

# **ELBOW SPRINGS GOLF CLUB**

## **MEMBER CODE OF CONDUCT POLICY & PROCEDURES**

**Approved by the Board of Directors:** April 8, 2026

**Effective Date:** April 8, 2026

This Policy supersedes and replaces all prior codes, policies, resolutions, and understandings—oral or written—relating to Member conduct and tee time booking integrity.

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### **1. PURPOSE AND OVERVIEW**

Elbow Springs Golf Club (“Elbow Springs”) and Management are committed to providing a safe, respectful, and enjoyable environment for all Members, guests, staff, and visitors, as well as fair and equitable access to Elbow Springs’ facilities, including tee times.

This Member Code of Conduct Policy & Procedures (the “Policy”) consolidates and governs:

- Standards of behaviour and sportsmanship; and
- Integrity, fairness, and personal responsibility in the booking and use of tee times.

The Policy supports Elbow Springs’ By-Laws and applies to the use and enjoyment of all Elbow Springs facilities.

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### **2. APPLICATION**

This Policy applies to:

- All Members;
- Guests of Members;
- Any individual acting on behalf of a Member.

The Policy applies to all Elbow Springs’ property, including the golf course, practice areas, clubhouse, parking areas, and Elbow Springs-operated systems (including tee time booking platforms).

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### **3. GENERAL STANDARDS OF CONDUCT**

All players and Members are expected to:

- Conduct themselves in a sportsmanlike, respectful, and courteous manner at all times.
- Treat fellow Members, guests, staff, and management with respect.
- Refrain from harassment, bullying, threats, or physical or verbal abuse.
- Avoid the use of inappropriate, foul, or abusive language.
- Check in with the Pro Shop and Starter prior to each round of golf.
- Obey all posted signage and Elbow Springs’ rules.
- Follow directions given by staff and Management.
- Maintain a pace of play consistent with a four (4) hour fifteen (15) minute round.
- Not hit into the group playing ahead.
- Not willfully or negligently damage the golf course, facilities, or equipment.
- Not bring or consume alcoholic beverages not purchased from Elbow Springs, in accordance with AGLC requirements.

#### 4. TEE TIME BOOKING INTEGRITY AND FAIR ACCESS

Elbow Springs is committed to ensuring fair and equitable access to tee times for all Members.

##### *4.1 Personal Responsibility for Booking*

- Members must personally book, modify, and cancel tee times using Elbow Springs'-authorized booking system.
- Tee times may not be booked, managed, or held by third parties on behalf of a Member, except as provided under Section 4.4 (Corporate Membership Booking Exception).

##### *4.1.1 Changes to Bookings*

This provision is intended to provide reasonable flexibility while preserving fairness in access to tee times. Elbow Springs recognizes that player availability may change after a tee time has been booked. Members may modify player names or booking details as required, provided that:

- The original booking was made in good faith with accurate and intended participants (including guests); and
- Changes are not used to hold, block, or speculate on tee times for potential or unknown players.

The use of placeholder, fictitious, or inaccurate names at the time of booking remains strictly prohibited.

##### *4.2 Prohibited Booking Practices*

Without limitation, the following activities are strictly prohibited:

- Use of automated tools, scripts, artificial intelligence, bots, browser automation, or third-party services to book, modify, or cancel tee times.
- Sharing, lending, or providing booking system login credentials to any other person, except as permitted under Section 4.4 (Corporate Membership Booking Exception).
- Use of placeholder names, fictitious entries, or inaccurate player names to hold tee times.
- Booking multiple tee times with the intent of cancelling unwanted times after securing a preferred slot.
- Any attempt to manipulate, overload, or gain an unfair advantage within the booking system.

##### *4.3 Monitoring and Audit*

Elbow Springs maintains booking records and audit trails and reserves the right to review booking activity, patterns, and behaviour. Members are expected to cooperate fully with any inquiry or investigation related to tee time bookings.

##### *4.4 Corporate Membership Booking Exception*

Recognizing the operational structure of Corporate Memberships, the following exception applies:

- Corporate Memberships may designate an internal administrator or authorized representative(s) to manage tee time bookings on behalf of the corporate membership.
- Sharing of booking credentials within the corporate membership is permitted solely for this purpose.

However:

- All bookings must be made on behalf of eligible Corporate Membership users and their invited guests;
- Player names must be accurate and reflect the actual intended participants (including guests) at the time of booking;
- Corporate Members remain responsible for all bookings made using their credentials.

The following remain strictly prohibited:

- Use of placeholder, fictitious, or inaccurate names
- Holding or blocking tee times without a confirmed intended player group (including guests)
- Use of automation tools, bots, or third-party booking services

Elbow Springs reserves the right to monitor and review booking activity associated with Corporate Memberships and to apply the same standards of fairness and integrity as apply to all Members.

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## 5. MEMBER-TO-MEMBER INTERACTIONS

Members may courteously remind other players of Elbow Springs' rules where a player appears unfamiliar with them. However:

- Members must not confront, discipline, or attempt to enforce penalties against other Members or guests.
  - All concerns or suspected violations must be reported to the Pro Shop, General Manager, or the Board of Directors.
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## 6. COMPLAINT AND INFRACTION PROCESS

### 6.1 Reporting

Complaints or reports of infractions may be made by Members or their guests.

Reports should be submitted:

- To the Pro Shop or the General Manager, preferably in writing;
- Or to the Board of Directors in writing ([boardofdirectors@elbowsprings.com](mailto:boardofdirectors@elbowsprings.com))

### 6.2 Review and Investigation

- Complaints will be reviewed and investigated by the General Manager and a representative of the Board of Directors.
  - Serious, repeat, or complex matters may be referred to the Conduct Committee for review and recommendation.
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## 7. DISCIPLINE AND ENFORCEMENT

Violations of this Policy will be addressed in accordance with Elbow Springs' By-Laws and disciplinary framework.

Disciplinary measures may include, without limitation:

- Verbal or written warning;
- Temporary suspension of tee time booking privileges;
- Temporary suspension of playing privileges;
- Suspension of playing privileges for the remainder of the season;
- Cancellation of annual playing privileges; and
- Termination of membership, including equity membership, in accordance with By-Law 3.03.

Repeat or serious violations may result in escalated penalties. A clean-slate period of twelve (12) months may apply following the date of the most recent infraction. The Board will assess the history of violations and make this determination.

Guests may have their playing privileges revoked and may be barred from future play at Elbow Springs.

## 8. GRADING OF OFFENCES

### *Grade 1 Offences (Examples)*

- Use of inappropriate, foul, or abusive language.
- Hitting into the group in front.
- Improper treatment of equipment.
- Failure to maintain pace of play.
- Failure to follow staff direction.
- Manipulation of the tee time booking system.

**Typical Action:** Written warning; repeat offence may result in suspension.

### *Grade 2 Offences (Examples)*

- Repeated Grade 1 offences.
- Behaviour bringing Elbow Springs into disrepute.
- Harassment or bullying of staff or other players.
- Minor damage to course or facilities.

**Typical Action:** Written warning or temporary suspension (7–14 days), depending on severity.

### *Grade 3 Offences (Examples)*

- Repeated Grade 2 offences.
- Physical altercations or threats of violence.
- Serious or willful damage to Elbow Springs' property.
- Use of outside alcohol on Elbow Springs' premises.
- Serious or repeated manipulation of the tee time booking system.

**Typical Action:** Suspension of playing privileges for a minimum of 14 days, suspension for the remainder of the season, or termination of membership in extreme cases.

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## 9. APPEAL PROCESS

A Member may appeal a Grade 3 penalty by:

1. Providing written notice of intent to appeal to the Board of Directors within three (3) business days of the penalty; and
2. Submitting a written appeal with reasons within ten (10) business days of the penalty.

The Board will rule on the appeal within fourteen (14) calendar days. Playing privileges will remain suspended pending the outcome of the appeal.

## 10. ADMINISTRATION

The General Manager is responsible for administering this Policy under the direction of the Board of Directors. The Board retains ultimate authority for interpretation and enforcement.

*End of Policy*