



Yarrambat Park Golf Course

Code of Conduct & Complaints Handling **Reviewed – October 2024**

The purpose of this document is to cover the Code of Conduct and Complaints Handling Process for Yarrambat Park Golf Course.

This is to ensure appropriate standards of behaviour are in place for all patrons to enjoy the facility and provide for a safe, welcoming and inclusive environment.

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WELCOME!

Yarrambat Park Golf Course is located in the northern suburbs of Melbourne, only an hour from Melbourne's CBD. This well renowned 18-hole golf course is open seven days.

Our golf facilities include the first Goanna Golf, a state-of-the-art 18-hole mini golf course to be enjoyed by the whole family, a 13-bay driving range with four undercover bays, pro shop, function centre, Grass Lands Café, and bar, as well as access to PGA-qualified golf professional services.

If you are looking for a little extra practice, we have a free practice area with a putting and chipping green.

Whether you are after a casual round of golf, perfecting your technique in a one-on-one session, looking for a fabulous event space with golf course views, or a bar to relax and unwind with friends we have something for everyone.

The Clubhouse

The Clubhouse is open seven days per week. For restaurant operating hours, please refer to the Yarrambat Golf website, patronage of the bar and restaurant will be monitored, and operating times will be adjusted to best satisfy demand.

The food and beverage facilities include a fully licensed Bar, Café, and Function facilities.

Golf

Designed by Tony Cashmore and opened in the 1970s, our 18-hole Par-72 parklands style course is situated in Yarrambat Park and runs alongside the Plenty River. Elevation changes, lush rough, well placed water hazards, and dense Eucalyptus trees both challenge players and provide a picturesque Australian landscape view. Amongst the classic scenery you will be sure to meet our friendly mobs of kangaroos and if you are lucky, you might even see an Echidna, Wombat or Koala!

Please be advised that the Code of Conduct & Conditions of entry may change from time to time without prior notification or distribution. Please refer to www.yarrambatgolf.com.au for the most up to date version.

We look forward to seeing you out at YPGC.

CONTACT DIRECTORY

Yarrambat Park Golf Course

Address	649 Yean Yean Road, Yarrambat, Victoria, 3091
Telephone	03 9436 2201
Email	yarrambatgolf@belgravialeisure.com.au
Website	www.yarrambatgolf.com.au
Venue Manager	Matt Weisheit
Head Professional	Brock Gillard
Operator	Belgravia Leisure info@belgraviagroup.com.au

Yarrambat Park Golf Course is committed to providing a family friendly environment where all users feel safe and respected. Foul, abusive or inappropriate language or behaviour is not permitted in the Clubhouse, leisure areas or golf course and anyone perpetrating such behaviour will be asked to leave the venue immediately and may be subject to disciplinary action.

CALENDAR OF EVENTS

A calendar of social, sporting and golf events and offers will be placed periodically on the Yarrambat Golf website www.yarrambatgolf.com.au

DRESS REGULATIONS

We want you to feel comfortable while you are playing golf, exercising, or having a drink at the bar. That is why we are relaxed here at Yarrambat Park Golf Course. However, we do have standards because health, safety, and the comfort of our guests is important to us.

Golf Course, Café & Functions Space

Acceptable:

- Collared shirts are preferable, or clean and neat t-shirts are acceptable
- Neat casual pants or shorts
- Golf shoes or sneakers to be worn with socks

Not Acceptable:

- Singlets or 'high visibility' work attire
- Ripped clothing
- Thongs
- Work boots
- Clothing with inappropriate slogans or prints

CODE OF CONDUCT & CONDITIONS OF ENTRY

1. PURPOSE

The Code of Conduct and Conditions of Entry (the 'Rules') of Yarrambat Park Golf Course have been designed to protect the rights and privileges of Yarrambat, Members, visitors and employees as well as protecting Golf Course property. The Rules have been formulated to ensure all members of the community can enjoy a safe and enjoyable experience at Yarrambat Park Golf Course.

2. MANAGER AUTHORITY

The Manager shall always have full and complete charge of the course and facilities.

3. MEMBER RULES

The Rules are subject to, and should be read in conjunction with, the Membership Protection Policy.

CODE OF CONDUCT

1. PURPOSE

The purpose of the Code of Conduct is to set out standards of behaviour expected of all members, visitors & staff at Yarrambat Park Golf Course. When attending the venue in any capacity, you agree to always adhere to these standards. A breach of the Code of Conduct which is determined at the sole discretion of the Manager may incur disciplinary action outlined in clause 12.

2. FACILITY USER STANDARDS

Yarrambat Park Golf Course users must:

- i. Respect the rights and worth of every person regardless of their sexual orientation, gender identity, race, ethnicity, cultural background, national origin, social and economic class, education level, colour, immigration status, sex, age, size, family status, political beliefs, religion, and mental and physical ability.
- ii. Adhere to the Code of Conduct, policies and procedures established by YPGC.
- iii. Not display abusive, harmful, or threatening behaviour and/or language at any time.
- iv. Act with honesty, integrity and in good faith always.
- v. Adhere to the legislative requirements of YPGC.
- vi. Respect the property, equipment, and resources of YPGC; and
- vii. Ensure your behaviour contributes to a safe and harassment-free environment.

GENERAL RULES

1. MEMBERSHIP CARDS

Each Member shall be issued with a membership card. Members are requested to carry this card with them when using the facilities. Membership cards are not transferrable, and Members shall not lend or give their cards to any other person for any reason. Violation of this rule may result in sanction from Management. Loss of a membership card should be reported immediately to pro shop staff.

2. SMOKING

Smoking is not permitted anywhere inside the Clubhouse, or car park area. Smoking is only permitted in the designated smoking area, which is in the beer garden.

3. SOCIAL MEDIA

All Rules and references to codes of conduct and behaviour standards outlined within this document are applicable to YPGC patrons when posting content on social media in relation to YPGC. Any facility user posting or commenting on content that may negatively impact the business, staff, products, events, sponsors, members, and/or its reputation may be subject to Disciplinary Action outlined in item 12.

4. MOBILE PHONES & PHOTOGRAPHY

When using mobile phones in the Clubhouse and seating area please consider others around you. The use of mobile phones on the Golf Course is strongly discouraged and is intended for use in medical emergencies only. The use of mobile phones & cameras for taking photographs of other venue users without their consent is not permitted at YPGC. Additionally, taking photographs in the change rooms or of a minor without guardian consent is strictly prohibited and may lead to prosecution under Victorian law. Breaches of photography rules will be subject to Disciplinary Action outlined in item 12.

5. ALCOHOLIC BEVERAGES ON PREMISES

There is STRICTLY no BYO alcohol on YPGC premises whatsoever. No alcoholic beverage may be consumed on premises other than what is purchased from the Clubhouse or the on-course Beverage Cart service in line with YPGC's liquor licence obligations. Alcohol must not be taken on the Golf Course and is only to be consumed in accordance with the terms of the Liquor Licence, as delivered through the Course staff. Facility staff reserve the right to confiscate any BYO alcohol found on premises.

6. PROPERTY DAMAGE OR REMOVAL

Members and their Guests shall be liable for any loss or damage to Course property, other patrons, or neighbouring property. Any costs incurred due to the actions of the member or guests are the sole responsibility of the person who caused the damage.

7. LOST PROPERTY

All lost property is to be handed in or collected from the Golf Pro-Shop. Lost property will be retained for a period of 4 months, after this time the property will be returned to the person that handed it in or it will be donated to charity.

8. COMPLAINTS & INCIDENT REPORTING

Slow, unsatisfactory, or improper service or incidents should be reported immediately to facility staff or management so that it may assess responsibility and correct the problem. Other serious complaints should be made in writing within 7 days of the incident occurring. Members are not permitted to reprimand any Member, Guest of the course or employee. All Complaints will receive the immediate attention of management. Please direct all complaints to yarrambatgolf@belgravialeisure.com.au

9. PARKING

Members must park their vehicles in accordance with indicated parking regulations. Cars are parked at the owner's own risk and must not be parked on the Golf Course or Golf Course grounds except for designated parking areas.

Members who bring trailers are requested to park in the overflow area adjacent to the entry driveway.

10. ANIMALS

All patrons are reminded that no animals are permitted in the clubhouse, golf course and other facilities except for authorised assistance dogs.

11. VIOLATIONS

Members and employees of the Course are requested to report any violations of the Rules.

All complaints in relation to the conduct and behaviour of individuals using the Course should be brought to the attention of the Venue Manager, including the following:

- a) display of temper, abuse, bullying or other discourteous conduct resulting other patrons feeling uncomfortable & damage to the Golf Course or facilities.
- b) using any part of the Course whilst under the influence of an excessive amount of alcohol or any other illicit substances.
- c) parking in a prohibited area or taking more than one parking space.
- d) deliberate abuse of any item of Course property; or
- e) Theft of golf course equipment, stock or other patrons property.
- f) acting in any way that is detrimental to the use and enjoyment of the Golf Course or facilities by any other person.

12. DISCIPLINARY ACTION

If in the Courses opinion (at its absolute discretion) a member, guest or staff member has either:

- a) refused or failed to comply with any part of these terms and conditions or the rules, policies and regulations made in relation to this code of conduct;
- b) engaged in conduct unbecoming of venue expectations;
- c) engaged in conduct deemed to be prejudicial to the interest of the Course or to the interests of other Members of the Course;
- d) engaged in conduct which has or could bring the Course into disrepute; or
- e) engaged in harassment or assault of any nature, towards another person working or participating in any Course related activity, then, subject to this code of conduct, management may, at its sole discretion, take any or all the following disciplinary action:
 - i. expel the patron from the Course; or
 - ii. suspend the patron from accessing all venue facilities for a specified period.

12.1 Disciplinary Process

Prior to taking disciplinary action, management must:

- a) Launch & investigation into the incident:
 - i. Take statements from the parties involved and any witnesses if applicable.
 - ii. At management's sole discretion, determine if any clause within the code of conduct was breached.

- b) If it is determined the code of conduct was breached, management will give notice to the Member, visitor, or staff member against whom disciplinary action is being considered:
 - i. stating that management proposes to hold a disciplinary meeting with the accused person/group on a specified date and at a specified place and time (being not earlier than 7 days after the date of the notice).
 - ii. outlining the allegations or complaint made against the person/group in sufficient detail for the person/group to be able to respond to the allegations or complaint.
 - iii. stating the possible disciplinary action which may be taken against the person/group because of the complaint; and
 - iv. informing the person or group that he/she/they may attend the meeting or choose not to attend the meeting, however, if the person/group chooses not to attend the meeting, management may decide to take disciplinary action against the person/group in person/groups absence.

- c) hold a disciplinary meeting at which, if the person/group attends, Management;
 - i. must give the person/guest an opportunity to be heard;
 - ii. must give due consideration to any prior written statement submitted by the person/s;
 - iii. may allow witnesses to attend the meeting and be heard in relation to the allegations or complaint.
 - iv. may hear the matter in full, adjourn the meeting to another date or part hear the matter and adjourn the meeting to another date as it sees fit.
 - v. management must decide on what disciplinary action is to be taken against the person/s (if any) within 14 days after the conclusion of the disciplinary meeting and shall notify the person/s involved in writing within 14 days of reaching such decision.
 - vi. If the person/guest appeals the decision made by management they are entitled to a secondary hearing with the management companies area managers, this appeal process may lead to penalties being removed, kept or upgraded. The decision of the appeal hearing is binding & final.
 - vii. If the person is a member and expelled, they are only entitled to re-apply for membership with the prior written consent of management; and
 - viii. where a person/s is expelled, suspended, warned, or otherwise disciplined by management, the person/s is not entitled to any compensation or damages of property of the Club and is not entitled to a refund of the whole or any part of any, fees or other money.

12.2 Privacy

- a) Status of any disciplinary outcome will be:
 - i. Shared with the parties involved & staff.
 - ii. disciplinary outcomes are to remain private between informed parties in section i.

LIABILITY & INSURANCE

1. LIABILITY

- a) All Members and their guests use the facility entirely at their own risk.
- b) Neither Management nor the Course accept any responsibility for damage or injury arising or resulting from any activity undertaken by the Members and/or guests on the venue premises how so ever caused.
- c) The guest waives all rights it may have to bring any action, claim or proceedings against either the Company, the Club or its selected Operator (or any combination) for any damage or injury arising or resulting from any activity undertaken by the Members and/or their guests on the Course premises and/or from any use of the facilities by the Members and/or their guests howsoever caused.
- d) The Course shall not be liable nor responsible in any way for any lost or stolen items or damage to property or vehicles of Members guests. All patrons shall ensure they are aware of the venue liability policy and agree to waive all rights he/she/they have to bring any action, claim or proceedings against either management, the Course or its selected Operational Manager (or any combination) for any damage or injury arising or resulting from any lost or stolen items or damage to property or vehicles of Members or guest(s).
- e) Any damage caused wilfully or negligently by any Members and/or guests will be paid for in full (including all costs and expenses arising or incurred by the venue in relation to that damage) by that patron.
- f) Members and guests shall be fully responsible and liable for all acts and omissions and hereby indemnify the Course for all costs, expenses and/or liability suffered or incurred because of any action or omission.
- g) Members and guests agree that all exclusions of liability set out in this clause shall extend to management, the Course or its chosen Operational Manager, their Directors, Manager, servants, agents and consultants engaged by Management and the patron hereby waives all rights he/she/they has or may have, and agrees not to bring any claim, suit, action or otherwise, against any of the parties herein named.

2. INSURANCE

The Club does NOT provide insurance cover in respect to patron property for fire, damage, or theft in any instance. Residents and members are strongly advised to cover those contingencies through their own insurance policies.

GOLF COURSE

1. GOLF COURSE ACCESS

Yarrambat Park Golf Course is open to play Members, External Golf Members and the public during the nominated golf course opening times. All Members and guests must register in the Pro Shop prior to playing. No golfer is permitted to simply access the course or call the golf shop indicating a desire to tee off without checking in to the golf Pro Shop prior. There are no exceptions to this rule and the disciplinary guidelines will be strictly enforced regarding this.

2. PLAYING RIGHTS

Members can access the Golf Course facilities under one of the two following options:

- a) Casual Access – Financial Members & the public paying the casual green fee rate will enjoy access to the golf course.
- b) Golf Member – the payment of the annual golf membership fee will provide Golf Members with access to the golf course without the payment of additional green fees.
- c) Club Members – Members of the Yarrambat Golf Club (YGC) & Yarrambat Park Ladies Golf Club (YPLGC) will have access to certain tee times exclusively as per their agreement with management.

Golf Members have priority access to tee times unless determined by Management for suitable commercial benefit, such as a corporate or social club booking. Patrons who have booked a time on the Course tee sheet are given priority access to the Golf Course at that time over patrons who have not made a booking. It is strongly recommended by Management that all patrons book tee times to avoid disappointment and are encouraged to book directly via the online booking system.

3. HOURS

The hours of operation of the Golf Course and the Pro Shop shall be determined by management and may be adjusted at management's sole discretion based on usage and the time of year. The YPGC website contains full details of all opening times.

4. GENERAL RULES OF PLAY

- a) Each player must carry an individual bag of clubs.
- b) All divots must be replaced, and all holes made in bunkers must be smoothed.
- c) Do not hold up play unduly.
- d) Do not play until those in front are out of range.
- e) If there is a clear hole in front, please allow those following to pass.
- f) In taking practice swings, players should avoid causing damage to the course.
- g) If searching for a ball, signal following players through. Don't start again until they are out of range.
- h) Replace flag stick in hole.
- i) Leave putting green immediately after putting is concluded.
- j) Golf buggies must not be taken on greens or tee boxes.
- k) Player Numbers – a maximum of 4 players per group are permitted unless authorised by management.
- l) Children under the age of 14 must be accompanied by an adult.
- m) Entry and use of the golf course is at your own risk.
- n) To ensure the safety of the course staff and maintenance staff is maintained, please give them the right of way on the golf course.

5. CANCELLATION POLICY

If a member or guest is unable to play at the allocated starting time, it is asked that you notify the Pro Shop as soon as possible so that other interested players may be contacted. Be advised that refunds for green fees are not given in any circumstances, management reserves the right to issue patrons with course credits for patrons to use at their discretion.

6. MOTORISED CART USE

- a) Rental carts – Members & guests can rent a motorised golf cart through the Pro Shop. Patrons are bound by the Terms and Conditions of renting the motorised cart. The Cart Rental Terms and Conditions are available for review from the Pro Shop.
- b) Member Owned Carts – Members & guests are permitted to use their personally owned carts subject to the following terms and conditions:
 - i. Registration - each cart must be registered through signing the personal golf cart policy, this registration will be renewed annually. The annual fee for cart registration fee is \$100 and is subject to change at the total discretion management. The successful registration of the cart is subject to passing the annual Cart Condition Report. The Cart Condition Report will assess the following:
 - Cart condition and presentation
 - Safety including Tyre and brake condition
 - Pollution levels in both noise and exhaust

The results of the Cart Condition Report are at the complete discretion of the cart inspector and no further correspondence will be entered into. Upon successful registration, management will provide a registration sticker with a personalised number which must be affixed to the cart on the front screen.

7. NON-PLAYING PARTNERS

Non-playing partners may walk around the Golf Course with a Member or guest. A non-playing partner assumes their own risk upon entering the Golf Course and acknowledges that, to the extent allowable by law, management maintains the right to deny liability for any incident or occurrence. Non-playing partners are obliged to also adhere to the code of conduct, follow the dress regulations and must also check in to the Pro Shop prior to play.

8. WEATHER

The Manager or other Staff will determine whether the Golf Course is in an acceptable condition for play. The decision of Staff is final. Patrons on the Golf Course will be notified if the course is due to be closed for any reason.

9. COURSE MARSHAL

The Course Marshal has the authority to request a group to speed up or let the following groups through. The Course Marshal may also reasonably ask any group to respond to his or her request to ensure safety, speed of play or for some other relevant purpose. Members are required to always follow the direction of the Course Marshal.

EMERGENCY PROCEDURES

1. MEDICAL EMERGENCY

If a medical emergency occurs on the golf course, the first person on the scene should:

Use their mobile phone to call 000 or find another person to locate a mobile phone to call 000 and notify the staff of the circumstances of the emergency. Those at the scene should do all that they can to respond to the instructions that are made by the 000 operator. At the relevant time you should advise the 000 operator that a member of staff will meet the ambulance at the front gate of the Clubhouse car park. You should then contact a staff member on 03 9436 2201 and provide them with the following information:

- Location (golf hole being played, or specific location in the facility)
- Details of the emergency
- Confirm that an ambulance has been called and that it will be met at the front entry of the venue, or directed to the closest entry point

The staff member will then arrange for the Emergency Medical Kit including defibrillator to be taken to the scene of the incident as quickly as possible and arrange for another staff member to meet the ambulance and direct them to the scene. A staff member will try to locate any medical practitioner on the golf course and transport them to the incident. The staff member will monitor the incident and commence an incident log in accordance with management procedures.

2. EMERGENCY FIRST AID KIT

Management maintains an Emergency First Aid Kit which is securely stored in locations marked throughout the Clubhouse.

3. WEATHER PROCEDURES

Management has policy guidelines for the suspension/cancellation of golf play on the Golf Course due to dangerous weather conditions. These guidelines can be viewed on the Yarrambat Golf website.