



GREENORE GOLF CLUB

**CODE OF CONDUCT
AND DISCIPLINARY PROCEDURES**

November 2020.

Foreword

At Greenore Golf Club we are committed to ensuring that the experience of our members, guests and visitors frequenting the club will be an enjoyable one.

If you are visiting the Clubhouse we want to ensure you have an enjoyable visit in a welcoming and friendly atmosphere.

The Clubhouse is frequented by all age groups and it is important to be mindful not to cause offence by improper behaviour or the use of bad or inappropriate language.

All patrons should remember that the Club is obliged to adhere to all relevant Liquor Licensing Legislation.

If you are playing golf on our course whether it is a casual or competitive round we are committed to ensuring the behaviour of all participants on the course is in accordance with golfing etiquette and all competitors adhere to the integrity contained in the Rules of Golf.

This Code of Conduct applies to all members of the Golf Club, guests, visitors, employees, and anybody working on behalf of the Club. It has been developed to ensure the effective and efficient operation of the club.

All parties to whom this Code of Conduct, applies, are reminded that an acceptable standard of behaviour must always be maintained, both on the course and within the Clubhouse.

Code of Conduct on the Golf Course;

All players are expected to play in the Spirit of the Game (R&A Rule 1.2- Standards of Player Conduct)

- By following the R&A Rules including any local rules, applying all penalties, and being honest in all aspects of play.
- Players must abide by the rules of Club Competitions as set by the Competitions Committee.
- If prompted/alerted by a fellow player that a breach of a rule has occurred or a penalty needs to be taken, if agreed the penalty must be taken/recorded in accordance with the rules. If it is disputed the card should be marked accordingly and at the completion of the round on returning to the Clubhouse the players should refer to the Rule Book or seek clarification from a Committee member before submitting their card.
- Players are responsible for the correct completion and timely handing in of scorecards and entrance of scores on computer.

- Players are responsible for keeping an accurate record of their score, any misuse/abuse of scoring will not be tolerated. Suspected deliberate misuse should be reported to the Committee.
- Any reports of deliberate misuse of scoring reported to the committee will be fully investigated in accordance with the Club Constitution as set out later in this document.
- Prior to playing your round of golf whether casual or competitive you should always sign in / report to the Pro-shop.
- Late Competitors will forfeit their allotted time and will wait until a time is available
- Players who have their names on the timesheet and subsequently find they are unable to play must remove their name from the timesheet. A player who is unable to avail of his/her booked tee-time and fails to remove his/her name from the timesheet will/may be subject to sanction by the Committee.
- **Please avoid slow-play at all times.**
- During the course of your round it is your responsibility to keep up with the group in front of you.
- If you can't keep pace and the group behind you are faster, you should consider calling the faster group through.
- If a player believes that his/her ball maybe lost they should play a provisional ball, which will save time if the original ball can't be found.
- The maximum permitted time under the rules for searching for a lost golf ball is 3 (Three) minutes.
- Ensure players in front of you are out of range before hitting your ball.
- Where there is a possibility of a golf ball hitting any person on the course a warning shout of **FORE** must be given.
- You should always show consideration for other players on the course.
- Players should avoid the use of abusive or profane language during the course of their round.
- All mobile phones should be placed on Silent and should only be used for emergency calls during the course of the round.
- If you hit a golf ball over the perimeter fence to the left of the 4th Fairway, to the right of the 9th Fairway, to the right of the 16th Fairway, to the right of the 18th Fairway irrespective of whether you believe you caused damage/injury to persons or property you must at the completion of your round report it to the Pro-Shop, Office or Bar or by email to Linda@greenoregolfclub.com .

- **All players should respect the course and leave the course as you would like to find it by:**
 - Repairing Pitch-marks
 - Take a Sand Divot Bag with you and repair divots.
 - Rake the bunkers.
 - Do not deliberately cause damage to the putting green.
 - Do not throw litter (Bottles/Coffee Cups/Cans or chocolate or food wrappings) around the course. Please put them in the Bins provided or during the Covid-19 restrictions put them in your Golf Bag and bring them home with you.

Use of Golf Buggies:

- The Golf Buggies will be maintained and used in accordance with the Clubs Health & Safety statement.
- The use of Golf Buggies in competitive golf will be in accordance with the Transportation Policy of the Golfing Union of Ireland.
- Maximum of two persons per buggy (save where otherwise directed when it may be limited to one).
- The driver of the buggy shall drive it at a speed that is appropriate for the terrain and not in a manner that may endanger himself/herself or others.
- Any person operating a golf buggy must do so with the utmost courtesy, care and consideration for the safety and convenience of others.
- Drivers of golf buggies must comply with all signage and not use it in prohibited areas.
- Drivers of golf buggies shall not drive or park it adjacent to any green.
- Any person operating a golf buggy shall not drive or park it on any Tee-Box.
- Any damage caused to the buggy should be reported to Pro-Shop Staff.
- Any faults or defects on the buggy should be reported to Pro-Shop Staff.
- The use of buggies on the course may be withdrawn by the Management Committee during inclement weather when there continued use may cause damage to the course or for any other valid reason.

Dress Code on Golf Course;

- Golf Shoes are compulsory- soft spikes only.
- Shorts must be tailored, no cut off shorts, beach shorts or football shorts are allowed.
- Track Suit bottoms or hoodies are not permitted
- Collarless or sleeveless shirts or T-Shirts are not allowed

Code of Conduct in the Clubhouse.

- Smoking or vaping is not permitted within any of the club buildings.
- Mobile phones should be switched to silent in the Clubhouse if you have to take/make /take a call you should go to the foyer or outside balcony.
- The use of foul, abusive or offensive language is unacceptable in the clubhouse/Bar
- Any form of discrimination, harassment or intimidation is regarded as unacceptable behaviour.
- Any form of behaviour that causes offence to patrons is unacceptable
- Where Bar Staff believe it is in the best interests of the club, visitors or guests they may:
 - Refuse to serve drink to the offending party
 - Ask the offending party to leave the clubhouse

Dress Code in Clubhouse

- Smart casual wear should be worn in the clubhouse
- Tailored shorts and round/crew neck golf shirts may be worn
- Golf shoes or any footwear worn on the course is not permitted in the clubhouse

Locker Room;

- If you have been allocated a locker you should store all your belongings inside the locker.
- The storage of items on top of lockers, under benches or openly in the locker room is not permitted.

Social Media Policy

Greenore Golf Club realises and fully accepts that social media and networking websites have become a regular part of everyday life and that many people/members enjoy membership of such sites.

We are however aware that these sites can become a negative and all members/employees must take care not to breach our confidentiality Policy or offend members, visitors or any other persons or businesses who engage with the club, when using these social media services.

Members should also be conscious not to breach the requirements of the General Data Protection Regulations when using these social media services.

For the purpose of this Policy, social media is any type of interactive online media that allows parties to communicate instantly with each other or to share data in a public forum. This includes online social forums such as Twitter, Facebook & LinkedIn. Social Media also covers blogs and video-and image sharing websites such as YouTube etc.

The absence of, or lack of, explicit reference to a specific website or service does not limit the extent of the application of this Policy.

When logging onto or using social networking and video sharing websites at any time- Members must not-

- Conduct themselves in a way that is detrimental to Greenore Golf Club or brings the club into disrepute.
- Allow their interaction on these websites or blogs to damage relationships between employees and fellow members of the club.
- Make any offensive, derogatory, discriminatory or defamatory comments about the Club, its employees, customers or fellow members.
- Make any comments about the Clubs employees that would constitute unlawful discrimination, harassment or bullying contrary to the Equality Act, as amended.
- Disclose any confidential or sensitive or personal information belonging to the club.
- Breach copyright or any other proprietary interest belonging to the Club including the Club Logo.

Members who are discovered contravening these rules, may face disciplinary action under the Clubs disciplinary procedure.

Disciplinary Procedure relating to this Code of Conduct.

- This Disciplinary Procedure will apply to both Club Members and Visitors.

Complaints will be dealt with in accordance with the Clubs Constitution.

- (a) Complaints may be made by any person including a member, a visitor, members of the public, employees or a competitor.
- (b) The complaint must be made within three days of the incident occurring and must be submitted thereafter in writing (written report or email) within 10 days to the Honorary Secretary of the Club or in his absence the officer of the club nominated to act on his behalf.
- (c) If the complaint relates to a less serious matter the Honorary Secretary may try to resolve the matter informally.
- (d) On receipt of the written complaint the Honorary Secretary will assess it and establish what other enquiries are required to be conducted into it. He will assemble all the necessary documentation and consult with the Management Committee .
- (e) If on receipt of the complaint he believes it to be a more complex nature in conjunction with the Management Committee he may appoint two independent members (not members of the Management Committee) to investigate the matter and report their findings to the Management Committee through the Honorary Secretary.
- (f) In either process if a prima facie case is established he will appoint a Disciplinary Committee to adjudicate on it.
- (g) The Honorary Secretary of the Club shall then inform by registered post the member against whom a complaint is made in writing of the grounds of complaint enclosing any supporting information or written evidence which documents the complaint.
- (h) The Honorary Secretary shall also invite that member to make written submissions in answer to the complaint within 10 days.
- (i) If a personal hearing is to take place the Honorary Secretary of the Club will have responsibility for convening it and in ensuring fair procedures are applied to the process.

- (j) The Honorary Secretary will give the relevant member at least 14 days notice of the date, place and time of the personal hearing. The notice will state the complaint to be discussed and will provide details of any evidence against the member and details of witnesses that will attend.
- (k) The relevant member may be accompanied in the hearing by one other member of his/her choice.
- (l) The Disciplinary Committee shall take account of the written and oral representation of the relevant "member" and any other evidence written or oral available to them.
- (m) The failure of any person involved to attend a hearing or so answer any questions or to produce any necessary papers shall not prevent the Disciplinary Committee from proceeding to a decision.
- (n) The Disciplinary Committee will normally consider a complaint fully before any question of a sanction arises, except in cases as outlined in (q) below.
- (o) The Disciplinary Committee shall recommend a decision on the matter to the Honorary Secretary for consideration by the Management Committee. The Honorary Secretary of the Club will convey the decision in writing to the member within 7 days of the decision being made.
- (p) The "member" will have the right to appeal against the decision as set out under Appeals Procedure set out below.
- (q) Where a complaint is related to a serious breach of the rules of the Club or the Clubs Child Protection Policy, Procedures or Codes of Conduct, the power to suspend forthwith from Club activities may be exercised by the Honorary Secretary as soon as the complaint is received and after an immediate process of consultation with the Officers of the Club. Such suspension will last until formal hearing of the matter by the Disciplinary Committee which will take place within 60 days from the beginning of the period of suspension.

Sanctions which may be imposed:

- (a) A reprimand
- (b) A written warning as to future conduct
- (c) Suspension from Membership of Greenore Golf Club and its activities for a designated period
- (d) Proposal to GUI/ILGU to suspend handicap
- (e) Exclusion for a stated period or permanently from any part of the golf club
- (f) Expulsion from Greenore Golf Club and all its activities and forfeiture of subscription
- (g) A requirement from the Management Committee that the member gives an undertaking as to future conduct in such terms and containing such conditions as the Committee may prescribe. A breach of this undertaking will constitute misconduct,

Appeals Procedure

- (1) Any member wishing to appeal against a penalty imposed by the Club's Management Committee (under the disciplinary procedure set out above) shall lodge their appeal in writing, setting out the grounds of their appeal with the Honorary Secretary of the Club within 14 days of the date of the letter of notification of decision by the Management Committee.
- (2) In the event of the lodgement of an appeal the following procedure will be adhered to:
 - (a) Any penalty imposed by the Management Committee will be deferred pending the outcome of the appeal.
 - (b) The Honorary Secretary in consultation with the Management Committee will appoint an Appeals Committee, none of whose members had been members of the Disciplinary Committee involved in the original hearing of the matter.
 - (c) Where an appeal relates to a breach of the Clubs Child Protection Policy, procedures, or codes of conduct a representative of the NSPCC Children in Sport Unit will be appointed to the Appeals Committee.
 - (d) The Honorary Secretary of the Club shall give the relevant "member" at least 14 days notice in writing of the date, time and place of the appeal hearing and shall give him/her the opportunity of being heard in person or by written submission. The notice shall set out details of any additional evidence,

which has been made available to them since the original hearing.

- (e) If the “member” is attending the hearing in person the rules as set out for the original disciplinary hearing will apply
- (f) The Appeal Committee shall adjudicate upon the matter taking into consideration the written or oral evidence of the relevant member and seeking such further evidence, written or oral, as it thinks fit.
- (g) The Appeal Committee may cancel, reduce, confirm or increase the penalty under appeal or substitute a penalty of a different form.
- (h) If the penalty being appealed against includes suspension, the start of the period of suspension may be deferred pending the outcome of the appeal
- (i) The Appeals Committee will make its findings known to the Appellant as soon as possible.
- (j) The decision of the Appeals Committee is final.
- (k) Where possible the decision should be communicated within 28 days of the lodging of the Appeal.

On receipt of a complaint the Honorary Secretary will document it and will outline how it is capable of being proven and will collate all relevant documentation.

Having assessed all available evidence the Honorary Secretary will consult with Management Committee, and if a prima facie case is established he shall refer the matter to the Disciplinary Committee.

If the complaint is of a more complex nature the Honorary Secretary in conjunction with the Management Committee may appoint two independent members (not members of Management Committee) to investigate the matter and report their findings to the Management Committee through the Honorary Secretary.

All documentation relating to a complaint and disciplinary process (and sanction where applicable) will be retained by the Club in accordance with the provisions of the General Data Protection Regulations.