

Elmira Golf Club

Member Handbook

We would like to thank you for joining the Elmira Golf Club. Whether you are a new member or you have been a member for a couple of years or more than a handful, we are confident you will find useful information in the package. To make your golfing experience a positive one, the information outlined in this handbook will familiarize you with the golfing opportunities here at Elmira and make it easier for you to get involved in our club activities and make new golfing friends. Also included is information on pace of play expectations, our Etiquette and Code of Conduct as well as helpful hints on Golf Etiquette, Rules of Golf, establishing a Golf Handicap, Golf Leagues, Member events and Member Services.

We are committed to our Mission Statement of providing our members, families, guests and visitors with an outstanding golf course and dining lounge, excellent service, and a friendly, welcoming atmosphere. We are proud of our golf course and work hard to earn your continued support.

Our Mission Statement

“The mission of the Elmira Golf Club is to provide our membership, their families, guests and visitors with an outstanding golf course and dining lounge, excellent service and a friendly, welcoming atmosphere”.

We encourage everyone to spread the word and bring out your friends and family to the club to enjoy the golf, friendship and food and drink at The Grill on the Green for take away.

Please do not hesitate to ask a member or any of the Golf Shop staff who would be pleased to answer or clarify anything outlined in this handbook.



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A. Member Events, Member Days & Leagues

If you are interested in playing in a League, you have come to the right spot. EGC has a League for everyone. Whether or not you are a member of the club or not, you are welcome to join in and have fun in the leagues we offer for both members and non-members. Each league does have a limited number due to available tee-times.

- Tuesday Morning Ladies Member Golf (18-holes & 9-hole option)
- Tuesday Women's League Night (9-holes)
- Wednesday League (9-holes)
- Thursday Morning Men's Members Golf (9 or 18 holes)
- Sunday Family Fun Day (Bring a Kid to the Course after 2:30 pm)
- Tuesday Junior League (9-holes)
- Beginners League Tuesday's (9-holes) TBA

In addition to the above Leagues, there are several member events scheduled throughout the season, as well as Single and Doubles Match play and interclub type match events.

Weekend morning member pickup games are available (*for women*) who are looking for a morning game with other women. *See sign-up sheet on bulletin board in Women's locker room.*

For the latest information, sign up, details on all Member events and Leagues, please refer to our website under Members / Members Events tabs.

B. Member Services

- **Online Tee-time Booking:** online access 24/7 to book, edit, change, move or delete tee-times, up to 10- full days in advance for members or as of 6am on the 11th day (example Saturday for Tuesday). Situations and circumstances sometimes present themselves where you may need to change or delete a tee time you made or made on your behalf and these features are available in your tee-on account.

STEPS:

1. Go to website www.elmiragolfclub.com home page, top right tab, click on Members and in the drop-down menu, click Members Tee-time booking or My account sign in. Fill in your username and password in the tee-on window (if you have forgotten this information at any time, follow the steps below under "Forgot Username / Password?").
2. Book a tee-time follow the steps 1 – 4. (You may also first choose to view the tee-sheet prior to making a booking). Booking a tee -time will offer you available options as close to your requested tee-time as possible.
3. If you have booked the tee-time, you may move, edit names-holes-number of players-number of carts or you may delete the entire tee-time. It is vital for the club and fellow golfers to keep each tee-time updated with the correct number of players, names of players, number of holes and required carts.
4. If you have been booked by another golfer and need to delete your name from the tee-sheet you may go through the edit a tee-time process, click the tee-time you would like to alter, click delete tee-time which will prompt a note "remove yourself from tee-time". Click here and you will be taken out of the tee-time. You may also find your name on the view the tee-sheet and click on your highlighted name to makes changes.
5. You may also contact the Golf Shop during open hours for any issues or to delete a tee time. The system will not allow for any changes within one hour of a time and you would need to contact the Golf Shop in this case. The Golf Shop staff may be reached at 519-669-1652 ext.22, or you may leave a message.
6. **Members are expected to have accurate tee-times and ensure all open spaces within a tee-time are made available as soon as possible. Ensuring tee-times or even single spots**

are not being held or blocked by players who will not be using these times. This affects all other members, other golfers looking to play and the Club. All no-show tee-time slots will be tracked for each member and dealt with one on one by Management using a Board approved outline.

7. View my name on the tee-sheet: Once signed into your online account click on “preferences”. Scroll down and click the box “I want my name visible on the tee sheet”. This will allow other members to see your name on the tee-sheet and in turn know who they are playing with, which will also assist you. This area will also allow you to check boxes on receiving email confirmations about tee-times which is useful when others book your games or if signed up for any club events. Ideally, clicking all boxes will enhance your experience at the club.
- **Member Referral Program:** We have a referral program in place for current active members. If a new member indicates which member was key in their decision to joining the Elmira Golf Club, we will provide you with a gift of golf.
 - **Guest golf fee:** Guests of Members will save on 18-hole prime rates on Weekend and Holiday mornings as we have set up Member Guest Fee. Please indicate to staff if a guest is playing with you during this time. Due to the number of specials and pricing changes during the rest of the week, there is not an official Guest rate. We do, however, sell game packages, transferrable and offer a Holiday December special on a minimum of 3 green fees. These prices are only for intended guests of a member and who are playing with that member. Discounts are not good with any other offer or for those playing in Tournaments.
 - **Golf Shop:**
 - **Member discounts** - save HST on all regular retail golf merchandise including clothing, headwear, golf bags, golf shoes, gloves, golf tees and most miscellaneous items. This discount excludes golf balls, golf clubs, push or electric carts and any electronics. All merchandise can be matched to competitors pricing and almost all items we do not carry, or stock we can easily order in for you.
 - **Power Carts:** Members save 10% on power cart regular 9 and 18-hole fees. We also have a couple of other cart packages for members who plan to ride more than 30 games.
 - **Member Credit book** - any accrued member event winnings are reflected in your credit book and outlined in a special area under your account profile in the Golf Shop. Think of the Golf Shop merchandise as a large prize table, as the credit book winnings can be used on any golf

merchandise including special orders. The only other item credit book may be used towards is for any power cart rental fees. For any other purchases, credit book is not applicable. The Golf Shop staff can provide you with your credit book value at any time or you can view online under you Tee-on Monthly statement.

- **Gift (Cards) Certificates** - can be purchased and used for any merchandise, golf fees, carts, range balls, etc. available at the Golf Shop. If anyone is looking for gifts for you, and unable to easily access the Elmira Golf Club, please direct them our way as we can handle payment on-line or over the phone and mail or email a Gift Certificate directly to them or you! Gift Certificates can also be easily linked to your account as a separate item. Please note, these certificates can not be used in The Grill on the Green; however, they do sell their own certificates.
- **Member Account Charges and Payment:** Members have the benefit of charging Golf Shop merchandise purchases, guest green fees, member event fees, range purchases, lockers, lessons, power cart rental fees, food & beverage items and more to their personal account. All charges will be billed to the credit card we have on file (mandatory) following the end of each month and on the first business day following. *Late charges begin at 5% and graduate by 5% each month on any unpaid charges.*
- **Membership Hardship, Leave:** Members, in good standing and who have pre-paid membership funds to the Elmira Golf Club for the current golf season may apply for a credit due to a hardship. A letter in writing, including email, may be submitted to the General Manager for consideration of the Membership & Protocol Committee of the Board of Directors. Submission for credit may only be considered if the hardship has affected the membership for more than 45 days. No leave of absence due to Hardships will be granted after September 15th. For more information, please contact the General Manager.
- **Membership Renewal (for returning members):** As new members can sign up for membership typically at any time if space is available, is important to know how and when our renewal occurs for the upcoming season. Currently we have three payment options all beginning in November for the upcoming season. Golf Canada Fees will be billed in December.

Option 1 (1-pay): we will process your dues in (1) installment on November 28th and save 5% on your dues.

Option 2 (2-pay): we will process 50% of your dues on November 28th and the other 50% on February 15th to receive 5% off your dues.

Option 3 (4-pay): we will process 25% on November 28th and then 25% on the 15th in the months of February, March, and April.

Members who do not choose any of the renewal payment options would move from an active member into a non-active member account (public) by December 1st and not have access to the member platform. Special arrangements can be made to spend any remaining funds from Flex or credit book in the month of December during scheduled Golf Shop holiday hours. Choosing to return later in the following year would require a \$75 re-activation fee if there is availability in the desired category.

*Please note renewal payment options, dates and membership dues are updated each season prior to October 15th. This information is from the prior season and might differ slightly for the upcoming season. New members joining the club will have a slightly different payment program.

- **Water Coolers:** Elmira Golf Club uses its own water source and has a reverse osmosis system with a cooler in the Golf Shop and water available in the Grill on the Green. Washroom taps are not suitable to be used as drinking water taps. There is not a water source on the course; however, you pass by the Clubhouse between #9 green and #10 tee.

C. Establishing a Golf Handicap Index

The World Handicap System is now in use in Canada and at the club and is designed to give equitable handicaps no matter where golfers play. Since club matches and friendly games are based on handicaps, in fairness to both your opponents and your partners, it is important for all members to have proper, up-to-date handicaps. Having a golf handicap index enables golfers of differing abilities to compete on an equitable basis in friendly games, member social events, member competitive events and competitive events at other clubs.

How do I Establish a Handicap Factor?

1. The only way you can establish a true Handicap is to try to make the best score at every hole, in every round, at every course played and to record each score as required by the system and enter your Golf Canada account applying the Rules of Equitable Stroke Control.
2. It is important that scores be recorded in you online profile of Golf Canada either through the website, the Golf Canada, or Elmira Golf App immediately and consecutively in the exact order played and be available for peer and Golf Shop review. Each score is now entered in hole by hole to allow for all the calculations to happen for you.
3. All nine-hole rounds as well as incomplete rounds must be entered in the computer.

For more information on the Golf Handicap System in Canada, visit the link below.

<https://golfcanada.ca/handicapping/>

<https://scg.golfcanada.ca/login>

If you do not understand the above process or have any questions about Golf Handicap scoring, just ask any of the Golf Shop staff for assistance.

- ***Golf Canada Gold Membership Benefit services:*** included with Golf Canada.
 - Handicap tracking
 - Incident protection insurance of up to \$2,500 reimbursement for damaged, lost, or stolen equipment.
 - Up to \$1,000 for any travel related incidents
 - Up to \$2,500 for golf cart related accidents
 - Up to \$1,000 towards the cost of repairing or replacing a window
 - Personalized equipment ID labels and bag tag
 - Handicap and course rating services
 - Plus, check out the website below for more details of what is included...as we have already “joined” you for the Golf Canada program....

<https://join.golfcanada.ca/>

D. Rules of Golf

Except as modified by local rules, all play is governed by the current regulations approved by Golf Canada. For local rules, please consult the score card. All member events will have a rules sheet outline. Posted on the member boards outside of the locker rooms is a standard event rule sheet for events such as match plays. Members are expected to become familiar with the local rules as well as the regular rules as stated in the Rules of Golf. For further information please go to <https://golfcanada.ca/rules-of-golf/>

E. Pace of Play

Our 18-hole Keep Pace Program is set at a 4-hour average meaning pace is typically faster in the earlier am and closer to 3 ¾ hour pace or better, 4-hour mid-day and may be closer to 4 ¼ beyond mid-day or for Tournament play. Find your best time to play based on your pace; however, ensure you stay right behind the group ahead of you rather than only ahead of the group behind you.

Slow play affects us all. To help overcome slow play, Members, Guests, and Green Fee Players are asked to consider the following points:

- Four-ball games are recommended during periods of heavy or Tournament play. The Golf Shop team will group players into four-ball games at our discretion.
- Prepare for your shot as you approach your ball or the tee and always play ready golf and be ready to play when it is your turn.
- Practice continuous putting within reason and under the rules of the format you are playing.
- Putt with the flag stick left in.
- When you have completed a hole, pick up your ball and proceed to the next tee as quickly as possible. When arriving to green, leave carts and clubs to any easy exit point from the green and in the direction of the next tee.
- Lost balls. You only have a couple minutes to look for a lost ball; however, ensure that if other players can safely hit their shots, have them play. After the couple minutes of searching, you would then be the only person who needs to hit a shot and the group can quickly maintain position.

Players failing to maintain the pace of play, by looking for a ball or by dropping back more than their 10-minute interval, will be asked to pick up their pace (1st warning of our five-step policy to move groups into position). Regular day Time Par for The Elmira Golf Course is set at 4:05. The Course Staff have guidelines to govern the pace of play and will take reasonable actions to correct any problems including asking a group to pick up their balls and move ahead to skip a par 3 until they are maintaining pace directly behind the group in front of them. If your group does fall behind, work together to find a way back into position quickly.

F. Golf Etiquette

Etiquette and integrity are at the very heart of golf. As with the rules, there is enough golf etiquette to fill a book, and such books have been written. You will discover that most golfing

etiquette addresses slow play, the most common complaint from golfers. If every player practiced proper etiquette on the course, slow play would be virtually eliminated. Etiquette separates the knowledgeable from the rank amateur. Generally, etiquette is what you should and should not do, while the rules are what you shall or shall not do. Here are some highlights of golf protocol:

- Arrive at the course on time, at least 15 minutes before your tee time, check in with the Golf Shop, then starter and be ready to play at your scheduled tee-time.
- Communication devices: When on the course please enable silent or vibrate mode.
- Stand Off: When a player is teeing off, the others in the group should be standing together outside of the markers and off to the side to avoid being a distraction. Being quiet while others are hitting their shots and ideally watching where shots end up can assist your pace throughout the round.
- Proper play sometimes includes taking divots. If you do, please pick replace your divot. Replacing divots is one of the corner stones of golf etiquette. Replacing divots is also essential to maintaining the course making it always playable for other golfers.
- If you are driving a cart on the course, do not pull up onto the tee box. Riding carts and pull carts should never go on the green or fringes of the green. Power carts are to be at least 10 yards from tees, approaches, and fringes.
- How many practice swings are allowed? Technically there are no limits on how many practice swings you can take. For the most part, when it is your turn to hit, a maximum of one should be enough.
- Taking Mulligans! Dropping a new ball after making a poor shot and not taking a penalty stroke is known as a Mulligan shot. Even though it may sometimes be taken in a friendly game, it is illegal according to the Rules of Golf. The truth is Mulligans are a tremendous waste of time and are a major contributor to slow play.
- Playing through procedures. Letting faster players play through is the right thing to do if you have more than an entire hole open ahead of your group, and those that are playing through should see it as a courtesy, not an entitlement. To plan for this to happen, make your way to the next tee and have your entire group tee-off, then indicate to the group behind they may play through. Wait for them to also tee off, travel with them to all drives and at that time let them continue and safely play as soon as the group is far enough away.

- **Repairing Ball Marks.** When a ball lands on a green it often makes a deep indentation known as a ball mark. It is the responsibility of the golfer who hit the ball, to repair this indentation. There is a correct way to fixing a ball mark divot, which can improve the turf by 5-7 days faster than if done incorrectly. Just ask us or our Greens Staff and we can show you how!
- **Scoring.** Whether the last hole was good or bad, refrain from placing your score on your card until you arrive at the next hole and then when you have time.
- **Bunkers.** Always rake your steps to and from the bunker leaving the rake outside the bunker when finished. Lift, rake, and place has been adopted unless specified in each Rules sheet or formal competition.

G. Our Etiquette and Code of Conduct

We are very proud of the condition of our golf course. We are especially proud of the care our players take to assist in our efforts of maintaining a superior product. Please follow our Code of Conduct, Pace of a Play program, Liquor policies and Golf Etiquette.

CODE OF CONDUCT

ELMIRA GOLF CLUB LIMITED

Infractions to the following Code of Conduct by law will be assessed by the Threat Assessment Team and/or Board of Directors; however, club staff is authorized to approach any person if proper behavior is not adhered to. The more serious infractions could result in cancellation of membership privileges, suspension of golf privileges at any time without refund or other disciplinary action as may be required:

- Any conduct considered threatening or harassing or that could threaten the physical or emotional safety of the individual exhibiting the behavior or others will not be tolerated.
- Elmira Golf Club will not tolerate sexual harassment of any kind. Sexual harassment includes any conduct, comment, gesture or contact of a sexual nature that is likely to cause offence, humiliation or that is known or ought reasonably to be known to be unwelcome. Although the offender may not perceive their comments or actions to be discriminatory or unwelcome because the defender did not communicate their discomfort does not excuse the behavior.
- Inappropriate expressions of anger are not acceptable and foul or abusive language will not be tolerated at any time.
- Intoxication will not be tolerated and anyone who exhibits behavior that would suggest the person is intoxicated will be refused service and anyone believed to have consumed alcohol not purchased from Elmira Golf Club will be dealt with accordingly under our alcohol policy.
- Any conduct that could result in damage to the property of Elmira Golf Club is unacceptable and payment for damages by the individual(s) will be required.

- We have implemented a “RED LIGHT” warning system. If you are interacting with our staff and they hold up their hand and say “RED LIGHT” to you, this means that your behavior is unacceptable, and you must stop immediately. Failure to do so will put you in violation of our Code of Conduct and you may be asked to leave the premises.
- Code of Conduct also includes golf course etiquette, acceptable dress code, pace of play, noise complaints, and any golfers leaving the property during play. Our Staff are authorized to approach any golfer if proper behavior is not adhered to or if a complaint has been made by another person.

This Code of Conduct of the Elmira Golf Club, including any forms of communication, applies to all members, guests, staff, and workers of the Elmira Golf Club.

Golf Carts

Power carts must be driven by a licensed individual over the age of 19. There is a maximum of two persons on carts and two carts per tee-time. Carts are not to be driven closer than 10 yards or as otherwise marked from all greens/fringes and tees. All pull/push and electric carts are too kept off green fringes & tees. Please note our cart rules on each cart in the signage posted above the windshield.

Dress Code Regulations

All Players must always wear suitable attire on the course and in and around the Clubhouse. Members are expected to dress tastefully and to comply with the club dress code. As dress is a personal matter and as contemporary golfing attire changes from time to time, any questions regarding the acceptability of a particular piece of apparel can be reviewed with the Golf Shop.

- *Acceptable* Golf Course Attire:
 - Men - shirts with collars, mock collars or tee-shirt with sleeves, reasonable length shorts and/or tailored pants.
 - Ladies - golf shirt (with or without collar), skirts/skorts, reasonable length shorts and/or tailored pants.
 - Tailored denim jeans (providing they are clean, unpatched, and untornd) are also acceptable.
- *Unacceptable* Golf Course Attire:
 - Any apparel that is torn, ripped or contains inappropriate language or inappropriate themes.
 - Swimwear
 - Footwear (*must be always worn*): Soft spike golf shoes & golf sandals, and flat rubber sole shoes (athletic shoes) may be worn.

Practice Facilities

Practicing on or around the Golf Course property is not permitted. We have practice facilities. The practice range balls are for use on the practice facilities only (please note the yellow practice range balls are limited flight by approximately 20% beyond 150 yards). Range balls may not be taken off the property for any reason. Please note we have a putting only green at the first tee. For those wanting to chip and putt, the practice green between the #10 tee and the

range tee can be used. When using the range, please be aware of golfers who may enter the range from #10 or #12 and as courtesy, please give them the right of way.

Stop Signs on course

We have safety stop signs located on holes #4 (right side) & #5 (right side) as well as #15 (right side) and #16 (left side). Each tee has a sign outlining the procedure. When you approach these holes (tees), check ahead towards the fairway to find out if the stop sign has been turned. If so, do not play ahead until the sign has been turned. While your group is in the fairway, you may then use the stop sign to ensure the group behind does not play into you. Be sure to turn the sign back once you move forward.

Parking

Vehicles may come to the front entrance to unload passengers in the drop off area and then must proceed to the designated parking area. Please do not leave your vehicle idling, parked or unattended at the front entrance or area in front of the clubhouse (fire route).

Non-Golfers

- Pets - are not permitted on the Golf Course and not allowed in the Clubhouse unless designated or accredited as medically necessary.
- Walkers - in general, are not permitted on the Golf Course. Management reserves the right to adjust this policy as required in season for special circumstances for any person who requires assistance.

Groups

Elmira Golf Club does not allow more than four players in a group at any time. Groups will be matched up into foursomes during busy times.

Management reserves the right to adjust this policy as required.

Statement Policy, the Service and Consumption of Alcohol

Anyone who appears under the age of at least 25 will be checked for ID since the legal drinking age in Ontario is 19 years of age. Alcohol is not to be served until 9:00 am daily and last call can be given at any time prior to the scheduled closing.

Coolers or alcoholic beverages not purchased from one of our outlets at Elmira Golf Club will be confiscated and each situation dealt with accordingly.

Servers will use their Smart Serve techniques to monitor the consumption of alcohol of individuals and take steps to prevent someone from being intoxicated.

Should someone appear to be intoxicated it is our "duty of care" to ensure that proper steps are taken to safely get this individual home.

As a last resort, the police will be called to deal with any of these issues. Please see our posted alcohol policy posted at Elmira Golf Club and supported by the National Golfers Association of Canada.

Golf Club Alcohol Policy

All persons who appear under the age of 25 will be asked for I.D.

No person under the age of 19 will be served alcohol.

No person who appears intoxicated will be served alcohol.

The Club reserves the right to cease service to anyone who appears to become intoxicated.

No customer is to bring in their own alcohol onto the Club's property, which includes the golf course, parking lot, clubhouse, and for any prizing.

Alcohol of any kind is not permitted in the parking lot areas by law.

The Club reserves the right to check a participant's golf bag if there is reasonable belief that the participant has brought his or her own alcohol onto the Club's property.

The Club does not endorse drinking alcohol and driving. Any person who appears intoxicated will be asked how he or she intends to leave the Club. If the person is known or suspected to have driven a motor vehicle to the Club, he or she will be asked to give the keys of the vehicle to a Club staff member until that person is sober. If the person refuses to give up the keys to the motor vehicle while intoxicated, the police will be called.

Golfers must be reminded that a golf cart is a motorized vehicle; drinking and driving a golf cart is the same as drinking and driving any motor vehicle.

Arriving customers who appear intoxicated will not be allowed into the areas of alcohol service.

Any person who is abusive or disruptive will be asked to leave the Club property; if he or she refuses, the police will be called.

Guests cannot bring their own alcohol onto the Club's property. If a guest is found with his or her own alcohol, the alcohol will be confiscated, and he or she will be asked to leave the property.

NGCOA poster which is posted around clubhouse is to act as a summary for this policy.

For a Waterloo Taxi-Cab Call / 519-888-7777:

Or Over the Limit Designated Drivers 289-930-8989

H. Contact Information

Club Telephone: 519-669-1652

Ext. 1 (Golf Shop)

Ext. 2 (The Grill on the Green)

Ext. 3 (GM / Executive Professional)

Ext. 4 (Head Professional Adam Ferraro)

Ext. 5 (Office Administration)

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