



Heswall Golf Club **Code of Conduct 2023**

The intention of this Code of Conduct is to establish clear and acceptable behaviour expectations for Heswall Golf Club members, guests and visitors. It is not intended to restrict the rights of anyone but rather to ensure that all members, guests and visitors can expect to be treated with respect while enjoying the facilities of Heswall golf course and clubhouse.

PART A – General

An acceptable standard of behaviour is expected at all times from members, guests and other visitors in all areas of the clubhouse, on the course, and around the practice areas. Upon payment of membership or green fees, all members, their guests and other 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.

Members must always act within the Club Rules and bylaws, and Club policies and procedures. These can be found on the Club website and are available from the Club office. No member shall be absolved from their effect on any allegation of not having received a copy. Members will be liable for any breach of the Club Rules, bylaws, policies and procedures whether committed by themselves or their guests.

Members must always conduct themselves in a manner which does not damage or undermine the reputation of the Club (including when representing the Club) and not take part in any activity, including when using social media, which is likely to be detrimental to the Club or bring the Club into disrepute.

PART B – On the Course

Rule 1.2 of the Rules of Golf sets out the conduct expected, with all players expected to play in the spirit of the game by

- Acting with integrity – for example, by following the Rules of Golf and any Local Rules, applying all penalties, and being honest with all aspects of play
- Showing consideration to others – for example, by playing at a prompt pace, looking out for the safety of others, and not distracting the play of another player
- Taking good care of the course – for example, by replacing divots, smoothing bunkers, repairing pitch marks, and not causing unnecessary damage to the course

All golfers are therefore expected to:

- Avoid slow play at all times, apply Ready Golf principles, allow other golfers to play through as appropriate, waving the following group through when searching for lost balls, and maintain the speed of play by keeping up with the group in front.
- Adhere to the Club dress code, R&A Rules of Golf, Local Rules of the course, and any other Club rules that may from time to time be set – for example, ensuring that all rounds of golf are pre-booked on BRS, always reporting

to the Pro Shop before starting a round, and paying the appropriate green fee for all member guests prior to play.

- Demonstrate fair play both on and off the course.
- Always follow established golf etiquette and respect fellow golfers and the course, by:
 - i) Repairing pitch marks, replacing or repairing divots, raking bunkers etc.
 - ii) Showing the necessary respect to fellow golfers at all times – for example, no shouting on the course, no misuse of equipment (such as throwing clubs in frustration), no aggressive behaviour, or the taking of performance enhancing drugs.
 - iii) Behaving in a sportsmanlike manner and not knowingly cheating, or disrespecting employees or fellow players.
 - iv) Ensuring that mobile phones are switched to silent before play commences.

PART C – In and around the clubhouse

Members, guests and other visitors are expected to:

- Help create and maintain an environment free of intimidation and harassment, including towards members of staff.
- Help to create an environment where all have an equal opportunity to participate.
- Communicate with others in a manner that reflects respect and care.
- Demonstrate proper personal behaviour and conduct at all times.
- Treat organisers, Club volunteers, and staff with respect.
- Observe all instructions or restrictions required by authorised Club representatives or staff.
- Respect the property of both the Club and other members.
- Ensure that banter does not intimidate or offend others.
- Avoid offensive language or telling sexist, racist or any other form of discriminatory jokes.
- Be considerate towards others when using a mobile phone in the clubhouse, ensuring that calls are only taken outside of the main bar/lounge and dining areas.
- Adhere to the clubhouse dress code.

PART D – Examples of unacceptable conduct

These include, but are not restricted to:

- Any form of discrimination, harassment, bullying, or intimidation – whether direct or implied, and whether in person or in writing.
- Any form of verbal, physical, sexual or emotional abuse.
- Any form of discrimination on the grounds of age, gender, marital status, race, colour, nationality, ethnicity, disability, sexual orientation,, religion or beliefs.
- Illegal behaviour, such as consuming illegal or performance-enhancing drugs or stimulants.
- Offensive or insulting verbal, written or email communications to staff, committee representatives or other members.
- Offensive language, in particular in and around the clubhouse
- Posting hurtful comments or personal attacks on social networking sites, or in any other way contravening the Club's Social Media Policy.
- Drunkenness which leads to offensive behaviour.
- Any form of cheating, which may include deliberate manipulation of handicaps.
- Smoking or the use of e-cigarettes in the clubhouse or on the terrace (except in designated areas).

Conduct which is in breach of this Code of Conduct or which appears in any way to fall below the standards expected at the Club, should be reported to the General Manager at jolloyd@heswallgolfclub.com without delay.

July 2023