



BYE-LAWS

BOOKING PROCEDURE

(Premium, Executive and Professional Members)

Bookings can be made using the Mobile App, via email to (saturdaybookings@randpark.co.za) or on our website at www.randpark.co.za – [Book Tee Time - Members](#)

1. Bookings for tee times will be open two weeks prior to each particular week by the booking's administrator.
 - **Saturday AM bookings:** bookings for the Saturday AM field may be sent via email from Thursday 12h00 onwards, i.e., 16 days prior to the requested booking Saturday.
 - **Saturday PM bookings:** bookings for the Saturday PM field may be sent via email from Friday 12h00 onwards, i.e., 15 days prior to the requested booking Saturday.
 - Booking requests will be addressed on a first-come, first-served basis. Any booking request that is received before the requested booking times (as above) will be moved to the back of the booking list.
 - Only 4 four balls may be booked at a time in terms of a booking request. The names of players genuinely due to participate should be provided with their membership numbers. NO PLACEHOLDERS.
 - All bookings via email must be sent to saturdaybookings@randpark.co.za, Please note this email will only be used for booking requests. Any additional changes, may it be a change of players, booking of carts, etc. must be done directly with the booking ladies via email or telephone.
2. Online and App bookings will open on a Tuesday from 08:30 am, eleven (11) days prior. Online bookings are also available via the Randpark Website at www.randpark.co.za – [Book Tee Time – Members](#).
3. Certain membership categories are restricted from booking in advance for a Saturday and Sunday morning, as preference is given to membership categories with full playing privileges. However, these categories are given the opportunity to book from 14h00 onwards the Thursday prior to the Saturday and are subject to availability. These categories will include the following; Junior and Weekday. Graduate Members may book from 6am the Thursday prior the Saturday.
4. Maximum of two (2) four balls may be booked using the App or website.
5. Bookings will only be secured when membership numbers are quoted and full names are provided for the four ball. The system will automatically cancel unconfirmed bookings within 48 hours if names are not finalized.
6. Booking requests which fall outside the bye-laws will only be allowed at the discretion of General Manager or Senior Golf Manager.
7. A waiting list will be kept by the bookings administrator should the timesheet be full and we are not able to accommodate you at the time you book. Please ask for your name to be added to this list, as cancellations do occur, and we would like to contact you should an opening arise.
8. No regular bookings will be allowed. All members are required to alternate between courses and tee-off times. The Senior Golf Manager may, from time to time, make changes to correct repeat bookings to accommodate members, if the rules are not followed.
9. The booking / membership terms and conditions for a Public Holiday is exactly that of a weekend, thus, all terms that apply to standard weekend operation will apply on a Public Holiday. Public Holidays are open for visitors with an official handicap, subject to availability.

Times are reserved for the following:

- One four ball for Captain
- One four ball for Vice-Captain
- One four ball for President
- One four ball for Vice-President
- One four ball for Board Chairman

JUNIOR MEMBERS

Junior members may book on a Sunday PM without restrictions; all other juniors may book from 14h00 on the Thursday preceding the weekend. It is preferable that handicapped juniors less than 15 years of age play with a family member or responsible adult as casual individual bookings are not always well received by other members of the group.

Note: An official prize-giving is conducted for Saturday AM & Saturday PM competitions. Competition results will be posted on the Club Website the following Monday.

GUESTS OF A MEMBER

1. All members may host guests at a special 'guest of a member' rate.
2. **NO** guests are allowed to pre-book tee-off times on a Saturday unless a prior arrangement has been made with the General Manager or Senior Golf Manager.
3. Members may book for only one guest on weekends, however, more than one guest may be booked from 14h00, the preceding Thursday, once all members have been accommodated from the waiting list.
4. Guest may only be eligible for the "guest of a member rate" once a month, regardless if they play with different members during the month. Normal local visitor rates will be applicable if a guest plays more than one round in a month.
5. A member may book with **3 affiliated / handicapped guests** on Sunday PM. All guest details must be entered within 48 hours of making a booking. Failing to do so will result in the booking being canceled.

The Club will allow discretion for guests of a member, from time to time, based on the availability of tee-off times.

DAY VISITORS

1. Visitors may book for weekends from 14h00 the preceding Thursday on condition they are members in good standing at another club with a valid handicap.
2. Visitors may book for all other times without restriction subject to availability.
3. Please note that Junior and Graduate (students 19 – 30 years of age) members will not have the privilege of hosting guests at the 'guest of a member' rate, the standard visitor rates will apply.

RECIPROCAL MEMBERS – (CLUBS OUTSIDE OF GAUTENG)

1. Guests from reciprocal clubs may play once a month at a special reciprocal rate but no more than twice unless otherwise authorized by the General Manager or Senior Golf Manager.
2. A reciprocal guest who plays more than twice a month without making arrangements with the aforementioned officials may be subject to rates and restrictions as applicable to normal affiliated visitors.

Reciprocal Club rates for Randpark members can be viewed on the Club website.

CANCELLATION / NO-SHOW PROCEDURE

1. The Club reserves the right to impose a cancellation fee of up to R500 for any tee-times booked in peak times (as determined by the club) that are canceled within 24 hours regardless of whether that actual member made the booking and/or cancellation.
2. The Club reserves the right to impose a no-show fee of up to R500 for any tee-times booked in peak times (as determined by the club) where the member failed to show up regardless of whether that actual member made the booking and/or cancellation.

GREEN FEE REGISTRATION

1. All Members will be pre-checked in and slips can be collected with the starters. Cart and caddy foundation fees must be settled before proceeding with play. All members to ensure that they have sufficient funds on their membership account, especially on competition days. All guests must check in and settle any outstanding fees before proceeding with play.
2. In order to speed up the check in process members are required to top up their club cards with sufficient funds before checking in. A member can top up using the Club App on www.myclubaccount.co.za/randparkgolfclub.
3. No cash will be allowed, but various other payment options are available to members and visitors.
4. All players are required to check in at the Club registration in the Golf Shop and pay the relevant, drive cart fees and/or caddy society fee, with no exceptions.
5. Golf Cart / Caddy slips are to be shown to the caddy master and cart operators on duty. The slips must be handed to the Starter before the start of each round.
6. All players are required to arrive at the tee at least ten (10) minutes prior to teeing off to ensure that they get the necessary information from the starter/marshal, to ensure that all players are aware of golf etiquette, course care and that everyone enjoys their round of golf. Players arriving late, lose the option to tee off and catch up. They must ensure they are with their group by the next tee (normal rule of golf penalty applies for a late arrival on the tee).

SUNRISE/SUNSET GOLF – 9 HOLES

1. **Summer (October – March) Sunrise (tee-off before 06:10)** 9-hole golfers are required to leave their card at the entrance gate with security. They will be transferred to the Golf shop whereupon the player may collect and pay after the round. Summer Sunrise golf is not permitted on weekends or public holidays.
2. Sunrise golf will only be played on one course each day, please consult security guard as to which course can be used.

CLUB COMPETITIONS

1. **Tuesday AM Seniors** – Any player (member/visitor) with an official handicap and 50 years of age and older are welcome to participate.
2. **Wednesday AM** – Ladies competition only.
3. **Wednesday PM** – Open to all members/visitors with an official handicap.
4. **Saturday AM & PM** – Official Club competition open to all members. A separate ladies' competition may be held on a Saturday afternoon that is managed by the ladies' committee.
5. **Sunday AM** – Open competition to all members/visitors with an official handicap.
6. **Public Holidays** – The Club will host a through-the-field competition on every public holiday unless the public holiday falls on a weekend. All other competitions during the week are canceled should they fall on a public holiday.

CLUB TOURNAMENTS

Procedure in the event of lightning:

1. Play is immediately suspended when the lightning siren sounds (one long sound set at 15km). Players are advised to return to the clubhouse immediately. All clear is two short blasts on the siren. Failure to leave the course immediately could result in disciplinary action taken by the Club.
2. If the Saturday AM or Sunday AM competitions are canceled and play is weather delayed long enough that it will prevent the PM players from teeing off on time, AM players will not be allowed to proceed with their round. If play resumes, the Club reserves the right to cancel the competition if there is not enough light for all players to complete their rounds.
3. If a Club competition is canceled, a refund for the Competition fee will be issued and will appear on the member's profile. This may be redeemed at the next Club competition. No cash refunds will be given. If all players complete nine holes and the lightning siren sounds the competition will be held over nine holes. Prizes will be divided equally between the two nines.
4. Green fees will not be refunded unless players have paid and have played less than 3 holes and a decision has been made by the manager on duty that the conditions would not allow play to continue at a later stage.

NB: Players are advised that the weather shelters on the courses are designed for shade or rain purposes only, and offer no protection from lightning

MATCHPLAY EVENTS / KNOCKOUTS

1. Players will have to complete all 18-holes and additional holes (should it be required) to get a result.
2. If inclement weather affects play, then players have to mark their ball and proceed to the Clubhouse. Thereafter, all players have to wait for an "all clear" to continue play.
3. If the "all clear" goes off and only allows for a small percentage of the field to complete their matches, then these pairings will be required to finish their matches. If either party elects not to, but do have the opportunity, then they will automatically forfeit their match.
4. Should the "all clear" go off too late and not allow for any players to complete their matches, then the round is declared as null and void and an alternative date must be found before the following round.
5. Should no alternative date be reached by both the parties before the following round, then both pairings will be disqualified.
6. Should either party unreasonably disagree to accommodate a pairing on the alternative date or before the fixture date, then the pairing will be disqualified.

CLUB COMPETITION ETIQUETTE

All players are required to complete their score cards correctly, sign them and place them in the box provided.

This applies to all Club competitions where results are correlated by the Golf Department.

- Full names of markers to appear on scorecard and scorecards to be signed by player and markers. First and surnames allow correct acknowledgement and is advised as a matter of courtesy.
- Visitors are required to include their home club details and membership number when handing in a scorecard.
- In accordance with current HNA Handicapping Regulations the handicap index must appear on the score card at all times.
- Cards to be handed in at the Golf Office outside the Golf Shop, within 10 minutes of completing a round. No cards will be accepted after 10 minutes of the last groups submitting cards. Only cards handed in or placed in the box will be considered for the competition results.
- Submitting a scorecard means that each player / better ball pair must submit a card with his / her / their names appearing as "players" on the scorecard.
- Cut off times to submit scorecards are:
 - 13h45 for the morning field – prize giving will start at 14h00
 - 17h45 for afternoon field – prize giving will start at 18h00
- Sat AM & PM prize-giving attendance draw is done from the submitted scorecards. Submitting a scorecard means that each player or better ball pair must submit a card with his/her or their names appearing as "players". Firstly a card is drawn from the submitted pile and then depending on the competition of the day either A, B, C, or D is drawn. For a singles competition the name of the player who appears as "Player A" will be the winner. All others are drawn as per a drawn letter. The Member needs to be present at prize giving to win the lucky draw prize.
- It is considered unfair advantage to play the same course in the morning that will host a competition in the afternoon. (this applies to all afternoon competitive rounds) at the discretion of the Senior Golf Manager, any golfer who have been found to transgressed can be disqualified from the afternoon competition.

COUNT-OUT PROCEDURES

Club Championships:

In the event of a tie after 36 holes, a short course will be played immediately after the last scores have been posted. Holes 1, 2, 17 and 18 on the Firethorn Course will be played. In the event of there being no result, those still tying will continue to play the Firethorn Course from the 1st tee, hole by hole (sudden death) stroke play until a decision has been reached.

18-Hole Competitions:

- Count-out on lowest handicap
- Holes 10-18
- Even holes
- Best combined total of the first four holes; thereafter combined totals of the 5th, 6th, 7th, 8th and 9th holes

36-Hole Competitions (other than those results decided by a play-off):

- Best second round score
- Lowest Handicap (Net results only)
- Even holes
- Best combined total of the first four even holes; thereafter the combined totals of the 5th, 6th, 7th, 8th and 9th holes

Match-Play / Knockout Competitions:

The following rules and procedures shall apply to Club match-play/knockout events.

- All results for K/O fixtures need to be submitted by the preceding Monday @ 12:00, thus allowing players to play their match on either the Saturday, as per the fixture date, or the Sunday of that weekend.
- Extensions will be granted to players who are selected to represent the Club at Club level, i.e. League, Provincial or National level. Furthermore, should the league fall on a Sunday, the player will be granted an extension even if the knockout fixture is scheduled for the Saturday, and he / she so wishes to withdraw from golf on the Saturday because he / she is representing the Club, Province or Country on the Sunday.
- The Senior Golf Manager will exercise his / her discretion to avoid misuse of this policy.
- Should a player be found playing on the deemed Saturday when an extension had been requested, the player will automatically be disqualified from the tournament and the opponent will advance to the following round.
- Players may by mutual agreement play on the alternate golf course, i.e. Bushwillow instead of Firethorn, if it is not possible to play on the stipulated course, for a match being played either before or after the stipulated date.
- Opponents may not unreasonably disagree to play a fixture earlier and wherever possible such requests are to be made at least two weeks beforehand.
- It is the player's responsibility whose name appears on top of each match tie to confirm the match and tee-time.
- Matches finishing tied after 18-holes must continue on a sudden-death basis from the hole at which the match originally commenced with players taking their strokes as they did at the start of the match. These players will have right of way and will be squeezed in between the field.
- In handicap knock-out events the lowest handicapped player should play off scratch and the other player/s to play off the difference between that person's handicap and their own.
- Each event's matches may be played on different courses.

GOLF CART POLICY

1. Three-wheeler carts as well as other personal carts are allowed. Cost to use a personal 4 wheeler cart for a round of golf is based on the normal 9-hole cart rate (trail fee).
2. Players must fill in the indemnity form with all the correct information and must have a valid driver's license.
3. The following committee endorsed drive cart pricing structure for members applies:
 - Members who are categorised as a senior member & members 65 years and older i.e. pensioners, qualify for the applicable senior cart hire rate for 18-holes for weekdays only but excludes Public Holidays.
 - The standard applicable member cart hire rate applies on all other days i.e. weekends and Public Holidays; there are no exceptions to this rule.

MEMBERSHIP

Honorary Life President:

- Receives full playing privileges and do not pay subscriptions or green fees.

Honorary Life Vice Presidents:

- Receives full playing privileges, does not pay subscriptions but pays for green fees.

Seniors Members – Over the age of 65:

- 80 years old and member for 25 years - 100% subscription discount and complimentary green fees
- 65 years old and member for 25 years - 50% Subscription discount
- 65 years old and member for 20 years - 30% Subscription discount
- 65 years old and member for 15 years - 15% Subscription discount
- 65 years old and a new member - 10% Subscription discount

Player Performance Reward System:

1. Members who obtain national or provincial selection and who consistently represent the Club in Scratch League and other team fixtures may, upon advising the Club of their selection, be awarded the privilege of playing complimentary rounds, Mon to Fri except Wed PM.
2. League teams who represent the Club and manage to win their respective league division will receive a reward from the Club at the end of each season.

MEMBER IN GOOD STANDING

The following conditions collectively define the criteria for a member to be considered in good standing within Randpark Club, ensuring compliance with the club's rules, financial obligations, and disciplinary standards.

1. **Approval by General Committee:** The member must have received approval from the general committee to be and continue to be a member of Randpark Club.
2. **Up-to-Date Membership Fees:** The member must have paid all associated fees related to their membership, and there should be no outstanding amounts in arrears.
3. **No Voluntary Resignation:** The member must not have voluntarily resigned from Randpark Club. This condition emphasizes that the member remains committed to their membership.
4. **No Ongoing Disciplinary Proceedings:** The member should not be subject to formal disciplinary proceedings at the time. Additionally, the member should not be serving a sanction imposed by the General Committee as permitted by the Randpark Club Constitution.
5. **Not Under Investigation by Sport Governing Bodies:** The member should not be under investigation by sports governing bodies, at least not if such information is known by the General Manager of Randpark Club at the time of inquiry.

PACE OF PLAY PROCEDURES

Introduction:

1. Slow play is inconsiderate, disrespectful and discourteous to fellow players.
2. The policy and procedure document is intended as a guideline to describe situations in which groups of players are considered to be behind the group in front, holding up the field, best practices for playing with more urgency and further, what warnings and penalties may be given to offending players and by whom.

Club Policies Regarding Slow Play:

The Club actively encourages players to observe the following common courtesies and practices all of which are designed to speed up play:

1. A group's position on the golf course is immediately behind the group in front, **NOT** immediately in front of the group behind.
2. Randpark Club endorses the following extracts from The Rules of Golf dealing with etiquette and behavior on the course:
 - It is a group's responsibility to keep up with the group in front. If a group loses a clear hole and it is delaying the group behind, it should invite the group behind to play through, **regardless of the number of players in the group.**
 - Players should be ready to play as soon as it is their turn to play (e.g. a player should already have selected his / her club or examined the line of putt prior to his / her turn to play a stroke).
 - When playing on or near the putting green, players should leave their bags or carts in such a position as will enable quick movement from the green towards the next tee.
 - When play of a hole has been completed, players should immediately leave the green (and not take practice putts or complete the scorecard etc. even if not being pushed from behind).
 - If a player believes his / her ball **may** be lost **outside** a penalty area or is out of bounds, to save time, he / she should play a provisional ball (i.e. avoid having to go back to the tee).
3. Courtesies
 - If possible, do not book in peak times if you cannot play to a standard necessary to keep pace with the field.
 - Play from a set of tees that is best suited to your game.
 - Maximum halfway house break = 12 minutes.
 - Pick up your ball if you cannot score (or improve on your partner's score).
 - Report to the tee at least 10 minutes before your tee-off time.
 - Players must tee-off for their round on time or as soon as the fairway is clear and may not wait for late arrivals. Groups waiting for late comers will not be sent to the back of the field as this effects the turn. They must tee-off on time and late arrivals must catch up.
 - A player who arrives late but within 5 minutes of his / her starting time will be penalized two-strokes; otherwise, he/she shall be disqualified.
 - It is also the player's responsible whose turn it is to tee-off first, to complete the scorecard, he / she should tee-off prior to completing the card.
 - As a guideline for both courses, the maximum time to complete a Par 3 is 11 minutes, a Par 4 is 14 minutes and a Par 5, 17 minutes i.e. Max. 125 minutes (2hrs 05 min) per 9-holes.
 - OR 4hrs 20 min to complete 18-holes including halfway.

This does not override the main principle that groups must keep up to the group in front even if they are well ahead of the group immediately behind them.

Playing to this Guideline:

- If a group walks onto the tee of a Par 3 or Par 4 and the group ahead has left the green that group is out of position and must make every effort to close the gap. Similarly, if a group walks on to the tee of a Par 5 and the group ahead is playing their approach shots to the green or is within 100m of the green, the same applies.

Procedures to Apply to Groups who do not obey the above Policies:

- The course marshals and competition officials are authorised by the Committee to apply the following warnings and penalties to groups not adhering to the above policies:
 - 1st offence = warning from marshal / official that they are on the clock and if they do not catch-up to the group in front, they will be penalized;
 - 2nd offence = one-stroke penalty;
 - 3rd offence = disqualification;
 - 4th offence = remain unduly slow and tell all players in the group to leave the course.
- Experience has shown that players' reactions to requests to speed-up and warnings for slow play are more often than not antagonistic and aggressive. Marshals are instructed to report slow play incidents and cautions / warnings issued to the competition officials, before issuing the one stroke or disqualification penalties. Such officials shall take such action as they deem appropriate, including endorsing or imposing the required penalty suggested by the marshals.
- Excuses that the group in front is a three-ball or are in carts are illogical and invalid as they may only play as fast as the four-ball in front of them.
- Penalties imposed must, preferably, be communicated to the offending player/s immediately, while they are still on the golf course, and, in any event, before submission of scorecards. If, however, the penalty is communicated only after scorecards have been submitted, it shall not be a ground for disqualification on the basis of an incorrect score having been signed for and submitted.
- In the event that a player abuses a marshal / official arising from a request to speed-up or warning / penalty issued, or treats a marshal / official, with contempt or disrespect, disciplinary action shall be taken against the offending player/s in accordance with clause 17 of the Club's Constitution.
- It is a request of the player who has the lowest handicap in the four-ball, to at least make aware to his / her group that they are behind, however this in no way implies that it is his / her responsibility or that he / she alone will incur the above penalties. i.e. it is every player's responsibility to maintain pace of play and after the second warning, all players in the group will be disqualified.

HANDICAPS

Eighteen Hole Scores:

- All handicaps are calculated on a daily basis (24h00) and should therefore be double checked by players before each round of golf is played.
- All members are required to enter all their 9- & 18-hole scores including those played outside of normal club competitions.
- It is a player's responsibility to ensure rounds entered at other clubs transfer correctly to their home club.
- All scores must be entered when a marker is present, this include Match Play formats as well.
- A score is acceptable for handicap purposes if the round has been played:
 - In an authorized format of play (see Rule 2.1a) over at least the minimum number of holes required for either a 9-hole or an 18-hole score to be acceptable (see Rule 2.2),
 - In the company of at least one other person, who may also act as a marker (subject to satisfying any other requirements of the Rules of Golf),
 - By the Rules of Golf (see Rule 2.1b), on a golf course with a current Course Rating and Slope Rating, where length and normal playing difficulty is maintained at a consistent level (see Appendix G),
 - On a golf course during its active season. In addition, the player's score must always be certified in accordance with the Rules of Handicapping (see Rule 4.4).
- If one or more of the requirements set out above is not met, the score is not acceptable for handicap purposes.

Nine Hole Scores:

- 9-Hole Adjusted Gross Scores are to be entered on the GolfRSA Handicap System where the player has completed between 9 and 13 holes. The system will use the player's adjusted gross score for the 9-holes played and then add par for the second nine, plus the player's course handicap strokes received on the 9-holes played, plus one additional stroke to give an 18-hole Adjusted Gross Score. This Adjusted Gross Score will then be converted into a Differential using the formula as detailed in section 6.

Incomplete Rounds:

- If a player completes 14 or more holes, the player must post an 18-hole score. If more than 9 but less than 14- holes are played, the player must post a nine-hole score. Scores for un-played holes must be recorded as par plus any handicap strokes that the player is entitled to receive on the un-played holes. Example: A player with a Course handicap of 24 stops playing after 16 holes because of lightning. Hole 17 is a par 3 and its stroke index is 18 on the course scorecard. The player will record 3 (par) plus 1 handicap stroke for a gross 4 on hole 17. Hole 18 is a par 4 and its stroke index is 6 on the course card. The player will record 4 (par) plus 2 handicap strokes for a 6 on hole 18.
- Time limit on entering scores: A score should be returned on the same day as the round was played but no later than 24 hours after completion of a round. The period of 24 hours is taken from 23h00 on the day of play to 23h00 the following day. Scores not returned during this period will result in a penalty score, being entered on the player's behalf. Such scores are not to be deleted or modified by the player's home club unless exceptional circumstances warrant such action. A player is obliged to enter a score on the system before another round is played.
- Penalty Scores: A penalty score is the lowest differential of the player's last 20 recorded scores, or such penalty as the club handicap committee may decide, based on the circumstances around the failure of the player to enter the score.
- A nine-hole course played twice consecutively constitutes a stipulated 18-hole round – same day and session.
- The following will also constitute a stipulated 18-hole round:
 - Two consecutive 9-holes played on the same 9 or 18-hole course
 - In different sessions (e.g. AM / PM of the same day)
 - On different days (e.g. Saturday / Sunday)
 - Provided that no other round of golf is played between these two 9-hole rounds.

NOTE 1: The full World Handicap System Rules of Handicapping Manual is available as a separate document and may be viewed at www.handicaps.co.za.

Scores not Accepted:

Not Acceptable Scores made under the following conditions are not acceptable for handicap purposes and should not be entered in any form in the player's scoring record:

- a. When the score cannot be ratified by a marker.
- b. When the types of clubs are limited (as in a competition in which only iron clubs are allowed).
- c. When the round played includes the use of "Mulligans".
- d. When more than one ball is used.
- e. When the course played is not officially rated including when a course is set up much longer or shorter than the Average Playing Length when the rating of the course was determined.
- f. When the player uses non-conforming clubs, balls or tees, or with respect to Rule 14-3 (Rules of Golf) where an artificial device is used in the execution of stroke or when equipment is used in an unusual manner during the execution of a stroke.

DRESS CODE ON THE GOLF COURSE

Relaxed dress codes are the norm today. Accordingly, it is difficult to apply dress rules; however extremes in "casualness" cannot be tolerated at a golf club.

We require golfers to wear recognized golf attire on the golf courses. It is a member's responsibility to ensure that guests are aware of the Club's dress code policies to avoid embarrassment both on and off course.

Members and guests entering the clubhouse or using the veranda areas are also required to be neatly dressed.

CODE OF CONDUCT & DISCIPLINARY PROCEDURES

Foreword:

Randpark's Club Committee have developed procedures and protocols to ensure the smooth running of the club. The Club is subject to the Constitution of Randpark Club. However, to ensure the effective and efficient running of its golf operation and lifestyle events, it has been necessary to publish guidelines regarding all aspects of the Club.

Revision of such guidelines take place in the light of experience and as a result of feedback from members. This document, **Randpark Club's Code of Conduct and Disciplinary Procedures** is a guide to members which summarises the Club's expectations of its members' and that of their guests and details the procedures to be followed by a member making a complaint.

The guide also outlines the process Randpark Club's Committee will follow in dealing with complaints.

Introduction:

This code of conduct is designed in light of experience to enhance the values of our Club and to ensure that all members, their guests and visitors enjoy the game of golf in a pleasant, family friendly environment.

The Club promotes the values of:

- *Integrity*
- *Honesty*
- *Respect and*
- *Fairness*

This code applies to all members of Randpark Club.

Clause 17 of the Constitution of Randpark Club (revised and adopted on 2 September 2013), titled Discipline, reads as follows.

17.1 Should any member, in the opinion of The General Committee, commit any willful breach of the Constitution, rules, regulations and by-laws of the Club, or be guilty of improper, dishonest, unsportsmanlike or unseemly conduct, or of conduct which is prejudicial to the interests and values of the Club, whether within the Club's precincts or outside them, the General Committee shall have the power

17.1.1 to expel the member, or

17.1.2 to deprive such member of all or any rights and advantages of his or her membership during such time or period as the General Committee in its absolute discretion may deem fit and advisable, or

17.1.3 to call upon such member in writing through the Chief Executive/General Manager of the Club to resign and if he or she fails to resign within 7 (seven) days of date of such request, to expel such member, or

17.1.4 to reprimand such member

For the purposes of this code, Randpark Club uses the following definitions; Misconduct: (see definition of misconduct)

Complaint: An expression of dissatisfaction of a member, either orally or in writing, that requires, in their sole discretion, a response from the Club Committee.

Misconduct:

Subject to what is contained in clause 18 of the Constitution of the Club, misconduct, for the purposes of this Code, is the improper interference, in the broadest sense, with the proper functioning or activities of the Club, it's Committees, members, visitors or employees.

Subject to the general definition above, the following shall, inter alia, constitute misconduct:

- Disruption of, or improper interference with the administrative, sporting, social or other activities of the Club, whether on Club premises or elsewhere. (Grade 1)
- Obstruction of or improper interference with the functions, duties or activities of any fellow member, member of staff or other employee of the Club or any visitor or Committee members. (Grade 1)
- Violent, indecent, disorderly, threatening or offensive behaviour or language whilst on club premises or engaged in any club activity. (Grade 2/3)
- Fraud, theft, deceit, deception or dishonesty in relation to the club or its staff or in connection with holding any office in the club or in relation to being a member of the Club. (Grade 3)
- Behaviour likely to cause injury or impair safety on club premises. (Grade 2)
- Sexual, racial, gender or any other form of personal harassment of any fellow member, member of staff or other employee of the club or any visitor or Committee members. (Grade 3)
- The use of any unfair means in competition. (Grade 3)

- Damage to or defacement of Club property, the property of other Club members caused intentionally or recklessly, or the misappropriation or misuse of such property. Misuse or unauthorised use of Club premises or items of property, including inappropriate use of personal devices. (Grade 2/3)
- Conduct which constitutes a criminal offence where that conduct. (Grade 3)
 - takes place on club premises, or
 - affects or concerns other members of the club or members of the public, or
 - itself constitutes misconduct within the terms of this code, or
 - is an offence of dishonesty, where the member holds an office of responsibility in the club.
- Conduct, which contravenes a previously imposed penalty, requirement or undertaking under this code. (Grade 2/3)

Disciplinary Procedures:

The Committee of Randpark Club will deal with all Club disciplinary matters. A Disciplinary Sub Committee will be formed by the Committee to consider a complaint within the competency of the Committee.

The General Committee will also deal with any complaint about the misconduct of a member of the Club at another affiliated golf club in the same manner as if the offending conduct had occurred at Randpark Club.

All matters which breach this code of conduct shall be processed as follows:

- After receiving a complaint, the Club Captain/Vice Captain will meet with the parties to determine whether the complaint raised is a serious enough issue to warrant further investigation and a hearing. If the Club Captain/Vice Captain determines that the complaint is not serious enough to warrant further investigation, the findings are to be forwarded to the General Committee for ratification. The complainant will so be advised.
- If the Club Captain/Vice Captain with the support of the General Committee having considered the alleged complaint is of the view that the complaint is of serious enough nature to investigate further, it shall cause to obtain written statements from the complainant and any other witnesses or person who may have knowledge about the incident.
- After receipt of written statements, the sub-committee will then decide to either conduct an enquiry where parties involved will be called upon to attend a hearing to discuss what transpired or to conduct a disciplinary hearing.
- If an enquiry is called for and convened, sub-committee, in its sole discretion, may decide to finalise the matter there and then, provided that apart from a reprimand no further sanction may be imposed unless a party agrees thereto after ratification of The General Committee. If it appears to the sub-committee that the matter is more serious than anticipated, it can refer the matter for a disciplinary hearing.
- If the General Committee decides to conduct a disciplinary hearing, it will inform the person implicated when and where the hearing will be held and inform him or her in writing of the allegations. The implicated person will be informed that he or she has the right to call witnesses and to cross-examine witnesses called on behalf of the complainant.

Note: No action will be taken by the General Committee or sub-committee where reports of an incident are over-heard and commented on casually.

The following procedure must be followed by a member laying a complaint:

- Report the incident as soon as possible to the GM/CEO and Club Captain..
- Put the complaint in writing and forward it to the GM/CEO and Club Captain within ten days.
- The complainant must avail himself or herself to provide oral evidence at an enquiry and disciplinary hearing and be cross examined or to take part in a general discussion at an enquiry.
- Abstain from confronting the alleged wrongdoer.
- If the complaint directly involves the Club Captain, the complaint should be addressed to the President of the Club.
- Once the complaints' procedure is initiated by the Committee as a result of any of the above, the following procedure will apply:
 - The member will be notified in writing of the complaint against him / her. A copy of the complaint will be enclosed. The member will be given 7 days notice to attend the meeting for the purpose of responding to the complaint.
 - Failure by the member to attend this meeting, without good cause, will result in immediate sanction.
 - In the event that the complaint is challenged, the matter will be fully investigated, unless the General Committee received a written acknowledgement of wrongdoing.
 - All parties to the complaint and relevant witnesses may be interviewed, if deemed necessary, by the committee.
 - Having considered all the facts, the Disciplinary Sub-Committee will decide whether or not to uphold the complaint. If the complaint is upheld the Disciplinary Sub-Committee will decide what sanction is appropriate. The meeting will be recorded, and the details of the decision will be recorded and minuted.
 - The decision of the Disciplinary Sub-Committee will be referred to the General Committee for ratification. In terms of clause 17.5 of The Constitution of Randpark Club (ratified at a SGM on 2.9.13), "the decision of the General Committee will be final, and no member shall have any course of action cognizable in a court of law for alleged wrongful disciplinary action or wrongful expulsion", unless there has been a procedural flaw in arriving at the sanction. An appeal can only be lodged against a flawed procedure, not the sanction determined by the General Committee. An ad hoc Disciplinary Appeal Committee will be appointed to hear this matter.
 - The member will be informed of the General Committee's decision in writing within 7 days, after ratification by the General Committee.

Disciplinary Sub-Committee

The sub-committee will be made up of the following three members:

- Captain or Vice Captain
- President or Vice President
- Fincom Chairman or Fincom member

If a Gencom member is the subject of a complaint, the sub-committee will comprise of three members that are either Honorary Life Presidents / Vice Presidents and past Captain (at least one of each). The Gencom member in question will remove himself / herself from all Club Committee & Sub Committee duties until the complaint is resolved.

Provision is also made for the General Committee to appoint an ad hoc Disciplinary Committee if it would in particular circumstances be deemed to be desirable.

Sanction:

Any one or more of the following penalties may be imposed for a breach of the Club's Code of Conduct as outlined in this document.

- a. A reprimand.
- b. A written warning as to future conduct.
- c. Suspension from membership of the Club and its activities for a determined period.
- d. Proposal to the CGGU to suspend handicap.
- e. A requirement from the Committee that the member gives an undertaking as to future conduct in such terms and containing such conditions as the Committee may prescribe. A breach of this undertaking will constitute misconduct.

Note: In the case of a complaint of cheating the member will be disqualified from the competition and any prize received must be returned.

- f. Exclusion for a stated period or permanently from any part of the golf course or from the use of all of the facilities of the club.
- g. Expulsion from Randpark Club and all its activities.
- h. Such other penalties as determined from time to time by the General Committee, including but not limited to suspension from the Club or suspension of handicap.

Grading of Complaints

All complaints and charges are to be graded 1 to 3 with one being the lightest grading and three the most serious. This is done by reference to Appendix 1 and the following notes.

The sub-committee is required to determine the grading of the offence. The grading allocated will determine the action to be taken and the potential penalty a player may receive. Therefore, consistency of grading across offences is important and it is a requirement that records are kept supporting the grading process.

Appendix 1

General examples of grading of complaints of conduct likely to bring the game into disrepute (not an exhaustive list)

Grade 1 Offences

- Disruption of, or improper interference with the administrative, sporting, social or other activities of the Club, whether on Club premises or elsewhere.
- Obstruction of or improper interference with the functions, duties or activities of any fellow member, member of staff or other employee of the club or any visitor.

Grade 2 Offences

- Violent, indecent, disorderly, threatening or offensive behaviour or language whilst on Club premises or engaged in any Club activity (depending on seriousness).
- Behaviour likely to cause injury or impair safety on Club premises.
- Damage to or defacement of Club property, the property of other Club members caused intentionally or recklessly, or the misappropriation or misuse of such property. Misuse or unauthorised use of club premises or items of property, including inappropriate use of personal devices (depending on seriousness).
- Behaviour bringing the Club into disrepute.

Grade 3 Offences

- Violent, indecent, disorderly, threatening or offensive behaviour or language whilst on club premises or engaged in any club activity (depending on seriousness).
- Fraud, theft, deceit, deception or dishonesty in relation to the Club or its staff or in connection with holding any office in the Club or in relation to being a member of the Club.
- Sexual, racial, gender or any other form of personal harassment of any fellow member, member of staff or other employee of the Club or any visitor.
- The use of any unfair means in competition. This includes cheating and handicap manipulation.
- Damage to or defacement of Club property, the property of other Club members caused intentionally or recklessly, or the misappropriation or misuse of such property. Misuse or unauthorised use of club premises or items of property, including inappropriate use of personal devices (depending on seriousness).
- Conduct which constitutes a criminal offence where that conduct;
 - takes place on Club premises, or
 - affects or concerns other members of the club or members of the public, or
 - itself constitutes misconduct within the terms of this code, or
 - is an offence of dishonesty, where the member holds an office of responsibility in the Club.
- Conduct, which contravenes a previously imposed penalty, requirement or undertaking under this code.

Appendix 2

Grade 1 Offence

If no previous offences, any one of the following processes will be adopted:

- Verbal warning with notice on file
- Written warning issued to member
- Penalty of suspension

If the next incident is a Grade 2 offence, then that process will override the above.

Grade 2 Offence

If no previous offences, any one of the following processes will be adopted depending on the seriousness of the offence:

- Written warning issued to member
- Penalty of suspension
- Penalty of expulsion

If the offence is considered serious, or there are other recent offences, then a step can be passed at the discretion of the General Committee.

Grade 3 Offence

Depending on the seriousness of the offence, any one of the following actions may be adopted;

- Written warning issued to member
- Penalty of suspension
- Penalty of expulsion

Repeat offenders will be dealt with under grade 3 offences. Step 1 will only be taken if there are significant mitigating circumstance, otherwise a penalty of suspension will usually be imposed.