

# Picton Golf and Country Club Policies

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### Code of Conduct

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The Code of Conduct has been developed to ensure a safe, friendly, and respectful place for members, guests and staff to gather in the spirit of cooperation, relaxation, good will, fun and friendly competition.

The Code of Conduct differs from rules in that it addresses acceptable/unacceptable behavior. All members and guests of Picton Golf & Country Club are expected to conduct themselves in a manner that:

- Creates an environment and culture that is reflective of the personal integrity and respect taught in the rules of golf where it is written that we are capable of enforcing rules upon ourselves with honesty, integrity and good sportsmanship. This same integrity, honesty and goodwill are expected whether on the golf course or in the Clubhouse.
- Is free of discrimination or any form of harassing behaviour including sexual harassment.
- Acknowledges Picton Golf & Country Club (PGCC) as a family friendly environment and, therefore, refrains from using obscenities and loud boisterous behaviour inappropriate for children and respectable taste.
- Observes proper etiquette on and off the course and Clubhouse.
- Is reflective of being an Ambassador for PGCC when out in the community, at other clubs and/or at PGCC, and that understands we are all representatives of Picton Golf & Country Club.
- Shows the utmost respect and dignity to fellow members, staff and guests.
- Does not damage the character, integrity, goodwill, property and community view (local and/or the broader community) of PGCC and/or staff.
- Is reflective of an adherence to ALL club rules and procedures including but not limited to:

- - o Sign-in procedures in the Pro Shop.

- - o Compliance with guidelines, local rules and daily special instructions regarding rental, safe operation and on-course use of power carts, including adherence to directives outlining areas where usage is prohibited.

- - o Use and proper care of putting green.

- Displays pride in the physical appearance of PGCC and understands that this is a reflection of its members.
- Demonstrates an understanding that members and guests have no authority to instruct staff in job performance and duties.
- Understands that the Club Management is responsible for instructing the staff in the performance of their duties.
- Is vigilant in reporting real or perceived safety hazards to staff and/or Board of Directors.
- Agrees to adhere to all PGCC rules and policies, including the Consumption of Alcohol policy.
- Understands the accepted venues whereby members may make suggestions to the Board of Directors regarding the operation of the club for the betterment of the Club.

- Does not create unnecessary strife and divisiveness through any manner.
- Does not misrepresent their position and/or authority to others.
- Follows guidelines for proper attire of Members and Guests per the Club s

### Accessibility Policies for the Year: 2017

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Picton Golf & Country Club is committed to improving accessibility. We will put the following policies into practice as required by the Accessibility for Ontarians with Disabilities Act.

#### **General**

Picton Golf & Country Club is committed to training staff on Ontario s accessibility laws and on accessibility aspects of the Human Rights Code that apply to persons with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers, and other staff members.

#### **Customer Service**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Standard Green Fees will be charged for support persons if they chose to play golf.

Customers who wish to provide feedback on the way Picton Golf & Country Club provides goods, services, or facilities to people with disabilities can provide feedback in the following ways: Telephone or email

**Information and communications** Picton Golf & Country Club is committed to meeting the communication needs of people with disabilities. When asked, we will provide information and communications materials in accessible formats. This includes publicly available information about our goods, services, and facilities, as well as publicly available emergency information. Picton Golf & Country Club will consult with people with disabilities to determine their information and communication needs. **Employment** Picton Golf & Country Club will notify the public and staff that, when requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired. If needed, we will provide customized workplace emergency information to employees who have a disability.

**Design of Public Spaces** Picton Golf & Country Club will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include: Recreational trails/beach access routes, Accessible off-street parking, Service related elements like service counters, fixed queuing lines and waiting areas

**Modifications to this or other policies** Any of our policies that do not respect and promote the dignity and independence of people with disabilities will be modified or removed.

### Blue Flag Use Policy Statement

#### [\(Return\)](#)

The Picton Golf & Country Club recognizes that individuals using “blue flags” require some relaxation of normal cart use rules in order to allow them to enjoy their round of golf through improved access, minimizing physical demands and maintaining an appropriate pace of play. At the same time, “blue flag” users must be aware of the potential damage created by carts and the resulting requirements to additional maintenance. We trust that the following guidelines will allow “blue flag” users to continue to enjoy the game while ensuring that the course maintains the level of quality expected by members and guests.

- During certain times of the year, and/or during certain weather conditions, it may be necessary to restrict all carts, including “blue flag” carts to paths only. The club will endeavor to minimize any inconvenience that this may create. However, “blue flag” users will be expected to follow the instructions of Pro Shop staff with respect to path use.
- Except during periods when the course is path only, carts may be taken inside the limits of the fairways designated by “no carts” signage, excluding Par 3 s, where cart path only remains in effect at all times. **However, carts shall not be taken onto the sloped areas of green and tee surrounds, on green approaches, or between bunkers and the putting surface.** Carts may be taken within the fairway approach up to, but not inside, a distance of 10 yards from the front of the putting surface.
- Cart users are required to use the paths around greens and tees, except on Holes 5,6,13 and 18, where carts may leave the path to park beside the red tees. Under no circumstances shall carts be driven from a green to the next tee except on the cart path.
- Carts are not permitted in the fescue (tall grass) rough areas of the golf course, as these areas are highly susceptible to damage from cart use.
- It should be understood that the relaxed cart rules are intended to provide assistance to the “blue flag” user only and are not for the use of the passenger. Cart use to and from the passenger s ball shall conform to normal cart etiquette and rules of use.
- "Blue flag" users are advised that any or all of the foregoing rules may be modified as and when required by weather or site conditions. In such cases, the Pro Shop will advise players accordingly.
- Blue flags will be provided by the Club and will be made available by the Pro Shop prior to each round of golf. Flags shall be returned to the Pro Shop on completion of the round.
- Pro Shop staff and on-course marshals will monitor “blue flag” cart use in accordance with the above-noted guidelines.

- All Players are required to complete a Blue Flag User Agreement prior to use.

**Members requiring the use of a blue flag over an extended period of time (more than 1 week) or entire season are asked to submit a request to the Board as soon as the need is known, stating the reason for prolonged blue flag use.**

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### **Consumption of Alcohol Policy Statement**

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All provisions of the liquor Control Act and the Liquor License Act of Ontario and their regulations must be strictly followed.

Alcoholic beverages will be served in a responsible and professional manner at all times. All applicable laws and regulations will be followed as they pertain to the service of alcohol to underage or visibly intoxicated persons.

Alcoholic beverages may be consumed only in licensed locations - Clubhouse, Golf Course and Practice Areas. Consumption of alcoholic beverages is not permitted in the Parking Lot. No alcoholic beverages other than those provided by the Picton Golf Club & Country Club, or its agents, shall be permitted.

No person shall consume alcoholic beverages to the point of impairment or intoxication.

Any person not adhering to the above rules shall have all privileges suspended and is subject to removal from the premises.

The Picton Golf & Country Club assumes no liability for any injury, wrongdoing or problem caused by the breach of these rules.

As a condition of the use of the Picton Golf and Country Club's premises and particularly, the provision of alcoholic beverages by the Golf Club, or its agents, all persons hereby expressly waive any liability on the part of the Picton Golf Club & Country, or its agents, arising out of the consumption of alcoholic beverages and agree to indemnify and save harmless the Golf Club, or its agents, from any and all claims, damages or law suits referable to the consumption of alcoholic beverages.

Further, the Picton Golf & Country Club, or its agents, advise the following:

- Members and Guests may be required to provide proof of age.
- Members and Guests who are refused service shall vacate the premises immediately upon request. Staff will assist in securing appropriate transportation.
- Service will not be provided to Members or Guests who are intoxicated, fighting, using profane or abusive language or are misusing or destroying the property of the club or its agents.
- You may be asked to surrender the keys to your vehicle should staff feel you are intoxicated.

### Course Closure Policy Statement

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Picton Golf & Country Club reserves the right to close the Course to play due to inclement weather and/or unplayable conditions. When possible, the Course will remain open for play to walkers only, however power carts usage may be restricted or denied.

### Dress Code Policy Statement

[\(Return\)](#)

**Purpose:** To ensure that sensible, reasonable, and appropriate standards for attire are maintained for all players, at all times, while on the course, at the practice area and in and around the Clubhouse.

#### Appropriate and Acceptable Attire

**Gentlemen:** golf shirts (mock necks and turtlenecks are permitted), long pants or Bermuda length shorts.

**Women:** pants, golf shorts, skorts, capris and dresses. Golf shirts with collars and/or sleeves. Mock style, V-neck and sleeveless golf shirts are permitted.

**Footwear:** Golf shoes (dimpled or soft spiked), including golf sandals, or other athletic footwear are obligatory on the course. Metal spiked golf shoes are prohibited. All attire should be in good repair and not ripped or torn.

#### Inappropriate and Unacceptable Attire

Blue jeans/shorts, cut-off shorts, beach wear, tank-tops, halter tops, sleeveless shirts (men), board shorts/swim trunks, gym or track pants, tights/yoga pants, gym shorts, short shorts (less than 4" inseam), bare feet, and garments or hats displaying offensive or inappropriate graphics or statements.

Club management is empowered to decline service and deny access to the golf course and its amenities if dress code standards are not met.

\*Dress code may vary, depending on the function, for members and guests visiting The View Restaurant.

It is the responsibility of every player to ensure that their family members and guests comply with the Dress Code Policy while at the Club.

To avoid potential dress code issues, please ensure you and your guests are familiar with this policy prior attendance at the Club.

### **Exceptional Membership Policy Statement**

[\(Return\)](#)

Exceptional member status is granted to a member who reaches the age of 90 years at any time during the current year of membership and who has been a member in good standing for the previous 5 years.

Exceptional member status provides full lifetime membership, with all the benefits and privileges afforded by the corporation, including voting privileges, playing privileges, and the use of all facilities of the Golf Club. The payment of any current or future membership dues are not required.

Fees for optional items, including but not limited to, power cart rentals or leases, member owned power cart storage, locker rental or club storage, are not included in the Exceptional member status and must be paid for according to the membership renewal schedule.

### **Golf Etiquette Policy Statement**

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Etiquette is a word that is often heard in relation to golf, more so than with any other sport, but it's not just about manners.

The guidelines for good golf etiquette are in place for several very important reasons: many of them relate to the safety of golfers; many relate to pace of play (which helps keep the game enjoyable); and other rules of golf etiquette relate to maintaining the quality of the golf course. In other words, golf etiquette is an essential part of the game and it is something that newcomers to the game often learn as they go – on the course, when playing with more experienced golfers. If you are new to the game, or just need to brush up on your golf etiquette, here are some basic rules of the road that will help keep the game enjoyable for you and those around you.

- Do not swing your club until you know that others in your group are at a safe distance. Likewise, keep your distance when others are swinging.

- When practicing your swing, never swing in the direction of another player. There may be pebbles, twigs or other matter in the grass that could fly up and injure a playing partner.
- Do not hit the ball until you are certain that the group ahead of you is out of range. This is particularly important even after the group ahead has finished putting but has not left the area of the green.
- If your ball does appear to be headed toward another player or group, give them a warning by yelling out “FORE”, an internationally recognized alert.
- Observe the safety suggestions posted in golf carts and drive safely. Golf etiquette requires keeping your cart off the grass as much as possible.
- Never throw clubs in anger. In addition to being rude, it could also be dangerous.

### **Maintain a Good Pace**

- Keep the round moving by being prepared to hit your shot when it is your turn. You probably don't like waiting on other groups – don't make other groups wait on you.
- The player who is away hits first in a group. However, in friendly matches (as opposed to tournament play), this rule can be ignored in favour of “ready golf” – players hit as they are ready. All players should agree to “ready golf” before it is put into effect.
- Do not spend too much time looking for a lost ball, particularly if there is a group behind you ready to play. If you insist on taking the full five minutes allotted in the rulebook to look for lost balls, golf etiquette says wave up the group behind you to allow them to play through.

- Always try to keep pace with the group ahead of you. If space opens in front of you, allow a faster group to play through.
- When two players in a cart hit to opposite sides of a hole, drive to the first ball and drop off that player with his/her club, then drive to the second ball. After both players have hit, meet up farther down the hole.
- When walking from your cart to your ball, take a couple of clubs with you. Taking only one club, then having to return to the cart to retrieve a different club, is a huge time waster.
- Always leave the putting green as soon as your group has finished putting. Scoring should be done on the next tee.

### **Be Kind to the Course**

- Observe cart rules. Sometimes the club will post “cart path only” signs; all par 3 s are “cart paths only”; white fairway markers show at what point all carts must return to the paths; observe the 90-degree rule.
- Keep carts away from greens and hazards and off mounds. The wheels on carts can damage these sensitive areas.
- Repair your divots in the fairway.
- Repair your ball marks on the green.
- Always rake sand bunkers after hitting to erase your footprints and damage to the area where your ball was.
- Avoid taking a divot on a practice swing.



### **And a Few More Golf Etiquette Hints**

- Quiet, please! Never talk during another player's swing.
- Do not yell out following a shot. Even if boisterous behavior doesn't bother your playing partners, there are other people on the course who may be within earshot.
- Be aware of your shadow on the putting green. Don't stand in a place that causes your shadow to be cast across another player or that player's putting line.
- Never walk through a playing partner's putting line. Your footprints might alter the path of a partner's putt. Step over the line or walk around (behind) the partner's ball.

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### **Membership Categories Policy Statement**

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**Adult:** A person who has attained the age of at least 36 years as of April 1st in the current year of membership.

**Couple:** Two adults, 36 years of age or older, who are partners, married or common law, residing in the same household.

**Intermediate:** A person who has attained the age of 19 years but has not reached the age of 36 years as of April 1st in the current year of membership.

**Junior:** A person who is between the ages of 11 and 18 as of April 1st in the current year of membership.

**Junior Learner:** A person who is 10 years of age or under as of April 1st in the current year of membership.

### **Membership Dues, Payment, and Refund Policy**

[\(Return\)](#)

#### **Dues and Fees**

The annual membership dues and all fees for other services (including locker rental, power cart storage, power cart rental, club storage etc.) charged to the members shall be due and payable not later than April 1st. A person who was a member of the club during the preceding year, and who, following April 1st has not paid his/her membership dues and/or charges for other services shall forfeit the use of the club and/or other services until all dues and/or charges have been paid or payment terms, in accordance with club's usual practice in respect of extended payment, have been arranged.

Membership in Golf Canada and our provincial association, Golf Ontario, including access to the World Handicap System, does not take effect until annual Club membership dues are received.

### **Pro-Rated Membership Fees**

New Adult\* members, (including Full Adult, Couples or Intermediate members) joining after April 1<sup>st</sup>, are entitled to receive fee reductions as follows:

- Adult Memberships commencing on or after July 1st will receive a fee reduction of 20%.
- Adult Memberships commencing on or after August 1st will receive a fee reduction of 40%.

\* A New Adult member is defined as anyone who was not a member in the immediate past year, or who did not receive a membership fee refund for any reason in the immediate past year, or who is not on a current Medical Deferral leave of absence.

Returning members who are unable to join by April 1<sup>st</sup> due to a medical condition that prevents them from playing golf at the start of the season are also eligible to receive the above noted fee reductions. (Proof of medical condition may be requested.)

### **Play For Free Program**

Effective September 1st, of the year in which this program is offered, new members who pay in full for the following year will receive playing privileges at no charge for the balance of the current season. (Must pay in full, payment plan option not valid for Play Fore Free Program.)

NOTE: The Play Fore Free Program may not be offered each year.

### **Green Fees Applying to Membership** [\(Return\)](#)

The cost of a green fee for a new, first time member may be applied towards a membership fee provided that the new member joins within 14 days of the paid green fee.

### **Membership Fee Refund**

Members may request a full refund prior to the start of the season, or within 14 days of the start of the season if no games have been played.

Requests for full refund must be made in writing and received no later than 14 days after the start of the season.

Partial refunds may be requested after the start of the season and up to June 1st, for the following criteria only:

- Death or disability
- Relocation to a residence more than 80 kilometers from the Club, with the relocation taking place by June 1st.

Requests for partial refund must be made in writing and received by June 1st. Refunds will be made at the rate of 75% of the membership payment for the year.

Under no circumstance will refunds of membership fees be issued after June 1st of the year in which the current membership was purchased.

No refunds will be issued for members who are unable to play for the full season or a portion of the season except as described above.

### **Deferral Of Paid Membership Fees**

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Paid Members who are unable to play golf after the start of the season due to a new or worsening medical condition or injury may be eligible to defer a portion of fees paid to the following year. Please see the Medical Deferral Policy for details.

[Medical Deferral Policy](#)

### **“On-Course” Presence of Non-Golfers**

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Non-playing persons may accompany golfers on the course as follows:

A fee of \$8.85 (+ tax) is applicable for all non-playing persons who accompany golfers on the course and who wish to use a power cart. Application of fee is subject to certain exclusions.

No fee will be charged for non-playing persons who accompany golfers on the course and who wish to walk.

On-course safety protocols, power cart procedures and other “on-course” golf etiquette must be followed.

### **Power Cart Policy Statement**

[\(Return\)](#)

Carts are to be kept on cart paths on all Par 3 holes and on Hole #12.

Cart usage may be limited to cart path only on all holes as weather as course conditions indicate.

Carts are to enter and exit cart paths at 90 degrees.

Carts must return to cart paths where signage indicates on the fairways on all Par 4 and Par 5 holes. Carts are not permitted inside these signs.

Carts are not permitted to run in the roughs inside the “no carts” limits.

Carts are not permitted on the greens, or grass area surrounding the greens or tee boxes.

Carts must be kept off all mounded areas. These areas tend to be very dry and are most susceptible to turf damage.

Please observe the “naturalized area” signage and keep carts out of the fescue roughs. Some exceptions to the above are noted in the Blue Flag Policy.

The use of power carts is based on availability. Power carts can be reserved when tee times are made.

At no time shall a power cart be occupied by more than two golfers and two sets of golf clubs.

Minors are not permitted to operate the power cart at any time.

All members and guest players must advise the Pro Shop of their intent to use a power cart and pay the appropriate fee prior to teeing off. Single power cart rental fees are per golfer/per seat.

No golfers - members or guests – are permitted to ride with others for any part of the round unless they have paid the applicable fee. Guests riding without payment may be asked to leave to Course without refund. Members riding without payment may be subject to the loss of playing privileges. Members who allow non-paying riders may be subject to loss of cart rental privileges.

Power cart leases are valid for the year in which they are purchased. Unused portions or “rides” cannot be carried over to future years. 10/30/50 seasonal cart leases, may be shared by members of the same household. Unlimited seasonal cart leases may not be shared.

Additional fees may be charged for power cart use, including but not limited to, requests for solo ridership and non-playing persons who accompany golfers.

Picton Golf & Country Club reserves the right to revoke the use, or lease agreement, of a power cart if misuse or negligence occurs.

### **Rain Check Policy Statement**

[\(Return\)](#)

Should Guest Players be unable to complete play due to inclement weather, the following Rain Check Policy will apply.

Rain Checks will be issued on a pro-rated dollar value based on the number of holes played. Rain checks apply to green fees, and rentals of power carts, pull carts and club rentals.

9 Hole Play Pro-Rated Rain Checks will be issued providing less than 7 holes have been completed.

18 Hole Play Pro-Rated Rain Cheques will be issued providing less than 14 Holes have been completed.

All rain checks are valid for the current season unless issued after September 1st.

Rain checks issued on Sept 1st or later will be honoured up to July 1st of the following year.

There will be no refunds.

### **Sanctions Policy**

[\(Return\)](#)

Members and Guests who are in violation of the Code of Conduct may be subject to sanctions and penalties as established by the Board of Directors and as outlined in the Club Bylaws. This may include suspension of rights and privileges and/or termination of membership for members who are in violation and termination of playing privileges and rights to attend on the property of the Club for guests who are in violation.

#### **Disciplinary Committee**

The Disciplinary Committee, will be established to review, investigate, and adjudicate all violations of members and guests. Participation on the Disciplinary Committee will be

comprised of 5 Club members, including the Director of Health/Safety and Human Resources as its Chair. Participation on the committee will be reviewed annually by the Board of Directors.

### **Disciplinary Review Process**

- All complaints will be directed to the Chair of the Disciplinary Committee, including those received by or forwarded to the Board of Directors.
- The member or guest accused of a violation will be notified of the complaint and given the opportunity to respond. Failure to respond may result in the application of penalties or sanctions.
- The Disciplinary Committee may also work to resolve an issue or may initiate a reprimand.
- Any recommendation involving termination or suspension of privileges or membership will be referred to the Board of Directors for final decision. The Board of Directors will allow the accused member or guest a further opportunity to appear and respond.
- Failure to appear may result in the application of penalties or sanctions.
- All decisions, penalties and sanctions will be communicated in writing to the offender
- The Disciplinary Committee will advise the Board of Directors should legal representation be recommended for the resolve of any issue.

### **Disciplinary Sanctions**

Penalties and sanctions will be applied as warranted, based on the severity, and/or repeated nature of the violation and include (but are not limited to):

- Issuance of a verbal or written warning to the member or guest
- Suspension of playing privileges for a set duration for the member or guest
- Termination of membership if the offender is a member
- Removal of all playing privileges if the offender is a guest.
- Termination of the right to attend on the property of the Club.

### **Other Considerations**

- The member or guest will continue to enjoy all membership or guest privileges until a final decision is reached and communicated.
- All violations of the PGCC Code of Conduct shall be cumulative. Actions, letters and past decisions will be retained in file by the Disciplinary Committee.
- Members or guests who have been terminated or suspended may not attend the property of the Club as a guest of another member.

In the event of termination of membership, pro-rated refunds will be issued for current fees paid.

### **Members & Guests “Regular Play” Shotgun Start Policy**

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The course may be available for regular play with Morning shotgun starts for members and guests on days when afternoon tournaments or events are scheduled. The morning shotguns are limited to 72 players only, with no more than 4 players per tee.

Bookings must be made through the Pro Shop and are on a first-come-first-served basis. The online Tee-On system cannot accept bookings for these days. Members will have 7 days access to book a spot in the morning shotgun. Guest players will have 6 days access.

Names of all players must be given at the time of booking. In order to accommodate as many players as possible, the Pro Shop must be advised of player cancellations as soon as this information is known.

Members are encouraged to check the online Club Calendar, or ask in the Pro Shop, for the dates of tournaments and special morning shotguns. In addition, information about morning shotguns, and a request to book through the Pro Shop, will be included on the Tee-On system when players attempt to book online for those dates.

### **Smoking / Vaping Policy Statement**

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As outlined in The Smoke Free Ontario Act, 2017 and as amended in 2018, consumption of tobacco or cannabis by smoking and vaping of tobacco or cannabis (medical or recreational) is prohibited inside all Club buildings and on the Clubhouse patio, as well as within 9 metres of any Club buildings.

Smoking is permitted in designated smoking areas.

The Board of Directors is committed to upholding this law. Your cooperation is appreciated.

### **Tee Time Booking Policy Statement**

[\(Return\)](#)

Tee times are in effect from the opening of the Pro Shop each morning until dusk.

Pre-booking availability: Members – 10 days in advance, Non-Members – 6 days in advance

Only one tee time per day can be booked per person.

Tee times can be booked online at [www.tee-on.com](http://www.tee-on.com) or through our Website [www.pictongolf.ca](http://www.pictongolf.ca).

Online booking is available 7 days a week, following the daily opening of Pro Shop hours. Tee times may also be booked in person at the Pro Shop or by phone (613- 476-2222).

Pro Shop staff will start to book times requested by phone or in person according to posted Pro Shop hours. Bookings will alternate between phone-in and walk-in players. Players must state their intent to play 9 or 18 holes. Names of all players must be supplied at time of booking.

Players must check in at the Pro Shop at least 15 minutes prior to tee off time.

- Pro Shop personnel are responsible for controlling the first tee.
- Only foursomes will play unless it is not possible to do so.
- Twosomes will be grouped with twosomes already booked.

- Singles will be included where availability exists.

24 hours' notice must be given to cancel or amend booked tee times.

### **Juniors**

An adult must accompany Juniors playing prior to 12:00 pm on weekends and holidays. Juniors may book tee times as available during weekdays.

### **Access to Financial Reporting Policy Statement**

[\(Return\)](#)

The Picton Golf & Country Club is a private, not-for-profit, no share corporation and, as such, falls under the jurisdiction of the *Ontario Not-for-Profit Corporations Act*. The *Act* clearly defines access to financial information both for Adult Members in good standing and for members of the Board of Directors.

Financial information must be available to the Directors upon request during normal business hours. Audited financial statements must be presented to the general membership as part of the agenda at each Annual General Meeting.

In addition, all members are entitled to access the following information during normal business hours:

- Copies of the minutes of all meetings of the Board of Directors;
- Copies of all Annual General Meetings of the membership;
- By-laws and Special Resolutions;
- Registry of Directors

The day-to-day financial operations of the Club are the responsibility of the Board of Directors to manage and to report to the auditor for annual review purposes.

A financial report is submitted prior to each meeting of the Board and requires the majority approval of the Board of Directors. Quarterly newsletters providing additional information, financial and otherwise, are sent via e-mail to each member. Printed copies of newsletters are available upon request.

Reference: *Ontario Not-for-Profit Corporations Act, 2010 S.O. 2010 c.15*

### **Expense Reimbursement Policy**

[\(Return\)](#)



The following are guidelines for personal expense reimbursement.

**All expense reimbursement requires prior approval by a Board member or immediate supervisor.**

### **Supply and Operational Expenses**

Purchases made on behalf of Picton Golf & Country Club that have been paid personally will be reimbursed following submission of an “Expense Report” form.

#### **Travel and Meal Reimbursement**

If Employees, Game Captains, or Board Members are required to travel outside of Prince Edward County for business on behalf of Picton Golf & Country Club, reasonable travel, and associated expenses, as agreed upon, will be reimbursed. Program or session fees, including meals up to \$25.00 per meal will be reimbursed. Alcohol and golf fees are NOT included. For travel outside of Prince Edward County, mileage will be reimbursed at the rate of \$0.54 per kilometer. All travel distances will be based on starting at and returning to Picton Golf & Country Club.

### **Submission of Expenses**

All expense claims are to be submitted on an “Expense Report” form for approval to the immediate supervisor and/or Board member.

The signed “Expense Report” is to be forwarded to the accounting department for processing.

### **Handicap Policy Statement**

[\(Return\)](#)

All members are encouraged to maintain a current and up to date handicap Index as outlined in the Rules of Handicapping and the World Handicap System. All members participating in specified club competitions must maintain a current and up to date Handicap Index as outlined in the Rules of Handicapping and the World Handicap System. As outlined in the Rules of Handicapping, and utilizing the Golf Canada Score Centre handicap system, players must enter all acceptable scores played with full observance of the current Rules of Golf. Scores for all rounds played, including 9-hole rounds, and 18-hole rounds are to be entered by midnight of the day of play.

Scores for incomplete or interrupted rounds must be entered with calculations applied under the applicable Rules of Handicapping.

### **Peer Review**

Peer Review is a major tenet of the success of the handicap system. Peer Review allows for each golfer's reported scores to be available to their peers, including golfing partners and competitors, event organizers and committees. It is the process by which either a player's score or Handicap Index can be confirmed or challenged. Peer Review by The Rules & Handicap Committee The Rules & Handicap Committee will conduct regular peer reviews for members registered to participate in any inter-Club or intra-Club “net” or “flighted” competitions, and any “gross” events where handicap indexes form entry requirements. Additional spot-check reviews may be

conducted as needed. A member who does not meet current score-posting criteria, or whose handicap is found to be inaccurate, out of date, or no longer reflective of their demonstrated ability, may be denied entry in specified events and/or may be subject to handicap adjustment as per the Rules of Handicapping. A member may address review results and may provide additional information should it allow for a more accurate record. To ensure expediency in event eligibility, timeframes and deadlines may be assigned to individual review responses.

### **Peer Review by Players**

It is the responsibility of each player to review opponents' handicaps prior to competition, and to raise any questions regarding handicaps or posted scores at that time. Issues that cannot be satisfactorily resolved between the players themselves shall be referred to the Rules & Handicap Committee for decision. Intra-club matches scheduled between the players themselves shall be deferred until any outstanding issues are resolved. Use of Handicap Indexes and Course Handicaps in Competition  
Players are responsible for ensuring that they use the correct course handicap for the specific tees in use for the competition. Tees for use by male and female players shall be specified as a condition of each competition. All competitors will play from the specified tees. Failure to do so will result in disqualification.

### **Penalties**

Members found to have non-valid handicaps or inadequate score-posting histories may be denied entry into specified events.

Members found to be using handicaps that are invalid or not current, in accordance with the requirements of this policy and the Rules of Handicapping, shall forfeit their game and/or match and shall be eliminated from the competition in question. Members who are determined to have violated this policy on more than one occasion shall be barred from further club competitions in that season.

[\(Return\)](#)

### **Medical Deferral Policy**

[\(Return\)](#)

Members may be eligible to defer their membership and a portion of their paid membership fees to the following year should a medical condition prevent them from playing golf after the start of the current season.

Members must submit a written notice to the Board of Directors, requesting the deferral and supplying sufficient details for its approval. Confirmation from a doctor may be required. Eligibility criteria applies. Written requests must be received within 14 days of the eligibility period.

### **Eligibility Criteria**

- Membership fees for the current year must be paid in full unless the installment payment plan option was selected at the time of the submission of the current membership.
- Payments under the installment plan must be continued and all payments completed as scheduled. Should payments be missed or stopped, the medical deferral status will be

cancelled, no credit will be applied to the following year, and that member will no longer be in good standing.

### Eligibility Periods

- **75% credit** of current membership fees to be credited to the following year for members who cannot play for medical reasons as of June 1 and who meet all eligibility criteria. Requests must be received by June 14.
- **60% credit** of current membership fees to be credited to the following year for members who cannot play for medical reasons as of July 1 and who meet all eligibility criteria. Requests must be received by July 14.
- **50% credit** of current membership fees to be credited to the following year for members who cannot play for medical reasons as of August 1 and who meet all eligibility criteria. Requests must be received by August 14.

Credits for optional items, including power cart leases and packages, locker rentals and club storage will also be issued as follows:

- Seasonal power cart leases, locker rentals and club storage - credit will be issued as per the above schedule and will be applied to the following year's fees.
- Limited Power Cart packages (10, 30 & 50 rounds) – credit will be issued for the unused portion only and pro-rated based on package fee paid.

Credits for Member-Owned Power Cart Storage fees will not be issued. Members may continue to store their carts on Club property for the duration of the deferred year.

No refunds will be issued. Credits only will be issued. No further credits will be issued after the August 1st eligibility period.

Members with medical deferral status will be retained on the active membership list and will continue to receive normal club communications and notices.

Members with medical deferral status will have no voting privileges during the year of deferral. Medical deferrals are granted for one year.

Additional deferral requests must be submitted to the Board of Directors should the medical condition prevent play into or past the following year.

Members whose medical condition improves to allow them to resume golf during the deferred season may re-instate their membership. The full amount of the credit will be applied to the current year. Members can elect to purchase green fees rather than re-instate their membership and their credit will continue to be applied to the following year.

[\(Return\)](#)

### Membership Dues, Payment, and Refund Policy

#### (Return)

The annual membership dues and all fees for other services (including locker rental, power cart storage, power cart rental, club storage etc.) charged to the members shall be due and payable not later than April 1st. A person who was a member of the club during the preceding year, and who, on April 1st has not paid his/her membership dues and/or charges for other services shall forfeit the use of the club and/or other services until all dues and/or charges have been paid or payment terms, in accordance with club's usual practice in respect of extended payment, have been arranged.

Membership in Golf Canada and our provincial association, Golf Ontario, including access to the World Handicap System, does not take effect until annual Club membership dues are received.

#### **Pro-Rated Membership Fees**

New Adult\* members, (including Full Adult, Couples, Adult-Afternoon, Adult-9 Hole) joining after April 1st, are entitled to receive fee reductions as follows:

- Adult Memberships commencing on or after July 1st will receive a fee reduction of 20%.
- Adult Memberships commencing on or after August 1st will receive a fee reduction of 40%.

\* A New Adult member is defined as anyone who was not a member in the immediate past year, or who did not receive a membership fee refund for any reason in the immediate past year, or who is not on a current Medical Deferral leave of absence.

Returning members who are unable to join by April 1st due to a medical condition that prevents them from playing golf at the start of the season are also eligible to receive the above noted fee reductions. (Proof of medical condition may be requested.)

#### **Play For Free Program**

Effective September 1st, of the year in which this program is offered, new members who pay in full for the following year will receive playing privileges at no charge for the balance of the current season. (Must pay in full, payment plan option not valid for Play Fore Free Program.)

NOTE: The Play Fore Free Program may not be offered each year.

Current as of April 2022

#### **Green Fees Applying to Membership**

The cost of green fees, including 5 game and 10 game packages, may be applied towards membership fees providing the member joins within 30 days of the first green fee. Game Pack cards must be returned to the Pro Shop to receive applicable discount. New and returning members are eligible for application of green fee costs to membership fees. New or returning members joining on or after July 1 and who receive pro-rated membership fees are not entitled to receive any further discounts.

#### **Membership Fee Refund**

Members may request a full refund prior to the start of the season, or within 14 days of the start of the season if no games have been played.

Requests for full refund must be made in writing and received no later than 14 days after the start of the season.

Partial refunds may be requested after the start of the season and up to June 1st, for the following criteria only:

- Death or disability

- Relocation to a residence more than 80 kilometers from the Club, with the relocation taking place by June 1st.
- Requests for partial refund must be made in writing and received by June 1st. Refunds will be made at the rate of 75% of the membership payment for the year.
- Under no circumstance will refunds of membership fees be issued after June 1st of the year in which the current membership was purchased.
- No refunds will be issued for members who are unable to play for the full season or a portion of the season except as described above.

### **Deferral Of Paid Membership Fees**

Paid Members who are unable to play golf after the start of the season due to a new or worsening medical condition or injury may be eligible to defer a portion of fees paid to the following year. Please see the Medical Deferral Policy for details. ([Return](#))

### **Member-Owned Power Cart Policy Statement**

([Return](#))

Only members with agreements made with Picton Golf & Country Club prior to 1998 are permitted to use privately owned power carts on the course and lease storage spaces on the property. No further agreements will be issued.

Existing member-owned power cart agreements must be renewed and storage fees paid along with membership dues no later than April 1st annually. Members who do not renew their agreement by April 1 may be subject to the removal of their power cart from the property. Valid agreements give permission for the use of member-owned power carts on club property and include storage of member-owned power carts from April 1 to March 31 annually. Member-owned power cart agreements do not include maintenance of any kind. Storage space assignments for member-owned power carts are determined by Picton Golf & Country Club. A storage space may not be transferred to another member for any reason. Owners are responsible to keep their storage space tidy and free from safety hazards. Owners are responsible to keep the storage building locked and secure after the removal and return of their cart.

Member-owned power carts must be kept clean and in good condition and repair at all times. In the event the maintenance or appearance of a member-owned power cart depreciates to an unacceptable level, the member will not be permitted to continue its use. Owners will be responsible for removing their power cart from the golf club property in the event it becomes inoperable.

When in use, member-owned power carts must be in the immediate possession and control of its registered owner(s). At no time shall more than two golfers and two sets of golf clubs occupy a member-owned power cart. Owners must operate their power carts according to the power cart usage rules in effect each day as determined by the club and administered by the Pro Shop. Member-owned power carts are not permitted on the course when carts are prohibited from the course due to turf or weather conditions. Member-owned power carts must stay on driveways when exiting the storage area and may not be driven on the fairway of hole #17.

Owners of private power carts assume all liability for accidents and injuries arising from the operation of their power carts and are responsible for all damages to golf course property or other property, equipment or individuals from any cause whatsoever involving their carts. Owners of

private power carts agree to hold Picton Golf & Country Club free from liability in the event of loss through fire, theft or damage or any kind during the term of the agreement.

### **Violence in the Workplace Policy (2023)**

[\(Return\)](#)

The Management of Picton Golf & Country 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 from all sources.

The Occupational Health and Safety Act (Sept. 2016) defines workplace violence as the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker. It also includes:

- an attempt to exercise physical force against a worker in a workplace, that could cause physical injury to the worker.
- a statement or behaviour that a worker could reasonably interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Violent behaviour in the workplace is unacceptable from anyone. This policy applies to all employees and volunteers of the Golf Course, as well as Members, guests, clients, delivery personnel and individuals with a personal relationship to our employees. Everyone is expected to uphold this policy and to work together to prevent workplace violence.

There is a workplace violence program that implements this policy. It includes measures and procedures to protect workers from workplace violence, a means of summoning immediate assistance and a process for workers to report incidents or raise concerns.

Picton Golf & Country Club, as the employer, will ensure this policy and the supporting program are implemented and maintained. All workers and supervisors will receive appropriate information and instruction on the contents of the policy and program.

Managers will adhere to this policy and the supporting program. Managers are responsible for ensuring that measures and procedures are followed by workers and that workers have the information they need to protect themselves.

Every employee must work in compliance with this policy and the supporting program. All employees are encouraged to raise any concerns about workplace violence and to report any violent incidents or threats to their manager. An employee with a concern regarding the Manager should make a report to the appropriate Director. Management pledges to investigate and deal with all incidents and complaints of workplace violence in a fair and timely manner, respecting the privacy of all concerned as much as possible.

Any employee who is found to violate this policy will be subject to appropriate disciplinary action, up to and including termination.

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### Health and Safety Policy (2023)

[\(Return\)](#)

Management of the Picton Golf & Country Club is vitally interested in the health and safety of its employees. Protection of employees from injury or occupational disease is a major continuing objective. The Club will make every effort to provide a safe, healthy work environment. All Managers and workers must be dedicated to the continuing objective or reducing risk of injury.

Picton Golf & Country Club is committed to providing and maintaining a safe and healthful work environment in compliance with *The Occupational Health and Safety Act and Regulations*. The Club, as employer, is ultimately responsible for worker health and safety. Every reasonable precaution will be taken for the protection of our workers.

Managers will be held accountable for the health and safety of workers under their supervision. Managers are responsible to ensure that machinery and equipment are safe and that workers operate in compliance with established safe work practices and procedures. Workers must receive adequate training in their specific work tasks to protect their health and safety.

Every worker will be equally responsible for ensuring his or her own health and safety by working in compliance with the law and with safe work practices and procedures established by the Club.

Contractors and Sub-Contractors will be equally responsible and accountable to ensure they comply with all regulatory and Picton Golf and Country Club specific Health and Safety standards and safe operating procedures.

It is in the best interest of all parties to consider health and safety in every activity. Commitment to health and safety must form an integral part of this organization, from the president to the workers.

### Harassment in the Workplace Policy (2023)

[\(Return\)](#)

Picton Golf & Country Club is committed to providing a work environment in which all workers are treated with respect and dignity. Workplace harassment will not be tolerated from any person in the workplace, including Members, visitors, clients, delivery personnel and individuals with a personal relationship to our employees.

**Workplace harassment** means engaging in a course of vexatious comment or conduct against a worker in a workplace, that is a comment or conduct that is known or ought reasonably to be known to be unwelcome. Harassment may also relate to a form of discrimination as set out in the Ontario Human Rights Code.

**Workplace sexual harassment** means:

- a. Engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or



- b. Making sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

Employees should report any incidents of workplace harassment to their Manager. If the incident involves a Manager, it should be reported to the appropriate Director.

Management will investigate and deal with all complaints or incidents of workplace harassment in a fair, respectful, and timely manner. Information provided about an incident or about a complaint will not be disclosed except as necessary to protect workers, to investigate the complaint or incident, to take corrective action or as otherwise required by law.

Managers, supervisors, and workers are expected to adhere to this policy and will be held responsible by the Golf Club for not following it. Any employee who is found to violate this policy will be subject to appropriate disciplinary action up to and including termination.

Workers are not to be penalized or disciplined for reporting an incident or for participating in an investigation involving workplace harassment.

This policy is not intended to limit or constrain the reasonable exercise of management functions in the workplace. If a worker needs further assistance, he or she may contact their Manager or the Human Rights Legal Support Centre.

[\(Return\)](#)

### **New Club Representation Shirts at Sanctioned Events policy**

[\(Return\)](#)

The policy provides for the supply of Club shirts to champions and how best to achieve this. It was agreed that all Club Champions will be awarded a Club golf shirt following the Championship event. [\(Return\)](#)

### **Staff Playing Privileges Policy**

[\(Return\)](#)

Full Time Employees of Picton Golf & Country Club receive unlimited golfing privileges. Part Time Employees (less than 24 hours/week) receive one (1) 18-hole round for each shift worked. Issuance of playing privileges does not construe Membership to the employee. Employees, who are not otherwise paid-up Members of PGCC, are not eligible to participate in Member golf events and competitions. The Board of Directors may at its discretion invite employees to join Member social events.

*1 A shift is defined as minimum of four (4) hours.*

*2 An exception to this clause is provided for returning employees from 2021 to allow for participation in Member golf events if they previously participated in said Member events under the May 2018 policy statement.*



### **Special Senior Membership Status**

[\(Return\)](#)

Special Senior membership status is granted to a member who reaches the age of 80 years at any time during the current year of membership and who has been a member in good standing to the Picton Golf & Country Club for the previous continuous 40 years.

Special Senior membership status allows for a 40% discount to the current single membership fee and includes all the normal benefits afforded by the corporation such as voting privileges, playing privileges and the use of all the facilities of the golf club. This membership status will continue so long as the member maintains continuous membership at the club.

Fees for optional items, including but not limited to: power cart rentals or leases, member owned power cart storage, locker rental and club storage are not included in the Special Senior member status and must be paid for in accordance with the current membership renewal schedule.

### **Initiation Fee Policy Statement**

[\(Return\)](#)

The corporation is authorized to issue 500 adult memberships (formerly class “B” unsecured debentures in the amount of \$100 each). All adult members are required to purchase an Initiation Fee in an amount to be determined by the Board annually, at the start of their first year of membership. Initiation Fees are non-assessable, non-interest bearing, non-transferable and non-refundable. Upon payment of annual dues, adult members are entitled to membership in the corporation, which includes voting privileges, playing privileges and the use all the facilities of the golf club.

### **Non-Renewal of Membership**

Membership dues are due no later than April 1<sup>st</sup> in each calendar year. Unpaid memberships after April 1<sup>st</sup> may be charged a late payment penalty in an amount to be determined by the Board annually. Members are encouraged to advise the Board in writing of their resignation. Members who have not paid their annual dues by July 1<sup>st</sup> shall be deemed to have resigned. Following that date the corporation will make every reasonable effort to contact members in order to inform them that their membership has lapsed and if they wish to rejoin the club they will be charged a new initiation fee and, if the club is fully subscribed at that time, will be placed on a Waiting List.

## **Waiting List Management Policy**

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### **Waiting List Management Policy**

In recognition of the club's limit of voting memberships to 500 individuals and the potential for that membership total to become fully subscribed it is deemed necessary to create a Waiting List Management Policy. This Policy will outline the procedures through which prospective members will be considered by the Board for admission as full adult membership to the club. (Sec. 8.1 Bylaw No. 1, 2025)

Prospective members wishing to join the waiting list shall submit a written application in the form prescribed by the Board along with any non-refundable application fee as determined by the Board from time to time. The Board shall acknowledge receipt of each application in writing.

Applicants shall be placed on the waiting list in order of the date and time their completed application and any required fee are received by the Corporation unless otherwise determined by a resolution of the Board to address special circumstances (e.g. legacy considerations or strategic priorities).

Upon a membership vacancy, the Corporation shall notify the next eligible applicant in writing within 14 days. The notification shall include the terms of membership, the applicable initiation fee, annual dues and any other requirements for securing membership. The notified applicant shall have 3 days from the date of notification to accept the offer of membership by submitting a written confirmation and paying the full initiation fee and annual dues and other fees, as appropriate, or arranging a payment plan as permitted by Board Policy. Failure to respond or complete payment within this period shall result in the forfeiture of the offer and the vacancy shall be offered to the next applicant on the waiting list.

An applicant may be removed from the waiting list if:

- The applicant requests removal in writing;
- The applicant fails to respond to the membership offer as outlined above;
- The applicant provides false or misleading information on their application;
- The Board, by resolution, determines that the applicant is not suitable for membership, subject to the same notice and appeal process outlined under Section 8.9 of the Bylaw.

The Secretary shall maintain an accurate and up-to-date record of the waiting list including names, contact information and application dates and times (if necessary) of all applicants. The Board shall review the waiting list, at least annually, to ensure its accuracy and compliance with the bylaws. The Corporation shall provide applicants on the waiting list with periodic updates, at least annually, regarding their status and any changes to membership policies or fees.

This policy may be amended from time to time by resolution of the Board.

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