

Creston Golf Club
POLICIES AND PROCEDURES
EFFECTIVE JANUARY 2025

POLICY AND PROCEDURES MANUAL

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PREFACE

The following document represents the existing policies and procedures of the Creston Golf Club. These articles may be revised and/or updated as required by a majority decision of the Board. Creston Golf Club Bylaws will supersede any Policies and Procedures.

MISSION STATEMENT

"The Creston Golf Club shall provide its members, juniors and guests with accessible, affordable and pleasurable golf on a well maintained and challenging golf course, while creating a favorable social climate."

The club shall improve the course by implementing the "Creston Golf Course Development Plan" while Preserving the course's natural beauty and character.

DEFINITIONS

"The Society": is the Creston Golf Club. The abbreviation: "CGC" will refer to "Creston Golf Club".

Membership Fee: Refers to the one-time initiation fee paid to the Creston Golf Club to become a member.

Annual Playing Dues: Is the amount paid for golf playing privileges for the current calendar year.

A fiscal calendar year: will be from NOVEMBER 01 of the current year through OCTOBER 31 of the following year.

Directors: Those individuals duly elected at an Annual General Meeting or appointed pursuant to the Bylaws of the Society.

Member: An individual who has paid the Membership Fee.

Member in Good Standing: A Member who has paid the current Annual Playing Dues, which includes Lifetime Member, 55 year Certificate Member, but does not include Restricted Member.

Restricted Member: effective November 1, 2019. see Article VI for restrictions.

Green Fees: Those non-member playing fees as established by the Board.

Board: The Board Officers of the Society as elected by the Board of Directors. The CGC Executive may be referred to as the "Board".

Dress Code: is in effect, appropriate attire is required by all Players, Members, Managers, Staff and Guests.

ARTICLE I

Annual General Meeting

- 1.1 The date, place and time of the Annual General Meeting is to be set by the Board at the regular monthly meeting in November.
- 1.2 The Society shall give not less than FOURTEEN(14) days written notice of a general meeting of the Society to its members entitled to receive notice of a general meeting. Notice of Meeting ad in newspaper, sent by email and posted to CGC website Members Only page.
- 1.3 At each Annual General Meeting, two or three directors, whichever is necessary, will be elected for a three-year term. Any Director vacancies known sufficiently prior to the time of the Annual General Meeting will be considered as part of the election process. The unexpired term/terms will, after the Three-Year expired terms are filled by the highest vote count, be appointed to the Board as determined by the next highest vote count in the following order:

Two-year unexpired term

One-year unexpired term

- 1.4 The procedure for the Annual Meeting is as follows:
 - 1.4.1 Agenda proposed
 - 1.4.2 The reading of the Minutes of the previous years Annual Meeting
 - 1.4.3 Business arising out of the Minutes
 - 1.4.4 The Accountant's Financial Statement Review
 - 1.4.5 Committee reports read and submitted to the Board in writing
 - 1.4.6 President's Report
 - 1.4.7 The election of officers-The President shall appoint a member to conduct the elections. Voting will be by Ballot.
 - 1.4.8 Ballots will be destroyed
 - 1.4.9 Appointment of the Accountant to perform annual financial review
 - 1.4.10 New Business
 - 1.4.11 Special Resolution
 - 1.4.12 Adjournment

ARTICLE II

Election of Board Officers

- 2.1 The elected Directors of the board, which includes the representative of the Men's and Ladies clubs, will elect a President and Vice President, Secretary and Treasurer at a meeting of the Board immediately following the Annual General Meeting.
- 2.2 This election will be run by board member as chosen by the board.
- 2.3 Voting will be by ballot.
- 2.4 Ballots will be destroyed following the vote.

ARTICLE III

The Board of Directors

- 3.1 The Board will consist of a minimum of 5 to a maximum of 11 members elected pursuant to the Society's Bylaws
- 3.2 The Board will conduct its affairs, set its goals and objectives in keeping with the spirit and intent of the Clubs' MISSION STATEMENT
- 3.3 The Board will meet once a month, the date, place and time to be mutually agreed upon.
- 3.4 The Board has the authority to conduct the normal business of the Club
- 3.5 A Director is elected to serve a three [3] year term.
- 3.6 A Board Member who is absent from three [3] consecutive regular monthly meetings without just cause will be asked to resign his/her position on the Board.
- 3.7 The Board has the option to, in accordance with CGC Bylaws, appoint a member in good standing to complete the term of the resigning Director
- 3.8 The President and Vice President will confirm the Chairperson and members of each committee at the first Board meeting to be held immediately following the Annual General Meeting. Current Committees will be selected annually and posted on the CGC website.
- 3.9 The Board shall, when required, have the authority to borrow operating funds from a financial institution.
- 3.10 The Board may not, without the approval of the Members at the Annual General Meeting or at a Special General meeting, increase the amount of the Club's mortgage or issue debentures.
- 3.11 Signing Officers for the Creston Golf Club shall consist of the President, Vice President, Secretary, Treasurer, any designated employee(s); any two of whom will sign all legal and financial documents.
- 3.12 The Board must approve all Professional and Technical contracts for services provided to the Club.
- 3.13 The Board must approve all wage scales and benefits paid to all personnel employed by the Club.
- 3.14 The Board must approve all purchases of land, buildings and major equipment. The disposal or trading of existing equipment requires the completion of a "Request Form" by the Superintendent for presentation to the Board.
- 3.15 The Board shall review annually the Membership Fee, [initiation fee], for revision if it is considered beneficial to the Club.
- 3.16 The Board will set the Playing Dues for the following operating season at its regular monthly meeting in November of the preceding year.
- 3.17 The Board will approve the Operating Budget for the following operating season at its regular monthly meeting in November.
- 3.18 The Board is responsible to obtain insurance, at replacement cost, on all major assets and, in addition, to secure adequate liability coverage for the Club.

- 3.19 The Board is responsible to insure, at replacement cost, all Cart Shed buildings but not contents. The premium for this coverage is to be included in the yearly rental fee charged to cart holders.
- 3.20 Employees or contract personnel of the Golf Club are ineligible to be elected or appointed as Directors to the Board of Directors.
- 3.21 All matters or concerns requiring corrective action emanating from the Club House, Grounds Crew or Pro Shop must be brought to the attention of the respective liaison for appropriate action. Controversial matters are to be brought to the immediate attention of the Board, submitted in writing, dated and signed. Such matters including disposition will be included in the Chairperson's monthly report to the Board.

ARTICLE IV

Standing Committees

- 4.1 The president and Vice President will appoint the Liaison and members of each committee at the first Board meeting following the Annual General Meeting.
- 4.2 Committee Liaison will submit a written report to the Board at each regular monthly meeting on pertinent matters relating to their committee.
- 4.3 Liaisons will read and submit a written report of their committee's work at the Annual General meeting.
- 4.4 Committees have no authority to authorize any capital expenditures.
- 4.5 Only Liaisons are authorized to discuss matters relating to the Club's operation, with supervisory staff. Controversial matters are to be brought to the attention of the Board for whatever may be deemed necessary.
- 4.6 The Nominating Committee for the election of members to the Board at the Annual General Meeting will be appointed by the president no later than the regular monthly meeting in October.
- 4.7 Special committees appointed by the Board for hiring of contract personnel will have the authority to negotiate on behalf of the Board, with final approval from the Board.
- 4.8 The Board may set limits in advance of staff contract negotiations. If negotiations exceed these guidelines, they will be referred to the Board for a final decision.
- 4.9 The Superintendent and Grounds Committee will set policies regarding the opening and closing of the golf course and the use of power carts on the course.
- 4.10 The Club Professional and the Superintendent shall be deemed to be a non-voting advisory to the Board.

ARTICLE V

Membership Initiation

- 5.1 The minimum age for membership in the Creston Golf Club is 19 years.
- 5.2 The membership fee is non-refundable and non-transferable.
- 5.3 The Board will review annually the membership fee [initiation fee] for revision if it is considered beneficial to the Club.
- 5.4 Membership fees shall be due and payable as decided by the Directors.
- 5.5 A member is responsible to practice golf etiquette, observe the club dress code and operate cart equipment observing all signage and using cart paths wherever possible.
- 5.6 Dress code is in effect for all Players, Members, Managers, Staff and Guests.
- 5.7 The Board may revoke or suspend a member's club privileges for gross misconduct on or in the Club's facilities.
- 5.8 **NO OUTSIDE ALCOHOL PERMITTED, MUST BE PURCHASED FROM THE CLUBHOUSE OR BEVERAGE CART**
As per CGC British Columbia Liquor license.

ARTICLE VI

Restricted Membership - Available for new and returning members, restrictions apply. (effective Nov.1, 2019)

- 6.1 The restricted member program replaces all rules and policies from previous associate member program from effective date as above.
- 6.2 Restricted members have no voting privilege at the Creston Golf Club annual general meeting and cannot serve as a director on the board.
- 6.3 Not available to any member who has paid full annual dues in the previous two years. The waiting period of two years is mandatory to be eligible for the Restricted member program.
- 6.4 Returning members applying for this program that have previously paid a full membership(initiation) fee, but did not pay playing fees for two years, will retain voting privileges at an AGM and may serve as a director for one term; with the provision that only one director in this scenario, can serve on the board at anytime.
- 6.5 Fee is non-refundable no exceptions.
- 6.6 Annual fee will be determined from recommended rates adopted in previous years November Board meeting.
- 6.7 Optional fee (current year) for our RCGA membership an inclusion to the handicap system.
- 6.8 Unlimited golf after 1:30 PM, member booking rules apply.
- 6.9 Current year's upcharge fee applies to (18) eighteen holes or (9) nine holes to golf earlier than 1:30 PM.
- 6.10 Children 12 and under may golf free after 1:30 PM if accompanied by restricted or full member.
- 6.11 Restricted members can play in Men's and Ladies nights and will pay up charge if teeing off before 1:30 PM.
- 6.12 Restricted members with RCGA handicap can play in open tournaments, the entry fee will be set by the Tournament Committee.
- 6.13 Restricted members can play in member only events, (for example club championship) and will be required to pay the entry fee as set by the Tournament Committee.
- 6.14 Restricted members may participate in men's league after 1:30 PM otherwise must pay up charge.
- 6.15 Restricted members will be subject to clubhouse fee in effect.

6.16 Restricted member program form will be signed by the member and kept on file.

ARTICLE VII

Fifty-five year Certificate

The registered holder of this certificate is exempt from annual playing dues at the Creston Golf Club. The owner of this certificate as registered in the books of the Creston Golf Club is entitled to the following:

- 7.1 Exemption from paying annual dues or green fees at the Creston Golf Club from January 1, 1995 to December 31, 2050.
- 7.2 All rights and privileges held by members in good standing of the Creston Golf Club.
- 7.3 The right to transfer this certificate to anybody for any amount, provided that:
 - 7.3.1 Transfer may not occur between March 15 and October 15 of any year.
 - 7.3.2 A transfer fee of one hundred dollars [\$100.00] is paid to the Creston Golf Club on or before the effective date of the transfer.
 - 7.3.3 The owner of this certificate shall be subject to a Club assessment Fee, if any, that may be assessed on all the members from time to time, such amount to be determined by the Directors.
- 7.3.4 This certificate may be transferred an unlimited number of times provided that the requirements set out in paragraph 3 herein stated are satisfied.

NOTES:

- A) The owner of this certificate is subject to all rules and regulations that apply to the members of the Creston Golf Club.
- B) This certificate does not give the owner any rights or privileges other than set out in this certificate. All other privileges must be arranged for and paid for separately.
- C) In the event a conflict arises between ARTICLE VII and the certificate, the latter will prevail.

ARTICLE VIII

Annual Playing Dues and Refunds

- 8.1 The membership fee must be paid before a person is eligible to pay the annual playing dues
- 8.2 Annual playing dues for the following year are to be set by the Board at the November monthly meeting of the current year.
- 8.3 All or a portion of the annual playing dues may be refunded upon written request to the Board for compassionate or medical grounds or for a member moving from the Creston area.
- 8.4 Any Club member who has paid current playing dues but is unable to play one game in the current year shall be given a full refund upon written request.
- 8.5 Refunds may be issued based upon the following dates:
 - Incidents occurring on or before: May 15 = 50%, June 30 = 25%
 - Requests must be submitted by July 31 of applicable year

NOTE: Refund amounts will be reduced the additional amount for non-refundable fees paid to the BCGA or CLGA on members behalf. The above table are for guidelines and do not preclude the Board making decisions in specific circumstances.

- 8.6 After **JULY 1ST** a member shall pay 50% of the annual playing dues.
- 8.7 Special playing privileges may be granted by the Board for extraordinary service to the Club.
- 8.8 All due-paying members will be entitled to receive either a BCSG or CLGA handicap card, computer handicap access and a bag tag, the fee for which is included in the annual playing dues.
- 8.9 Permanent employees of the Club are granted free playing privileges not including their spouses, unless otherwise stipulated in their contract with the Club.
 - A permanent employee shall be defined as one who works for the Golf Club for a period of 5 months or more in a current year.
 - A permanent employee who is a non- member must pay the current annual fee for the BCSG or CLGA handicap services.

ARTICLE IX

Green Fees

- 9.1 All regular green fee rates for the following season are to be set by the Board at year end.
- 9.2 Green fee rates for golf packages sponsored by motels, [Accommodators rates], corporations or individuals are to be set by the Board prior to the following season.
- 9.3 Reciprocal green fee rates or discounts granted to other golf clubs must be approved by the Board.
- 9.4 The Club Professional must receive prior approval from the President for complimentary green fee passes issued annually.
- 9.5 Corporate and outside groups will be subject to the rules and rates as set out by the Tournament committee.

ARTICLE X

Tournaments

- 10.1 All annual, regular and special tournaments must be authorized by the Board.
- 10.2 All tournament fees will be determined by the Tournament committee.
- 10.3 There shall be good working relationships between the Club Pro, Grounds Superintendent and Clubhouse Staff with the Men's and Ladies Captains to ensure that all details of tournaments are finalized.
- 10.4 Club Captains, in conjunction with the Club Professional, are responsible to submit written financial reports of all major tournaments to the Board at the first regular monthly Board meeting following the tournament.
- 10.5 In all instances where the Club is responsible for the expense of purchasing tournament prizes, the Club representative must receive prior approval from the Board.

- 10.6 Club representatives are responsible for arranging the distribution of tournament advertising, where applicable.
- 10.7 The Club Pro and Club representatives are responsible for the scheduling of tee times and pairing of foursomes.
- 10.8 The Creston Golf Club Men's, Ladies, Senior and Junior Club Champions will receive a merchandise award at the Pro Shop.
- 10.9 All corporate, non-member and charity tournament dates and rates must be approved and set by the Board.
- 10.10 Special fee arrangements may be allowed by the Board for Charity Tournaments.
- 10.11 Corporate tournaments are subject to full green fees.

ARTICLE XI

Clubhouse

- 11.1 The rental fee for casual rentals of the Clubhouse shall be set & approved by the BOARD, from recommendation of the Clubhouse liaison for each rental.
- 11.2 The Clubhouse Manager(s) {FOH + BOH} will report to the Clubhouse liaison with all concerns relating to the operation of the Clubhouse.
- 11.3 Clubhouse policy is the responsibility of the Clubhouse liaison in consultation with the Board and Clubhouse Manager(s).

ARTICLE XII

Children, Juniors and Students

- 12.1 Children 12 and under
The Creston Junior Golf Club has adopted the following policies to help manage the growth in Junior Golf at the Club
 - 12.1.1 Children under the age of 6 must be accompanied by an adult.
 - 12.1.2 Children and grandchildren of active members of the Creston Golf Club will be allowed on the golf course at the discretion of the Pro Shop.
 - 12.1.3 Child members will be encouraged to participate in Junior Night and may be allowed to play at other off-peak period times as allowed by the Pro Shop. Parental supervision may be requested for some of the younger children. These children will not be permitted to play golf or be present at the facility before 1 pm on Saturdays, Sundays and Holidays or during periods reserved for Men's and Ladies Day.
 - 12.1.4 Children accompanying non-member guests of the Creston Golf Club will be allowed on the golf course under the same restrictions as above. These children will be allowed to play golf provided they are members of other facilities and have been educated in the etiquette and behaviour associated with the game. Non-playing children will be allowed to accompany their parents at off-peak period times only.
- 12.2 Juniors 13-18 years
 - 12.2.1 Junior golfers are not required to have membership until age 19 but are granted playing privileges by paying their annual playing dues as set by the Board.
 - 12.2.2 Sunday morning Junior restrictions shall be at the discretion of the Pro Shop to allow green fee Juniors and families to play.
 - 12.2.3 Visiting Junior green fees should be at the zone rate.
- 12.3 Post Secondary Rates 19-25 years
A student attending a full time post secondary institution or a high school student working for one year prior to attending post secondary education will be allowed post secondary rates.

ARTICLE XIII

Carts and Cart Owners

- 13.1 Local cart users will be subject to an annual license fee. The Board will, at their regular meeting in November, set the cart license fee for the following season.
- 13.2 The Board will be responsible for all matters relating to golf cart operation.
- 13.3 In the interest of the golf course, the Superintendent is free to determine cart use restrictions, particularly when fairways are being serviced and/or the ground is deemed unsuitable for cart use. The Superintendent will be the final authority in this regard, answerable only to the Board.
- 13.4 Golf cart users are expected to observe all signage pertaining to cart use and cart paths wherever practicable.
- 13.5 Use of golf carts is strictly prohibited when golf course is closed.
- 13.6 A Members carts must be store in a shed when not in use or removed from the golf course property.
- 13.7 The following is the policy regarding unrestricted golf cart access on the golf course for those playing members who have a physical health issue and request this privilege. The following will be discussed and agreed upon with the member in advance of the consideration. It is important that the cart be flagged to ensure all members understand this privilege and it is not an abuse of golf course etiquette.

Criteria:

- 13.7.1 Determination shall be made by any one of the following: Club president, Club Vice President or Club professional on a request from the individual for this privilege. The decision by the aforementioned individuals will be based on knowledge of the individual and their particular circumstance.
- 13.7.2 The member will purchase, from the Golf Club, a flagpole affixed with a blue and white flag to be visibly displayed on the golf cart.

ARTICLE XIV

Cart Sheds

- 14.1 Policies concerning cart sheds will be established, amended and approved by the Board of Directors.
- 14.2 Cart sheds may be purchased by full members subject to the rules established by the Board of Directors.
- 14.3 Owners must pay their annual playing dues and cart shed owner fees in order to retain their shed. Owners will be allowed a one- year leave of absence from the Club upon written notice to the Board of Directors. Although not paying their annual playing dues, they will be required

- to pay their cart shed owner fee. The Board of Directors will have the right to cancel the member's ownership right and, if applicable, return any ownership refund amount.
- 14.4 Cart shed owners wanting to give up their cart shed ownership may do so at any time. Upon vacating the shed, they will receive a partial refund of their original purchase fee, if applicable, less any charges to restore owner damages to the shed. The amount of the refund will be the greater of any contractual amount that the owner may have been provided (as evidenced by an original document) or 75% of the current purchase amount.
- 14.5 The Board of Directors will establish, from time to time, the current shed purchase amount.
- 14.6 The Board of Directors will establish each year the cart shed owner fee.
- 14.7 The Board of Directors will ensure the upkeep and maintenance of the cart sheds and provide power and insurance.
- 14.8 The cart shed owner is responsible for interior maintenance and upkeep, liability insurance, insuring the shed contents and maintaining a secure lock on the shed door.
- 14.9 Damage to the cart shed will be repaired at the expense of the cart shed owner unless the damage arises from the Club's staff or equipment.
- 14.10 Flammable material may not be stored in the cart shed.
- 14.11 Cart shed owners may transfer their cart shed to an immediate family member subject to approval by the Board and payment of a transfer fee.

ARTICLE XV

General Policy

- 15.1 Etiquette:
Dress Code in effect for all Players, Members, Managers, Staff and Guests. Golf attire is to be always worn while golfing.
The Pro Shop may use discretion in this area, but specifics include:
- 15.1.1 No short shorts
- 15.1.2 No muscle shirts
- 15.1.3 No cowboy boots
- 15.1.4 Shirts must be worn
- 15.1.5 Non-metal spikes only
- 15.2 All green fee players must have a receipt before teeing off
- 15.3 All golfers must be equipped with their own set of clubs prior to teeing off. Club sharing is not allowed.
- 15.4 No pets are allowed on the golf course.

ARTICLE XVI

Current Year Fees

Fees Schedule is updated and approved annually by the Board and posted on the CGC website.

ARTICLE XVII

Interclub Play

PURPOSE: To provide a venue to encourage play between the Creston Golf Club and other Kootenay area clubs.

MENS:

- 17.1 The golf shall occur on a Monday or Thursday.
- 17.2 Tee times to be after 11.30 am.
- 17.3 Maximum number of visiting golfers to be limited to 24.
- 17.4 Cost for 18 hole round of golf is 50% of the reciprocal fee and may be reviewed annually by the Board. number of times these events may occur per year at the Creston Golf Club is four (4).
- 17.5 Participating clubs must reciprocate with same value to our golfers.

LADIES:

- 17.6 As Listed above in paragraphs 17.3, 17.4, and 17.5 with the exception of playing days, which shall be Friday after 11.30 am.

ARTICLE XVIII

Confidentiality Policy and Complaint Protocol Confidentiality Principles

Board members are representatives of the Golf Membership as a whole and will act in the best interests of the Creston Golf Club

There is a constant requirement of the Board to act in a transparent and open manner within the Board, with members of the Creston Golf Club and the general public as required.

The need for transparency in Club governance is continually balanced with the Club's commitment to effective communication.

Confidentiality Guidelines

Club business that is deemed to be sensitive or of a confidential nature will be noted by the President and communicated to the Board at monthly meetings.

Strategies for balancing communication goals and transparency goals may be planned and implemented where necessary.

Board Directors who are Committee Liaisons, must inform each other of matters of confidentiality that arise within their Departments.

Complaint Protocol Principles

All members of the Board, as representatives of the Club should be available to receive complaints.

Members have the right to register complaints directly to the Board in writing or by personal representation to the Board.
All complaints deemed as confidential must be communicated to Department leaders and must not be discussed with club members until complaints are resolved.

Guidelines for managing complaints

All Board emails and discussions are confidential. Anything that should be public knowledge can be read in the minutes or communiqués from the board. Most complaints from members or guests should be dealt with by staff or their Managers at the time of an incident.

No complaints should be dealt with by board members or the board as a whole unless they are communicated to the board in writing.

When the board receives a written complaint, it should be addressed as expediently as possible in the following manner:

Be sent to the board member who is the liaison or in charge of the area that the complaint arises from.

That board member should contact the complainant as soon as possible to get further information and let that person know we are not ignoring their complaint.

With more in depth information the board member can decide if this is just a general complaint about our policies or whether it is necessary to involve an employee or Manager in investigating or dealing with a specific problem. If at all possible, individual identities should not be involved but realistically the employee involved can often guess who it is.

If the board member feels the problem can be resolved at this stage, they should do their best to do so and communicate with the complainant.

If the board member does not feel it is that easily resolved they can wait to put it before the board but should still communicate to the complainant of the process happening. The board as a whole can then make a decision, and the complainant can receive a written response.

Article XXIX

Donations and Memorials

The Creston Golf Club will always accept any financial donation in memory of someone or as a pure donation.

Funds donated will be placed in a special account to be used at the discretion of the Board of Directors taking into consideration request by the donors.

Club members unless approved by the Board will not be obligated to make up the difference between the cost of a project as requested by a donor and the amount donated for that project. In this case the funds will be retained for use on a project when sufficient funds are donated. Anyone who has donations provided in memory or has donated funds will be acknowledged when a project is completed and in a fashion approved by the board.

The Board of Directors will have the final say on how donated funds are used by the Club.

If there is a difference of opinion between the Board and the donor(s) the donor(s) are free to take back their donations. Donations made in memory of a club member of staff member by others, other than family, will not be returned to the family.

Donations made by members for specific projects on the golf course will be accumulated in a separate fund and final approval to use the funds will be at the discretion of the Board and in concert with Board initiatives and will be consistent with the Course Development Plan and approved by the Course Development Committee.

The Board must assess various requests that are made for the use of funds to determine what if any, ongoing costs are associated with the requested use of the funds to determine what long term financial impact will result. Requested projects that require additional funding from members will be assessed by the board as it sees fit

*Memorial agreed to and developed by the Board will be maintained for its useful life and the Board and membership will not be obligated to maintain the memorial for perpetuity. The Board will have the final say on how long any memorial is maintained on the course.

Passed Exec Meeting April 2007

*Memorial Bench's

Request for the placement of memorial bench's will be entertained by the Board.

All memorial benches installed on the Golf Course will be of the same basic design and construction as the bench's installed on #1 & #10

Passed by the Board on Aug. 8, 2013.