily.

1.9 Couple Membership

An unrestricted membership is available to those over the age of 19 years. This membership has no restrictions for playing times.

A restricted membership is available to those over the age of 19 years. This membership has restricted hours allowing play starting after 11:00 am daily.

1.10 Corporate Membership

A business may register up to ten corporate representatives who must be a member or employee of that Corporation. They shall have full membership privileges and will be issued certificates for 25 free rounds of golf. These can be given out by the Corporate Representatives as they see fit. The bearer of the certificate does not have to be accompanied by a corporate representative or additional member. A Clubhouse assessment will apply to each representative.

1.11 Special or Introductory Membership

From time to time, at the discretion of the Board, the Club may offer special or introductory memberships to help attract or retain members.

1.12 Number of Memberships per Category

At the direction of the Board, there will be set limits for the number of members in each category.

1.13 Transfer of Membership Category

Should a Member determine that they need to change from one membership category to another, they may apply to the Board who will consider the reasons for the request. Any changes allowed may be subject to use of privileges to date.

1.14 Clubhouse Assessment

An annual assessment amount that a Member is expected to spend in the Clubhouse shall be set by the Board from time to time. This will be prepaid with membership dues prior to commencement of play. Member purchases in the Pro Shop and practice range do not qualify as assessment spending.

The assessment cannot be used to tip serving or kitchen staff.

The Board may authorize exemptions from the assessment minimum as they deem appropriate.

1.15 Categories Exempt from Clubhouse Assessment

Members in the following categories shall be exempt from the Clubhouse assessment as set by the Board: Junior, Life, and Student. Those on a leave of absence can also be exempted as requested.

1.16 Leave of Absence

Should a member find that they are unable to use their membership due to medical conditions or other unforeseen circumstances, they may apply to the Board to have their membership fees, pro-rated as necessary, deferred to the following year.

1.17 Member Hole-In-One Recognition

The Club will recognize any member playing the golf course who scores a hole-in-one during a complete round of golf in which the hole-in-one is scored (inclement weather

excepted). The hole-in-one must be verified by at least one other player who witnessed the shot.

1.18 Special – Darts

From time to time, at the discretion of the Board, groups or clubs may be granted access to specific areas of the Club to participate in their activities at a fee or rate determined by the Board.

Section 2 – Clubhouse Operations

2.1 Display of Posters, Notices, Bulletins, Information Items

Posters, notices, bulletins, information items and other such materials shall only be placed on bulletin boards or on, or in, other structures specifically provided for that purpose. No material will be posted on any of the notice boards either in the Clubhouse or in the Pro Shop without the express permission of the Clubhouse Director or the General Manager. This policy is applicable to the Clubhouse, all buildings adjacent to the Clubhouse, Pro Shop, and all on-course structures including washrooms, rain shelters, tee box signs, and fences.

2.2 Locker Room and Showers

Locker rooms and showers are available for the use of Members and their Guests. The Club does not supply soap, shampoo, towels, or any other toiletries. Members must provide their own. Lockers are available for rent by Members on an annual basis.

2.3 Licenses – Liquor, Food

The General Manager shall apply annually for a Service License from the Liquor and Gaming Authority of Manitoba, in the appropriate category, to allow for the serving of liquor and food in the Clubhouse and on the Golf Course, as approved by the Board.

2.3.1 Alcohol Serving Limits

All staff who are involved in the sale and service of liquor are required to have their *Serving It Safe Responsible Service and Safety Program* certificate from the Manitoba Tourism Education Council before beginning employment. They have a requirement under the law to prevent over-serving and shall stop service where they believe someone has had enough to drink.

2.4 Safety and Emergency

Fire extinguishers and first aid kits will be located in the Clubhouse, the Pro Shop and Maintenance Facility and all staff will be trained in their use. An automated external defibrillator (AED) will be located in the Clubhouse.

All staff will be required to complete a safety orientation session, and a signed record of that will be kept in their personnel file.

All staff required to work with or around hazardous materials will complete a Workplace Hazardous Materials Information System (WHMIS) course prior to commencing that work. Appropriate personal protective equipment (PPE) will be provided by the Club and worn as required.

Management will develop and post evacuation procedures for use in emergencies as required for all Club buildings. All staff must become familiar with the procedures.

2.5 Facility Use

Members and non-members may rent the Clubhouse for private functions by contacting the Clubhouse Director or General Manager. Bookings cannot include food or beverages not purchased from the Transcona Golf Club. Board approval may be required for functions other than strictly social events such as socials, showers or stag nights.

2.6 Non-Smoking

All areas within the Clubhouse, Pro Shop, on-course washrooms and Maintenance Buildings shall be non-smoking and fully enforced. Smoking shall be permitted in the designated area(s) in accordance with applicable provincial and civic regulation. Electronic cigarettes will be considered equivalent to regular cigarettes and subject to the same restrictions.

2.7 Animals Prohibited

Except in the case of service dogs, animals shall not be permitted in the Clubhouse.

2.8 Areas off Limits to Members and Guests

Unless authorized by management (in special circumstances), members and guests are prohibited behind the bar, in the kitchen and in other employee and operational areas in the Clubhouse, as defined by management.

Section 3 – Golf Course Operations

3.1 Soft Spike Facility

The Club is a soft spike facility which shall apply to all play on the golf course. Non-golf shoes with soft soles may be worn in place of soft spikes. The Pro Shop has final say over appropriate footwear.

3.2 Individual Set of Clubs Required

Sharing of golf clubs on the course is prohibited. Each golfer must have a set of clubs exclusively for their own use. This includes any member or non-member who plays a round of golf at the Club, including outside tournaments,

3.3 Power Cart Use and Restrictions

In normal conditions, power carts must be operated in accordance with the modified 90 degree rule as follows:

- following tee off, power carts shall be driven along the cart path until the golfer(s) reaches the point on the cart path that is 90 degrees to the shortest drive from the tee, at which location the power cart may be driven off the path onto the fairway and the golfer(s) may proceed to the ball;
- the golfer may then continue driving the power cart towards the green using the rough or cart path, whichever is closer, as he/she completes the hole;
- upon his/her ball reaching the green (or close proximity) the golfer shall return to the cart path;
- power carts must not be driven closer than 20 yards to a green except when on a cart path;
- at and around greens and tee boxes power carts must be kept on the cart path at all times;
- all par 3 holes, #8, #11, #14, and #16, are cart path only.

When and where the “Cart Path Only” rule is established and posted, power carts must be driven on the cart paths only.

Exemption from the restrictions of the power cart use policy based on physical qualifications may be approved and granted by the Pro Shop.

3.4 Opening and Closing Dates

The dates for the Opening and Closing Days for play on the golf course will be set by mutual agreement between the Greens Director and the Golf Course Superintendent, in consultation with the Board, based on the condition of the course and expected weather conditions.

3.5 Frost Delay / Rain Day / Power Cart Decisions

The closing of the course due to frost or inclement weather, and power cart restrictions, will be at the sole discretion of the Golf Course Superintendent, or designate.

3.6 Divot Mix Use

Divot mix will be available at the first tee and at sites throughout the course. Players are encouraged to use the mix to repair any damage to the course caused by their stroke and others.

3.7 Sand Trap Rakes

Rakes will be placed outside the sand trap. Players shall rake the trap smooth after playing from it.

3.8 Cutting In Prohibited

Players shall play the course starting at the first tee and continuing in order from #1 to #18 unless permitted by the Pro Shop to start on #10 or #11. 'Skipping' a hole or 'cutting in' is strictly prohibited.

3.9 Pets Prohibited

Except in the case of service dogs, pets shall not be permitted on the golf course or the practice range.

3.10 Sunflower (and other unshelled) Seeds and Nuts Prohibited

Shelled seeds and nuts are prohibited on the golf course and practice range at all times.

3.11 Course Maintenance Work

When course maintenance work is being done, golfers are to avoid playing up to, into, around or over the workers, unless explicitly directed to do so by the workers, and it is safe to do so. The workers have priority on the golf course.

Section 4 – Golf Services

4.1 Golfer Registration

Members must check in with the starter prior to their tee time. All other players will register at the Pro Shop prior to start of play. This includes Green Fee and Tournament players as well as Members and Guests.

4.2 Membership and Green Fee Tags

Membership tags must be attached to the set of clubs and made available to the Starters and Marshals on request.

Green Fee tags provided by the Pro Shop must be displayed prominently on the player's golf bag and made available to the Starters and Marshals on request. A Starter or Marshal also has the right to request a Green Fee player to produce their receipt for verification of both their fee and any cart or club rentals.

4.3 Club and Cart Rentals

Golf clubs and pull and power carts are available for rent at the Pro Shop. Members wanting clubs, pull or power carts must rent them from the Pro Shop. These are not included in membership fees.

Seasonal rentals are available from the Pro Shop. Bag tags will be marked as such. Starters and marshals have the right to inspect the bag tags for verification.

4.4 Club Storage

Club storage is available, for a fee, in the Pro Shop. Club storage includes cleaning and the use of a pull cart for the season. Storage for personal pull carts is not available.

4.5 Personal Power Cart Storage

Power cart storage is available, for a fee, in the compound adjacent to the Pro Shop. Contact the Pro Shop for details on availability and cost.

4.6 Practice Range

The practice range, between #4 and #12 fairways, is available free of charge to Members. Members must provide and retrieve their own golf balls. Due the size and shape of the range, Members are encouraged to share the facility if there are other Members using it.

4.7 Starters and Marshals

The General Manager shall select individuals to fulfill the functions as Starters and Course Marshals. These positions are voluntary and require specific skills and training to deal with members and the public.

Starters have the responsibility to keep the tee times on schedule and have the authority to put singles and pairs together to maximize play.

Marshals have the responsibility to maintain pace of play on the course, and ensure that members and guests are using the course properly. In the event of slow play, a Marshal may direct a slow group to skip a hole to speed up the pace of play. In the event of disruptive or abusive behavior, the Marshall has the responsibility to ask offending players to leave.

Both Starters and Marshals have an obligation to report all serious or repeat infractions to the Pro Shop.

4.8 Pace of Play

4 hours and 15 minutes is the expected time for a round of golf to be completed under normal playing conditions. Players are expected to keep up to the group in front at all times. Players falling behind 1 full hole may be asked to pick up their ball and move forward to the next tee. Slower players are expected to allow the group behind to play through. Starters will try to keep the initial tee times on time. Marshals shall ensure the pace of play is maintained throughout the golf course.

4.9 Emergency Weather Warning

In the case of inclement weather and/or the possibility of lightning, the Pro Shop will sound an audible warning with an air horn. Players will seek shelter until the horn is sounded a second time to indicate that the danger has passed.

Section 5 – Playing Privileges and Restrictions: Members, Guests, Public

5.1 Play Prior To Opening Tee-Time

No Member shall be allowed to play prior to the first tee-time of the day unless approved by the Pro Shop. Where a Member is approved to play prior to the opening tee time of the day, the Member shall yield to the course maintenance staff in all respects, even if it means not completing a hole.

5.2 Group Size

Where necessary at busy times to get players on the course, the Starter may put players together to form full groups.

Group sizes up to a five-some shall be permitted.

5.3 Guest Restrictions and Reduced Rate

A Guest is a person who is hosted by a Member. A person in this category shall be permitted to play for a reduced rate during prime-time if accompanied by the Member. The maximum number of guests that a Member may book at one time shall be four.

5.4 Junior and Student Member

Junior and Student Members with a posted handicap of 8 or less will have the same playing time privileges as an Unrestricted Member.

5.5 Restricted Member

Restricted Members are allowed play starting after 11:00 am daily.

5.6 Intermediate Member

Intermediate Members have no restrictions for playing times.

5.7 Men's Night

As stipulated by the Golf Director, and run by the Pro Shop, Men's Night will consist of Members, Guests, and green fee players competing in the challenge of the day. Both Members and Guests are eligible for any prizes.

5.8 Women's League

As stipulated by the Golf Director, and run by the Pro Shop, the Women's League will consist of Members who are either regular Club Members who paid the extra dues, or those who joined the Women's League only. Both are eligible for any prizes.

5.9 Staff

All Maintenance, Clubhouse and Pro Shop staff will be extended unrestricted playing privileges, tee times permitting, as long as they continue to work for the Club.

5.10 Interclub Events

All Members in good standing with the Club, including male and female Junior, Intermediate, Restricted and Special Members are eligible to qualify to participate in Interclub events in their respective categories.

5.11 Golf Manitoba and Golf Canada Official Representatives

Persons affiliated with Golf Manitoba and Golf Canada in an official capacity shall have unrestricted playing privileges, tee times permitting.

5.12 Professional Golf and Superintendent Association Members

Members of a provincial, state or national Professional Golf or Superintendent Association are entitled to play at Transcona Golf Club at no cost at any time, tee times permitting.

5.13 Prime Time Defined

Prime time golfing is from 7:00 to 9:00 am and 3:30 to 5:00 pm weekdays and 7:00 to 11:00 am weekends and holidays.

5.14 Club Championship Eligibility

Male and female Junior, Student, Intermediate, Unrestricted, Restricted and Special Members in good standing, and staff members with the Club shall be eligible to enter and participate in their respective Club events. A Junior Member who wishes to play in the Men's event can also play in the Junior event. A Senior Member may play in both the Men's and the Senior's events.

Section 6 – Tee-Time Booking Operations: Privileges and Restrictions

6.1 Tee Time Intervals

Starting times from the first tee will usually be set at 8 minute intervals. However, player capability and weather conditions may cause some temporary disruptions to that sequence.

6.2 Tournament Start Options

The Golf Director and Golf Professional will determine the starting requirements for scheduled tournaments.

Regular Tee Time - A regular tee time start is ideal for smaller golf tournaments as it allows everyone in the group to start play with their foursome from the same hole. An eight minute tee time interval is used to allow each group to advance through the course. There will be approximately one hour between the first and last group.

Shotgun Start - A shotgun start begins each group of players on a different hole. Players tee off simultaneously from different holes, helping to ensure players finish their rounds within the same time frame.

Modified Shotgun Start - A modified shotgun start is ideal for smaller groups without enough players to fill the entire course. Similar to a shotgun start each group of players starts on a different hole helping to ensure that players finish their rounds within the same time frame.

Two Tee Start With Crossover - A two tee crossover start, starts half of your group on hole #9 and hole #18 simultaneously. An eight minute tee time interval is used on both holes helping ensure your group finishes their rounds within a closer time frame.

6.3 Tee Time Booking – Members, Public

Members may book their tee-times up to 14 days in advance either online or by calling the Pro Shop. Public players may book up to 7 days in advance.

6.4 Member Group Tee Time Booking

There are a number of playing groups that have multiple tee times that they are responsible for. Booking for those times can be made up to 14 days in advance by using the available online service, or by calling the Pro Shop.

6.5 Member No Show / Late Cancellation

Members who book a tee time and fail to use that time are wasting a valuable resource of the Club. Members not able to make their tee time should advise the Pro Shop by calling them at least 4 hours in advance so that the time could be opened back up for others. Failure to do that could result in a verbal warning for the first offence, a written warning for the second, and a possible loss of booking privileges for the third of up to a month.

Section 7 – Tournaments and Tournament Play: Privileges and Restrictions

7.1 Member and Non-Member Golf Events

The Golf Director, together with the General Manager, must approve the scheduling and format of all member and non-member golf events. Exceptions must be approved by the Board.

7.2 Scheduling and Posting Requirements

Member and non-member golf event notices will be posted on the bulletin board in the Clubhouse and Pro Shop no later than fourteen (14) days in advance of a tournament.

7.3 Participation Fee

Members participating in a non-member golf tournament must pay the full participating fee charged by the tournament. No Member discount is applicable.

7.4 Non-Member Tournament Start Formats

Shotgun start format non-member tournaments require a minimum participation of one hundred (100) players. Start time not to be scheduled prior to 12:00 a.m. seven days a week, unless approved by the Board.

First tee time for non-member tournaments not to be scheduled prior to 11:00 a.m. seven days a week, unless approved by the Board.

7.5 Member Representation in Official Events

All Members in good standing with the Club are members of the provincial and national programs. Therefore, they may represent the Club in official events sponsored by Golf Manitoba or Golf Canada, but at their own cost.

Section 8 – Member and Staff Relations

8.1 Job Descriptions

The Board will review and maintain job descriptions for every paid and volunteer position at the Club. These descriptions will contain a position summary, duties and responsibilities, reporting and supervisory lines, and information about any machinery, equipment knowledge or skills required.

8.2 Member and Staff Relations

Transcona Golf Club strives to meet all aspects of a Respectful Workplace. That includes keeping our staff safe from the hazards of their duties and preventing any harassment or violence in the workplace. It also means keeping a harassment and discrimination free place for members to enjoy the Club.

This means that all Members will be required to treat staff, members and guests with dignity and respect, and the same for the staff of the Members and guests.

There is zero tolerance for violations of the respectful workplace policy. Incidents will be investigated and corrective action, from warnings to dismissal, as approved by the Board, will be taken.

8.3 Incident Reporting and Records

Club staff and volunteers will be required to complete incident reports for any violation they are involved in or are witness to. These reports will be reviewed by the General Manager who, with the Board, will determine a course of action to correct the issue. Records of these shall be maintained for up to 7 years.

Section 9 – Financial Administration and Management

9.1 Membership Fees to be Set Annually

The membership fees and assessment fees for all categories must be determined by the Board prior to the start of each new fiscal year. Members must pay all fees prior to start of the Annual General Meeting.

If due to unforeseen circumstances a member is required leave the Transcona Golf Club their membership fee may be pro-rated and deferred upon written request and approval by Board.

9.2 Mandatory Full Assessment Payment

All assessment fees issues at time of membership must be paid in full prior to using the assessment account.

9.3 Assessment Payment Exceptions

If due to unforeseen circumstances a member is required leave the Transcona Golf Club any remaining assessment monies will be reimbursed upon written request and approval by Board of Directors.

9.4 Failure to Use Annual Assessment

Failure to use the initial annual assessment by the end of the current season will result in any remaining funds reverting back to the Club general revenues.

9.5 Assigned Cell Phone or Wireless Communication Device

If it is necessary for the use of a personal cell phone or wireless communication device for Transcona Golf Club business, as approved by the Board, and the user incurs an additional expense, the user will be reimbursed upon submitted proof of expense.

9.6 Assigned Credit Card

The Board will, at their discretion, contract for the provision of credit card services for the use of the Board and Management. The Board, in conjunction with the Golf Professional, the Golf Course Superintendent and Clubhouse Manager, will designate who may use the credit card, what their transaction and monthly dollar limits will be, and what they may use the credit card for. Users will reconcile their credit card purchases on a monthly basis, with receipts, which they will present to Office Manager for approval and payment. Personal use of the credit card is strictly prohibited.

9.7 Budgeted Annual Capital Expenditures Set

In order to determine proposed capital projects for the following year, the Board shall establish a Capital Expenditure Budget for the next fiscal year prior to the next Annual General Meeting and setting of the annual membership rates.

9.8 Signing Authority Limits

Funds shall be withdrawn from account only upon the signatures of two such officers or other agents as, by virtue of their office, or by other special designation of the Board. No signature authorization card shall be filed with any bank or depository, or permitted to remain on file with any bank or depository, except in compliance with authorization of the Board of Directors.

9.9 Use of Personal Vehicle

Any use of a staff member's personal vehicle for golf course business must be approved by the General Manager or the Board. Any incidental expenses incurred during such use will be reimbursed the Golf Club.

9.10 Credit Privileges and Restrictions

Members and staff will not use or be given any type of credit other than the allotted authorized allowance for membership payments.

9.11 Reservation, Deposit and Payment Policies

Golf Tournament or Clubhouse event refunds on tournament or Club event green fees will not be made except when the golf course is officially closed due to inclement weather or other adverse conditions.

If the golf course is closed prior to, or during a tournament, green fees for those who have not commenced play will be refunded or tournament day rescheduled. Others may be issued a prorated credit.

9.12 Refunds and Rain-checks

Refunds or rain-checks on green fees will not be made except when the golf course is officially closed due to inclement weather, adverse conditions, or otherwise approved by the Club Professional or General Manager. Players having completed 10 or more holes may not be entitled to a rain check.

9.13 Discounts – Staff, Board, Discount Club

All Club staff including Pro Shop staff (excluding Board Members) shall be entitled to a discount on food and drink purchased in the restaurant. This discount is set annually by the Board, upon recommendation of the General Manager. It does not include liquor. Any and all members who use over a fixed amount on their assessment account during the year will be entitled to a discount on all future purchases in the restaurant until the end of the current golf season. The amount and discount will be set annually by the Board.

Board Members will be allowed coffee, tea, milk or fountain beverages at no cost during their term of office.

9.14 Banking

All banking institutions used by the Transcona Golf Club business must be pre-approved by the Board. The President and the Treasurer will be the primary contacts and signing authorities for all Club and Bank contractual agreements. The Board will determine the type and number of accounts required to conduct Club business. Any and all Directors designated as signing authorities must be approved by the Board. All funds of the Club will be deposited in the designated accounts on a timely basis.

Section 10 – General

10.1 Regular Hours of Operation

The Club operating hours will be ½ hour before sunrise to ½ hour after sunset, unless restricted by inclement weather. Access to the Clubhouse or golf course may also be restricted by special events and tournaments. The Club will endeavor to provide appropriate notice for these disruptions to regular service.

10.2 Dress Code

Golfers will be required to abide the dress code as outlined in the Notice to Members provided in the annual membership package and posted on the website. Staff will be required to wear the uniform or clothing pertaining to their job description.

10.3 Pets Prohibited – Exceptions Allowed

Notwithstanding other provisions, the Board may, from time to time, allow trained dogs on the golf course as part of the goose control program. This practice will be limited to times to minimize the effect on golfers.

10.4 Non-Smoking

All areas within the Clubhouse, Pro Shop, on-course washrooms and Maintenance Building shall be non-smoking and fully enforced. Smoking shall be permitted in the designated area(s) in accordance with applicable provincial and civic regulation. Electronic cigarettes will be considered equivalent to regular cigarettes and subject to the same restrictions.

10.5 Designated Areas of the Club Off Limits to Members

Members are restricted from entering into the Maintenance Buildings and compound unless under the direction of the Maintenance staff.

10.6 Not Responsible for Lost, Stolen or Damaged Property

Transcona Golf Club will not be responsible for any articles or personal property lost, stolen, or misplaced on the Club property. The Club is not responsible for any damage caused by the actions of any golfer. This includes any ball hit out of bounds that causes damage to vehicles, residences or people.

10.7 After Hours Events

The General Manager may, on occasion, book events that require the Clubhouse to remain open beyond regular hours of operation. If the events are not open to Members, appropriate notice will be given.

10.8 Security

Under direction of the Board, security equipment and services will be engaged to protect the property and possessions of the Club. The Board will develop and maintain protocols to handle security situations.

- Incident Response - The Club will contract a security monitoring and response company to oversee, notify and assist with any and all alarm situations. The Club will designate Directors or management to respond to alarm situations.

- Password - All staff or Directors requiring prior or after hour access will be required to have their own access password for the alarm system. This list will be maintained by the security Director and liaison with the alarm company.
- Network Access – The security Director will designate the person(s) that will have access to any Club network activities, ie computers, POS system, camera monitoring, etc.
- Physical Security - Ensure access points are secure and in good operational condition. All staff are to be made aware of proper locking and unlocking and alarming procedures. The Board will ensure a security and alarm company is contracted to monitor activities and provide response actions for the Club.
- Confidential Data - All POS, bookkeeping and membership files must be kept locked and secured at all times. Passwords must be kept secure.
- Alarm - Security Director will, from time to time, change the alarm and door lock codes and all safe combinations to ensure only designated staff and Directors will have access.
- Key Access– a list of all key holders and keys must be maintained. Any and all surplus keys must be placed in a secure area and only accessed and assigned by the security Director.
- Secure Funds – all funds at the end of the business day must be placed in a designated secure location.
- Exiting Staff and Directors – When a staff member leaves our employment it is the responsibility of their manager or Director to ensure all keys are returned to the security Director. When a Director leaves the Board they must return all keys and cards to the security Director. The security Director will determine the need to change any or all codes in both situations.

10.9 Contracting Services

From time to time, the Board may engage the services of contractors to perform work or maintenance at the Club. Terms of service will be approved by the Board.

10.10 Flag

The Club shall endeavor to maintain a clean, presentable Canadian Flag flying on the top of the designated pole. It will only be lowered to half-mast as allowed or required by federal and provincial statutes.

10.11 Decisions not Covered by Bylaws or Policies

When circumstances arise that are not covered under the Club Bylaws or Policy and Procedure Manual, the decision will be determined by the Board ensuring that the spirit and integrity of the Club and its Members is maintained.

Section 11 – Definitions

11.1 Definitions

The Board – means the collective of the Board of Directors.

Member – any person who has applied for, and joined the club by paying the appropriate rate for their classification.

Guest – a person who attends the Club with a Member.

Green Fee – the fee paid by non-members for the privilege of playing the golf course.

Player – any Member, Guest or Green Fee golfer who is in the process of a round of golf on the golf course.

Clubhouse – the building that contains the kitchen, eating area, washrooms and lockers, offices and storage space.

Pro Shop – the building that contains the golf retail space, office and club storage areas.

Power Cart Storage – the fenced area adjacent to the Pro Shop where member and rental carts are kept.

Maintenance Buildings – the building and fenced in compound containing equipment, and tools used to prepare the golf course for play.

Designate – the person appointed to represent someone during their absence.