



TEHIDY PARK GOLF CLUB

Code of Conduct

1.0 Introduction

- 1.1 Tehidy Park Golf Club (TPGC) provides access to golf for players of all standards in a friendly and welcoming atmosphere. Our members needs are at the heart of all that we do. Guests & visitors are welcomed, and all enjoy our course, the services of our club professional, bar and catering amenities. Our values and guiding principles represent our desire to have an open, honest, and accountable club environment and include respecting members, staff, stakeholders, and our neighbours. Our stakeholders include the Club Professional, our Caterers and anyone working for them.
- 1.2 We are committed to the equitable and fair treatment of all members, guests, visitors, volunteers, stakeholders and our employees. We are determined to ensure that every person regardless of disability, age, gender, sex, sexual orientation, race, colour, nationality, ethnic origin or religious conviction has a genuine opportunity to participate to their full potential at all levels and in all roles within the club. In addition to the above, the Board of TPGC also have a duty of care for its employees.
- 1.3 TPGC deems that upon payment of membership or green fees, all members, guests and visitors have given their consent to be bound by both the restrictions and penalties imposed by this code of conduct. Members shall be liable for any breach committed whether by themselves or their guests. The intention of this code is to establish clear and acceptable behaviour expectations for TPGC members, guests, visitors, and stakeholders. The contracts of Club employees have similar provisions within their contracts of employment.
- 1.4 This Code of Conduct is not intended to restrict the rights of anyone but rather to promote and enhance our values and ensure that all members, guests and visitors can expect to be treated with respect while enjoying our golf course, clubhouse, and amenities. It deals with general responsibilities, on the course & clubhouse requirements and how breaches of the code will be dealt with.

- 1.5 This Code of Conduct does not relate to any complaints in relation to rules, policies, procedures or decisions made by the Board, any Committee or Sub-Committee. Such complaints should be made to the Board via the General Manager in writing.

2.0 General Responsibilities

External Compliance

- 2.1 TPGC recognises the R & A as the body responsible for the Rules of Golf and the Rules of amateur status and shall abide by these rules and any changes laid down by the R & A. TPGC Rules state that the Club will abide by England Golf requirements in relation to affiliation, equality, disciplinary proceedings, safeguarding and anti-doping. In addition, they stipulate compliance with the Cornwall Golf Union and the Cornwall Ladies County Golf Association, and with those of any successor of those bodies.
- 2.2 TPGC will comply with the CONGU Unified Handicap System, and any conditions or directions imposed within the system by England Golf, or with an updated system of handicapping as directed by Golf England and/or CONGU.

Internal Compliance

- 2.3 Members must always act within the Club's rules and policies. Policies are continually being updated and developed and, along with the rules, can be found on the club website or from the General Manager's office. No member shall be absolved from their effect on any reports of a breach of this code on the grounds of not having received a copy of these documents.
- 2.4 Members, guests, visitors, and stakeholders should always be respectful to all those they come into contact with at TPGC. Respect diversity, different roles and boundaries, and avoid giving offence. They should not engage in any form of sexual, racial, religious discrimination or harassment. Neither should they conduct themselves in any rude or immoral manner, including the use of profane language, gestures, insults or other such behaviour.
- 2.5 When using social media in connection with the club, its employees or members, do so in a manner which could not be deemed offensive. Everyone should consider the impact of publicly expressing negative issues relating to the Club, its officials or employees on social media. Any such issues should be raised in line with the process outlined in this Code of Conduct for dealing with complaints and protests.
- 2.6 Under no circumstances shall an employee of the Club be reprimanded directly by a member.
- 2.7 As well as avoiding actual impropriety, members will conduct themselves in a manner which does not damage or undermine the reputation of the Club, particularly when representing it.

2.8 Members should be mindful of the impact on the Club when taking part in any golf related activities which might damage its reputation.

2.9 A person engaging in any behaviour that may be detrimental to the game of golf or TPGC maybe in breach of this code and should be reported to the General Manager.

3.0 On the Course Code of Conduct

3.1 In relation to conduct on the course, TPGC will undertake all possible measures to adhere to R&A Rule 1.2. This is in relation to Standards of Player Conduct - All players are expected to play in the Spirit of the Game. Under R&A Rule 1.2b, TPGC has adopted the following Code of Conduct requirements as a Local Rule:

3.2 All golfers must:

- ☉ Avoid slow play, apply Ready Golf principles and allow other golfers to play through as appropriate, waving the following group through when searching for lost balls and maintaining the speed of play by keeping up with the group in front
- ☉ Adhere to the dress code and R&A and local rules of the course
- ☉ Demonstrate fair play both on and off the course
- ☉ Respect the rights of other players and golf course staff. Golf course staff always have right of way when actively engaged in work on the course – do not play your ball if there is any risk to staff or equipment.
- ☉ Respect the golf course, golf buggies and obey all signage on the golf course.
- ☉ Always follow established golf etiquette respecting the course, such as:
 - a. Repairing pitch marks, replacing divots, raking bunkers etc.
 - b. Showing the necessary respect to fellow golfers at all times, which incorporates; no shouting on the course, no misuse of equipment (e.g. throwing clubs in frustration etc.), no aggressive behaviour, or the taking of performance enhancing drugs.
 - c. Conduct yourself in a sportsmanlike manner and do not knowingly cheat, disrespect employees, officials or fellow players.
 - d. Mobile phones must be switched to silent on the golf course.

4.0 In the Clubhouse Code of Conduct

4.1 Whilst fully acknowledging that adult “banter” or conduct can contribute to creating a healthy atmosphere amongst members, the following is designed to safeguard others who may find certain banter or conduct offensive, intimidating or inappropriate.

4.2 It will be considered a breach of this Code of Conduct if members, guests, visitors or stakeholders:

- ☉ Use any form of discrimination, harassment or intimidation to another person
- ☉ Consumes of excessive quantities of alcohol. It is against the law to serve anyone who is drunk. It will be considered an aggravating factor if a person refuses to leave the premises when considered to be intoxicated.
- ☉ Uses foul or abusive language. This has no place in the clubhouse and any member heard using unacceptable or offensive language will be asked to either stop or leave the premises. Where someone is noticed to be consistently using bad language after being warned this will be considered as an aggravating factor
- ☉ Smokes or uses e-cigarettes within any of the club buildings or takes any illegal substances within the clubhouse or wider estate (the latter incurring an immediate suspension)
- ☉ Is not considerate towards others when using their mobile phone in the clubhouse.

5.0 Dress Code

On the course

5.1 TPGC is aware that clothing fashions are constantly changing for those playing golf. As a general guide, apparel sold in mainstream golfing outlets is usually acceptable. Shirts/polos, non-denim trousers/shorts/skirts, socks and golfing shoes are current requirements.

5.2 Posters on what is/is not appropriate at any given time are displayed in the Club foyer and on our website and these, along with this section of the Code of Conduct, will be updated on a regular basis. If any member or visitor has any doubts they should consult with the General Manager, who is responsible for ensuring compliance with this code.

5.3 The course dress code for TPGC will be advised at the time of any individual or group bookings.

In the Clubhouse

5.4 Unless otherwise advised for a specific event, 'smart casuals', including clothing worn on the course as identified above (apart from golfing shoes), is the acceptable dress code for the main bar/restaurant/patio areas of the clubhouse. Smart denim apparel has previously been defined as 'smart casuals by the Club and that remains the case. In the Spike Bar there is a 'relaxed' dress code.

- 5.5 Members and visitors in this area should take all reasonable steps to ensure their apparel does not offend anyone else, and they should not visit those areas where the 'smart casual' dress code applies.

6.0 Breaches of this Code

- 6.1 Rule 2.4(C) of the TPGC Rules stipulates how any matters relating to discipline should be dealt with. An alleged breach of this code will be deemed as an alleged breach of discipline. In complying with these rules, the following paragraphs provide more detail, structure, safeguards, an appeal process and third party notification.

Reporting a Breach of the Code

- 6.2 Experience shows that many potential breaches of any Code of Conduct or unacceptable behaviour policy are relatively minor and are often resolved without redress to formal reporting. Resolutions in these circumstances are often reached through one-to-one communications and/or mediation. However, if this does not happen, a report of an alleged breach of this code can be made by anyone, including a competitor, member, visiting guest/s, other associated golf club members, and members of the public.

- 6.3 A report, should, in the first instance, be made to the General Manager or, in their absence, the Club Captain. These must be then followed up in writing in an agreed timeframe. If the complaint is related to the General Manager, the Club Captain, Ladies' Captain or a Director, they should be made to the Chair or Vice-Chair of The Board, as appropriate.

Investigating the Alleged Breach

- 6.4 The General Manager (or Chair/Vice-Chair if appropriate) will be responsible for investigating the alleged breach of this Code of Conduct. This may include speaking with all the parties involved, interviewing witnesses and viewing & securing CCTV footage.

- 6.5 The nature and extent of Investigations into alleged breaches of this code will be recorded and dealt with as quickly possible.

- 6.6 If there is no evidence to support the alleged breach or the person reporting it decides to withdraw or the matter is resolved to the satisfaction of all parties involved, the person conducting the investigation will confirm this in writing and update the Captain's Committee.

Establishing the seriousness of the Breach

- 6.7 Establishing the seriousness of the case will form part of the investigation process.

- 6.8 While each case will always be dealt with on its own merits, to assist in resolving any breaches they will be graded according to their seriousness with Grade 1 being

less serious and Grade 3 the most serious. Failing to comply with the Rules of Golf may, depending on the circumstances, fall within any of the below grading criteria. Sanctions for breaching these grades are escalatory in nature. Once the facts of a case are established these gradings maybe changed.

6.9 Once received, the General Manager/Club Captain/Board Member will assign a grade to the alleged breach in accordance with the below grading criteria. If, when the alleged breach comes to light or during the investigation process, it is determined that the breach is so serious as to warrant the suspension of a member/s the Director of People and Service Delivery should be contacted, and they will be responsible, on behalf of the Board, for making the decision to suspend or not.

6.10 Grade 1

- ☉ Bad language
- ☉ Improper treatment of equipment, including throwing of clubs
- ☉ Use of club other than within the intentions of the game e.g. damaging trees with clubs, breaking them etc
- ☉ Bad-mannered behaviour
- ☉ Failure to complete a round without good cause when representing the club in any sanctioned tournament/interclub match.

6.11 Sanctions for proven breaches of this type would typically result in a verbal or written warning. A record of such a proven breach will be kept for two years.

6.12 Grade 2

- ☉ A second or further Grade 1 breach/s within a two-year period
- ☉ Any activity that, when considering all the circumstances, has the potential to damage the reputation of the Club
- ☉ Excessive or offensive bad language
- ☉ Spreading of disrespectful, derogatory and/or unfounded comments (Inc. Emails/social media posts) regarding fellow members or employees.
- ☉ Verbal abuse or threatening behaviour to another player, member, employee, visitor or stakeholder.

6.13 Sanctions for proven breaches of this nature would typically result in a written warning or a period of suspension from the Club for up to six months. Any period of suspension would require ratification from the Board of Directors. A record of such a proven breach will be kept for two years.

6.14 Grade 3

- ☉ A second or further Grade 2 breach/s within a two-year period
- ☉ The taking or distribution of drugs in the clubhouse or wider estate
- ☉ Serious or persistent behaviour resulting from the misuse of alcohol
- ☉ Assault

- Theft and any other criminal offence
- Discriminatory word or actions of a sexual, racial or religious nature.

6.15 Sanctions for proven breaches of this nature would typically result in expulsion from the Club for a recommended period.

Dealing with the Breach

6.16 Once the investigation has been completed, the Club and Ladies Captains, and at least one of the Vice-Captains, will consider the case. If they conclude that it appears there may have been a breach of this code, they will refer the matter to the Director of People and Service Committee (Chair or Vice-Chair in their absence or if appropriate) who has been designated by the Board to act on its behalf in these circumstances.

6.17 If the designated Board Member believes there is sufficient information to justify a disciplinary hearing, they will inform the General Manager to arrange a Disciplinary Sub-Committee, giving the member/s at least seven days' notice of their requirement to attend.

6.18 The composition of the Disciplinary Sub-Committee will depend on the seriousness of the alleged breach and potential sanctions that could be imposed.

6.19 Grade 1 and 2 Breaches will be dealt with by a Disciplinary Sub-Committee chaired by the Club Captain. The two other members of the Committee will be the Ladies Captains and one of the Vice-Captains. The General Manager will be responsible for presenting a report that outlines their investigation and chronology of events. Any members appearing before the committee may have one other person to accompany them and every effort will be made to cater for any additional support they require. Notes of the meeting will be taken.

6.20 If there are any potential conflicts of interest or one of the committee members is unable or it would not be appropriate for them to take part, the Director of People and Service Delivery or Chair of the Board will be consulted. They will then decide on the composition of the committee.

6.21 The committee will be responsible for reviewing the full circumstances of the alleged breach in a fair and impartial manner. If they determine, on the balance of probabilities, that there has been a breach of the code they will impose an appropriate sanction. If suspension from the Club for a period up to six months is thought the most appropriate, ratification will be sought from the Board of Directors.

6.22 Such a determination and sanctions must be communicated to the member/s in a letter signed by the Disciplinary Sub-Committee Chair within three days.

6.23 Grade 3 Breaches will be dealt with by a Disciplinary Sub-Committee chaired by the Director of People and Service Delivery. The two other members of the

Committee will be the Club and Ladies Captains. The General Manager will be responsible for presenting a report that outlines their investigation and chronology of events. Any members appearing before the committee may have one other person to accompany them and every effort will be made to cater for any additional support they require. Notes of the meeting will be taken.

- 6.24 If there are any potential conflicts of interest or one of the committee members is unable or it would not be appropriate for them to take part, the Director of People and Service Delivery or Chair of the Board will be consulted. They will then decide on the composition of the committee. The committee will be responsible for reviewing the full circumstances of the alleged breach in a fair and impartial manner. If they determine, on the balance of probabilities, that there has been a Grade 3 breach of the code they will impose an appropriate sanction. If they consider that expulsion is the most appropriate course of action, they will seek ratification from the Board.
- 6.25 When the Board of Directors is asked to consider a proposed sanction of expulsion from the Club, they will do so without undue delay. If the Board do not ratify the decision to expel the member/s, another independent Disciplinary Sub-Committee will be convened.
- 6.26 When recommending or ratifying a sanction to suspend or expel a member from the Club, there will be no presumption of any pro rata subscription fees being reimbursed to them.
- 6.27 The General Manager must, within three days, communicate the decision of the Disciplinary Sub-Committee and/or Board to the member/s concerned.

Non-Attendance

- 6.28 If, for no valid reason, a member/s fails to turn up to a Disciplinary Sub-Committee hearing, the Chair of that committee, having considered all the circumstances, can decide whether to continue with the meeting or adjourn it. If the Chair considers there is a valid reason, they may adjourn the meeting to the earliest convenient date. No disciplinary meeting shall be adjourned more than once.

Involvement of Independent People in the process

- 6.29 If the circumstances dictate, the Director of People and Service Delivery can authorise additional professional support to any investigations or disciplinary hearings.

Appeals

- 6.30 Where it has been determined by any of the above Disciplinary Sub-Committees that a member/members has been in breach of the Code of Conduct they can appeal against such a finding and/or the sanction imposed.

They must do so in writing to the General Manager within seven days of being notified of the finding and sanction. In addition, they must clearly state the grounds on which they are appealing. Any such application must be heard before an Appeal Board within 21 days.

6.31 The Appeal Board will consist of the Chair or Deputy of The Board and two other Board members. Consideration maybe given to employing one or more independent people from outside the Club to sit on the Appeal Board if the circumstances dictate.

6.32 Any members appearing before the Appeal Board may have one other person to accompany them and every effort will be made to cater for any additional support they require. The Appeal Board will consider the case put forward from the member/s or their representative. They can hear from anyone they believe will assist their deliberations. They will also have the opportunity to read the report of any investigation, the record of the Disciplinary Committee hearing and speak with the Chair of that committee.

6.33 Having considered everything presented to them the Appeal Board will determine whether to uphold the initial Disciplinary Sub-Committee findings and sanction/s imposed. They have the authority to vary any of the sanctions. The member/s will be notified of the outcome of the appeal in a letter signed by the Chair of the Appel Board.

6.34 Members have the right to further appeal to Cornwall Golf Union and then England Golf. The Club will assist in signposting any such appeal.

7.0 Legal or Professional Advice

7.1 In the event of a member/s indicating they will seek or take legal advice in relation to an alleged breach of this code; the Director of People and Service Delivery is authorised to seek professional or legal advice.

8.0 Notification to Third Parties

8.1 If required or appropriate, TPGC will update third parties of any proven breaches of this Code of Conduct and any sanctions imposed .

9.0 Updating this Code of Conduct

9.1 The Director of People and Service Delivery is responsible on behalf of the Board for reviewing this code at least once a year and updating as necessary.