



Member Code of Conduct

Purpose

The intention of this policy is to establish clean and acceptable behavior expectations for the Cattail Crossing members and its guests. It is not intent to restrict the rights of anyone, but rather to ensure that all members and their guests are treated with respect while enjoying all the facilities at Cattail Crossing Golf and Winter Club. The Club deems that upon payment of membership or guests' fees, all members and guests have given their consent to be bound by this code of conduct.

Objective

The objective of this policy is to ensure an environment that is free from discrimination, harassment, abuse, and violence for members, employees, and visitors of the Club. The Club's goal is an environment where everyone is treated with dignity and respect.

Conduct

All members and guests will:

- ✓ Conduct themselves in a sportsmanlike manner
- ✓ Respect the rights of all other members, staff, management, and ownership group.
- ✓ Not approach other members, guest, staff, management, or ownership group with abusive conduct, threatening language, or violent behavior.
- ✓ Not engage in any form of sexual, racial, religious, or other forms of harassment.
- ✓ Respect the course, carts, facilities and property of the Cattail Crossing Golf and Winter Club

Code and Conduct for Staff, Management, and Ownership Group

Members must understand that:

- ✓ They have no authority to instruct staff on duties or job performance.
- ✓ Club management is responsible for instruction staff in performance on their duties.
- ✓ They may make suggestions to the club management and its ownership group regarding the operation of the club for the betterment of the club.
- ✓ They cannot discipline or disrespect staff members.

- ✓ If a member is viewed by a qualified staff member as having over consumed alcohol, they will be refused liquor service and appropriate action taken as per Alberta's responsible beverage service program.
- ✓ Their behavior shall be respectful in dealing with staff, management, ownership group other members and guests.

Deliberate or Unintended

Unacceptable conduct may be deliberate or unintended. The test is whether a reasonable person knows or ought to know that such behavior would be considered unwelcome or inappropriate by the recipient.

Violations

The management team with ownership group, authority to enforce the Code of Conduct Policy against any members and guests who are in violation. Please see below for consequences of these codes of conduct.

Decisions and Penalties:

1st Instance: Verbal Warning

2nd Instance: Letter of Warning

3rd Instance: 1-2 week suspension

4th Instance: 1 year to cancelation of membership

1. Any suspension will state the date the suspension is to take effect and the number of days of the suspension. The days of suspension previously served shall be considered.

2. While under suspension the member's financial obligation to the Club for dues and other charges shall continue.

3. Any costs arising from an offense shall be paid by the member committing the offense in addition to other penalties.

4. If the offence is considered serious, or there are other recent offences, then steps can be passed at the discretion of the Disciplinary Committee.

Appeal:

A member suspended or terminated for any such offence shall be notified in writing by the General Manager or President of the charge and penalty applied against such member and be given an opportunity to be heard by the Board of Directors at a meeting called for that purpose. The member must submit their intent to appeal the decision in writing via letter or

email within three (3) calendar days of issuance of the disciplinary letter from the General Manager or President. Upon notification of the intent to appeal the disciplinary sanction will be put in abeyance until the appeal hearing decision has been rendered. Notification of the appeal hearing date shall be deemed sufficient if mailed or delivered to the Member at least seven (7) calendar days prior to the meeting of the Board of Directors at which the hearing is to be granted. The Board of Directors may or may not take further permanent action with respect to the offending Member depending upon the results of the hearing.

Member Signature _____

Staff Member _____

Date: _____