



Cataraqui Golf and Country Club

Clubhouse Policies and Procedures

**February 1, 2023
V5.0**

Table of Contents

Introduction	3
Parking /Towing	4
Sale and Service of Alcohol	4
Smoking	5
Members' Cannabis... ..	6
Gambling.....	6
Playing Cards	6
Tipping and Gratuities.....	6
Tournament and Bonspiel.....	7
Private &/or Outside Events	7
Closing the Clubhouse	7
Events Cancellation	7
Cell Phone	7
Locker Policy.....	8
Outside sourced Food.....	9
Cash-free Policy	9
Minimum Chit Requirements.....	9
Guests	10
Pets and Service Animals.....	10
Loss of Property	10
Private Events... ..	10
General	12
*Violence & Harassment	11
Lowering Flag to Half-Mast.....	11
Club Archives	12
Gifts & Donations to the Club.....	14

** Reference: Cataraqui Golf & Country Club Code of Conduct*



Introduction

- 1. PURPOSE:** To provide greater understanding of what is permitted and considered acceptable on the golf course, curling rink and the Clubhouse
- 2. BACKGROUND:** Members have determined that they and their guests should aspire to an expected standard of conduct and decorum on all occasions and in all locations at Cataraqui Golf & Country Club – a standard that is accepted throughout the worlds of golf and curling and shows respect for all Members and guests while recognizing that our Club is a dual sport and multi-seasonal facility
- 3. CONSIDERATIONS:** With on-going changes in the Club industry, we review Club policies from time to time. After careful review, the Operating Committees, Management and Board reviewed the policy, which represent the norm and Cataraqui Mission, Vision and Values.

Our Mission

To provide quality golf, curling, dining and social experiences for members, their families and guests by enhancing our programs and services

Our Vision

To be a premier club offering high quality facilities and services in a family friendly atmosphere

Our Values

*Mutual Respect and Inclusiveness
Shared Accountability among members and staff
Fiscal Responsibility & Transparency
Respect History & Tradition.
A Commitment to Continuous Improvement
Fun & Welcoming Atmosphere*

Parking/Towing Policy

If a vehicle is parked in an illegal parking spot, the parking notice program will be actioned. Note – if the parking lot is full, vehicles will not be ticketed for parking on the grass – common sense will apply. It needs to be understood that, at points during the day, it may have been necessary to park on the grass. Later that process may appear odd as parking spots reopen.

1. **Courtesy Note** – on the first offence a courtesy note is utilized and put on the windshield under the wipers.
 - a. A photo is taken (provided to Reception) and a copy of the notice is filed with Reception – alphabetically based on License Plate #.
 - b. The photo and notice are to be filed together.

2. **Infraction Notice ONE** - on the “OFFICIAL” first offence the **Catarqui Parking Infraction Notice One** is utilized and put on the windshield under the wipers.
 - a. A photo is taken (provided to Reception) and a copy of the notice is filed with Reception – alphabetically based on License Plate #.
 - b. The photo and notice are to be filed together.

3. **Infraction Notice TWO** - on the “OFFICIAL” second offence the **Catarqui Parking Infraction Notice Two** is utilized and put on the windshield under the wipers.
 - a. A photo is taken (provided to Reception) and a copy of the notice is filed with Reception – alphabetically based on License Plate #.
 - b. The photo and notice are to be filed together.
 - c. In addition, Club Administration is formally notified so that the Member can be contacted.

4. **Infraction Notice THREE**–
 - a. A photo is taken (provided to Reception) and a copy of the notice is filed at Reception – alphabetically based on License Plate #.
 - b. The photo and notice are to be filed together.
 - c. In addition, Club Administration is formally notified and backup confirmation is provided so that the vehicle can be towed at the owner’s expense.

Sale and Service of Alcohol Policy

1. All servers must be 18 year of age (or older) to serve any alcoholic beverage. “Smart Serve” (or appropriate equivalent) program will be taken by all servers and supervisory staff.

2. Alcoholic beverages are never to be served to, or for, persons less than 19 years of age. Identification shall be requested if you believe a Member or guest is under the age of 25.
 - a. Junior members (under the age of 19) may not sign for any alcoholic beverages even if it is not for them.

3. We are required by law to refuse the sale of alcohol to any intoxicated person. Discreetly notify the Supervisor on duty if you believe a person to be intoxicated. Should there be any further incident, ensure it is logged on an "Incident Report".
4. If you believe a person to be intoxicated, a taxi voucher must be filled out and presented to that person to ensure they get home safely. The vouchers may be used for a fare to a home destination only, **and will be charged back to the member's account**. The Supervisor on duty is to authorize the voucher and ensure it is filled out in its entirety.
5. All beer and spirits must be purchased and consumed on the premises. Members or guests are not allowed to bring their own beer or spirits onto the Club premises for personal consumption, nor are beer, nor spirits purchased from the Club to leave the premises unless part of the Take Away program introduced in 2020 in response to Covid 19. Our Liquor License contains the endorsement that allows Members to bring in their own wine. Such wine must have appropriate designations and may not be a "brew your own" product. Corkage fees will be applied by servers. Should you notice any transgressions, notify the shift Supervisor immediately.

Alcohol is not permitted, by law, to be served before 9:00am (as of April 2019) or after 2:00am. Club policy is that the sale of alcohol will cease at 1:00am. An extension of this time limit will be decided upon only by the Supervisor on duty.

In serving alcohol, the Server may be held responsible for any Members', or their guests' resultant actions. These rules are to be strictly enforced. Failure to do so may result in severe disciplinary actions by the Club, or possible fines and legal action against the Server, Member and the Club.

Smoking Policy

Smoking is only permitted on the premises of the Club in designated areas. The designated areas include the golf course, the practice range and an area north of the patio set out with chairs and cigarette receptacles.

Smoking is not permitted on the patio adjacent the golf lounge, on the 2nd floor patio accessed via the dining room, or within any of the buildings on Club premises.

Tobacco products are not sold on Club premises.

Member Cannabis Policy

Cataraqui Golf & Country Club is dedicated to fostering a family friendly environment and is vitally interested in the health and safety of its Members. To this end, the Club is committed to promoting a safe and healthy environment for its Members, their guests and staff. In response to Bill C-45 Cannabis Act, which came into effect October 17th, 2018, the Club adopted the following policy to communicate its expectations and guidelines surrounding cannabis in any form. The use of cannabis will be treated the same as all other recreational substances. The Club will review this policy from time to time and make amendments as necessary.

Recreational use of Cannabis by Club Members

- All Members are asked to respect and adhere to the established Club policy that **prohibits** the use of recreational cannabis in any form (e.g. smoking, gravity bong, edibles, vaping, sprays, oils etc.) on **Club premises**.
- A proof of medical license would be required should a Member request to be allowed to use cannabis in any form on Club premises by furnishing a copy to the Chief Operating Officer. Upon satisfying this requirement, the Member will be accommodated accordingly; to the extent of undue hardship.
- In situations where cannabis is being used for medicinal purposes, the Club reserves the right to determine where it will be used. The administering area will be discussed and documented during the accommodation meeting. The administering area may differ from Member to Member, as it will depend on the form in which the cannabis is to be medically taken. Please note that all matters relating to the enforcement of this policy will be handled in strictest confidence in accordance with applicable privacy legislation and related Club policies

Gambling Policy

Gambling on Club property is not allowed.

Playing Cards Policy

The playing of cards and other games is restricted to areas approved of the Director of Food & Beverage Services.

Guests for Wednesday Bridge Club are welcome four (4) times per fiscal year..

Tipping

Tipping of Service Staff by Members and guests is allowed.

Gratuity

There is an automatic gratuity (18%) on all Food and Beverage charges. As per Employment Standards (June 2016), 100% of charged gratuities are distributed to the Food & Beverage and Clubhouse staff.

Tournament and Bonspiel Gratuity

All Tournaments and Bonspiels will be charged 18% gratuity for all Food & Beverage charges.

Private Outside Events Gratuity

A 18% service charge is applied on private outside events for all Food and Beverage services.

Clubhouse Closing Procedures Policy

In extreme weather conditions, should the safety of staff and Members be jeopardized while traveling to and from the Club, it will be the responsibility of the COO or shift Supervisor to determine whether to close the Clubhouse. Further, if the Clubhouse is to remain open, it will be their responsibility to decide what services will continue to be available and to appoint an individual to keep the Clubhouse open.

Event Cancellation by Member Policy

Members wishing to cancel their participation in an event for which they are signed up to attend, are required to notify the office within **24 hours prior to the event, unless otherwise posted.**

Members who do not notify the office within the stipulated time-period will be subject to a cancellation fee equal to 100% of the cost of the event. Member co-operation is greatly appreciated as it will eliminate unnecessary costs and provide openings for other Members who might wish to participate in the event.

Cell Phone Policy

The environment at Cataraqui, both in the Clubhouse, as well as the grounds and golf course, is focused on encouraging social interaction and personal enjoyment by its Members and guests, free of the disturbance of ringing cellular devices.

- Making or receiving phone calls via cellular devices (cell phones, PDAs) at Cataraqui is discouraged. Members and guests are encouraged to be discrete when taking calls.

- When a cellular device is carried on the property, it must be on vibrate mode at all times.
- Verbal communication e.g. phone calls and conversations, is restricted to restroom facilities, locker rooms, on the upper floor, or in the parking lot and must be done in a courteous fashion so as not to cause a distraction.
- Discreet, nonverbal (silent) communication e.g. text messaging, e-mails and scheduling is permissible.

Locker Policy

1. All locker allocations will be made as follows:
 - The spring changeover will commence the Wednesday following Curling Championship weekend. Curlers will be notified that they must be out of their lockers by this date.
 - The lockers will be ready for the golfers on the Friday following Curling Championship Weekend.
 - The fall changeover will commence on November 1st. Golfers will be notified that they must be out of their lockers by October 31st. The lockers will be ready for the curlers by November 3rd.
 - Two-sport members maintain a locker for a 12-month period.
 - Locker vacating by Members will occur in order of reverse seniority as required, up until Members that joined prior to June 25th, 2002. Full Golf members and Full Curling members that have joined prior to June 25th, 2002 are not required to vacate their locker.
2. Members in the following categories will be assigned a half-sized locker, subject to availability.
 - Young Professional Golf
 - Limited Play Golf
 - Limited Trial Golf
3. Members in the following categories will not be eligible for lockers.
 - Discretionary Leave of Absence
 - Absentee
4. Four (4) lockers in both Men's' and Women's' locker rooms will be reserved for Guests and Non-resident members, subject to availability
5. A Junior Member may rent a locker on a seasonal basis provided that a locker is available. Juniors may be required to share with 2 or 3 juniors.
6. Members on a Medical Leave of Absence category are eligible to maintain their locker on a seniority basis if a locker is available.
7. If required, a separate waiting list for golfers and curlers requiring lockers will be maintained in order of application date.
8. Members who are returning from Medical Leave of Absence or Discretionary Leave of Absence will be placed at the top of the waiting list according to their date of notice to the club indicating that they will be returning as active golf/curling members.
9. An accurate register of locker allocations shall be kept so that vacant lockers can be identified for use by guest, etc. if available.

Outside Sourced Food

Food from outside sources is not to be consumed on Club premises without the approval of the Director of Food & Beverage Services.

Beverages will be supplied by the Club and charged at the current rate.

Cash-free Policy

As of April 15, 2019 Cataraqui Golf & Country Club adopted a “Cash Free” policy in the Clubhouse.

Payments on account will still be accepted in cash, at Reception and/or the ADMIN office; however, cash will not be a settlement form-of-tender option at any of the Clubhouse’s Points of Sale.

Club Members shall put their food and beverage charges on their chit, unless prior arrangements have been made with the F&B management.

Guests will have the option to use Debit, MasterCard or Visa as a means of payment for Food and Beverage services

We recognize that there may be some Special Events or functions that will require a cash-tender option and those will be accommodated on an as needed basis. This requirement is to be communicated to the Food & Beverage Management when planning the event.

Minimum Chit Requirements

The minimum chit charge is an accumulative of Food and Beverage purchases over a twelve-month period, according to the annual fee schedule, and coinciding with the Club’s Fiscal year, October 1st to September 30th. Any member who accumulates less than the minimum dollar amount in Food & Beverage purchases, is assessed the difference between the amount which is spent, and the minimum amount required by the end of the 12-month period.

Couples who are both members may combine their individual minimums to total a required spending amount. The combined minimums are charged to the single account number, which applies to spouse membership classifications.

NOTE:

The minimum amount required to be spent is calculated before taxes and gratuities.

The minimum charge will NOT be carried forward from one fiscal period to the next. Any member who spends less than the minimum amount is assessed the difference between the

amount that is spent, and the minimum amount, which is billed on the annual September invoice.

Guests

Members may introduce guests to the Clubhouse at any time. There is no restriction on the number of times a guest may be brought to the Clubhouse to enjoy the dining and beverage facilities.

All guests introduced to the Club must be accompanied by a member, except for unaccompanied guests playing in a foursome as a privilege of a Corporate Flex Member's invitation.

Members who make reservations for guest (s) to attend an event with a special menu or an event that is open to a limited number of people are obligated to pay for the meal or event if they do not provided a minimum of 24-hours' notice of cancellation.

A member introducing a guest shall be held responsible for his or her behaviour while on Club premises, for all debts incurred to the Club, and for any damages done to the Club property.

Pets and Service Animals

Dogs and other pets are not allowed in the Clubhouse or on the patio deck areas. Dogs are not permitted on the Golf Course or grounds unless leashed and under the control of the owner.

Service animals will be accommodated.

Loss of Property

The Club is not responsible for the loss of property or personal effects of members or their guests upon the Club premises; for loss or damage sustained by cars of members or guests; or for any damage or injury sustained by a member or guest in or about the Club premises.

Personal property left in the Clubhouse will be picked up by Club Staff and held for a period of two months after which it will be disposed of. Enquiries regarding lost property should be directed to the Maintenance or Office Staff.

Private Functions

A special events menu is available for those members wishing to hold private functions at the Club. Booking for such functions should be submitted as early as possible to the Director of Food & Beverage Services.

The definition of a private function is:

- a. One that involves exclusive use of any portion of the Clubhouse;
- b. A party exceeding twenty in number.

Special charges are levied for all private functions involving the exclusive use of any portion of the Clubhouse. Details of these charges may be obtained from the Director of Food & Beverage Services.

Private functions involving exclusive use of a portion of the Clubhouse will be posted on the Notice Board in the Main Entrance lobby.

Members are requested not to use these areas when private functions are in progress.

General

No member may engage any musician(s) or performer(s) for performance in the Clubhouse without prior consultation with the Director of Food & Beverage Services.

Members are not permitted to enter staff areas of the Clubhouse without the permission of the Chief Operating Officer or Clubhouse Manager. These include the kitchen and bars and related storage room, and the staff locker rooms, washrooms and lounge.

No Club property may be removed from the Clubhouse by members or their guests or by Club employees without authorization of the Chief Operating Officer or designate.

Violence & Harassment

In accordance with the Members' Code of Conduct, no Member shall physically or verbally abuse (includes lewd and inappropriate comments) discriminate, bully or harass (including sexual harassment) any member, guest or staff.

In the event of a breach in the Code of Conduct, an Incident Report or Complaint can be completed, per the Guidelines in the Code of Conduct. The processes and procedures will be conducted as outlined therein.

Reference: Cataraqui Golf & Country Club Code of Conduct

Lowering Flag to Half Mast Protocol

Flying of the three (3) flags (Canada, Ontario and the Cataraqui GCC) at half-mast is a strong visual statement that speaks to the sense of loss shared by all members

This protocol contains practices by both Ontario Protocol and Canadian Heritage.

1. The National Flag of Canada, the Provincial Flag of Ontario and the Cataraqui Golf & Country Club flag will be flown at half-mast to mark the passing of any member of the Cataraqui community or a prominent public figure, as listed below.

Members of the Cataraqui GCC Community

- Current and past golf and curling members (past members are those who have retired from the sport within the past 10 years)
- Current social members
- Current full-time/seasonal staff and immediate family
- Retired fulltime/seasonal staff

Prominent Public Figures – as defined by the national and provincial flag protocols and at the discretion of the Board of Directors

2. The Flag will be lowered from time of notification of the death and will remain lowered for up to 3 days just prior to the service. If no funeral or memorial service is held, then the flag will be lowered at time of notification for a 3 day period.

3. Other circumstances: In certain cases, and at the discretion of the COO and Club President, the flag may be lowered to mourn lives lost in tragic local, national and international events.

4. The flag will also be lowered on other occasions including Remembrance Day (Nov. 11th) and Canada's National Day of Mourning (April 28th).

5. The club will send the deceased member's immediate family a card of condolence.

Club Archives

2021.May.21 -- ARCHIVES POLICY is pending review of Hospitality & Social Committee under the guidance of the former Archival Committee.

Rationale: Golf, curling, and social "events"; other activities of historical importance or special interest; changes in its Clubhouse; and changes in its golf course and golf facilities.

Procedure:

To ensure accurate Archives, the Hospitality & Social Committee proposes the following:

- a. That the Board / COO identify a location and provide adequate facilities for maintenance of archives.
- b. That the COO supervises the maintenance of records for the Archives
- c. That the Administration Office be responsible for filing records stipulated as Archives, in a location to be assigned.
- d. That the Curling Committee (1) submit for filing, annual records of "events" and winners, (2) research history of awards (trophies, plaques, etc.) presented, (3) submit

- pictures of winners of “events” and pictures of other significant moments (ie. Eight- ender)
- e. That the Golf Committee (1) submit for filing, annual record of “events” and winners, (2) research the history of awards (trophies, plaques, etc.) presented, (3) submit pictures of winners of “events” and pictures of other significant moments (e.g. special Club- sponsored tournaments)
 - f. That the Social Committee (1) submit for filing, annual records of “events”, (2) pictures of significant moments
 - g. That the Greens Committee (1) submit an outline map of the Golf Course and ensure the accuracy of this map by updating it when significant changes are made, (2) submit a video tape which identifies each hole, describes its yardage and design, and includes anecdotes of special interest.
 - h. That the Finance Committee submit for filing, annual financial reports
 - i. That the House Committee (1) submit for filing, annual reports, (2) label and record all existing artifacts and submit this record.
 - j. That the Strategic and Long-Range Planning Committee submit for filing, annual reports. k. That the Membership, Marketing and Communications Committee submit for filing, annual reports.
 - l. That the General Manager submit for filing (1) annual rosters, (2) annual records of “events” not covered by the Committees and pictures of these “events”.
 - m. That the General Manager ensure that copies of printed material of historical value submitted to the Club’s Archives, be placed in the Archives at Queen’s (back-up record).

Expenses

The House Committee proposes the following:

- a. That the House Committee purchase a camera and make it available to the Committee Chairs or their designates; the use of the camera is to be monitored by the General Manager who will use a sign-out procedure (camera \$300-500)
- b. That the House Committee purchase albums in which to file pictures and that these albums be made available to the general membership for perusal. (\$100-\$500)
- c. That each committee allot a percentage of its budget to defray the cost of providing its records and pictures for the Archives (\$100)
- d. That the Board provide a suitable location and adequate facilities for maintenance of the Archives; a budgeted amount established annually could be used to establish temporary facilities while the Strategic and Long- Range Planning Committee takes this request under advisement.

Conclusion

A well-maintained Archive will provide accurate materials to track the history of the club and will allow members, present and future, to appreciate its traditions.

Gift & Donations to the Club

Living Memorial and Memorial Policy

(Approved: January 30th, 2023)

The Board of Directors has established that the Living Memorial, Memorial Policy, and its administration will be the function of the Facilities Committee, which may at times appoint a sub-committee to assist with this process.

Living Memorial or Memorial Donations / Gifts:

Living Memorial or Memorial donations and/or gifts may be made to the Cataraqui Golf & Country Club on behalf of Members, Friends of Cataraqui, Employees and Corporations / Businesses subject to approval by the Board of Directors of the Cataraqui Golf and Country Club.

Guidelines for Donation:

A general monetary donation for the enhancement of the grounds and facility is encouraged. Corporate donations are welcome. If you wish to direct your gift towards a specific improvement, please identify this improvement in writing. Generally, a list of required improvements is kept by the Chief Operating Officer however suggestions will be considered by the Board of Directors

Recognition of Donation:

Effective February 1st, 2023, future recognition of memorial gifts will be recognized in a consistent manner. In the case of corporate donations, the corporate name may be utilized however the corporate logo will not be utilized.

Memorial Wall.

The wall is designed to recognize the following:

- Living tributes
- Memorial tributes
- Those wishing to make a gift or donation to the Club; and
- Corporate Sponsorship
- We are not allowing recognition of significant ongoing events, such as the Rose of Hope

Guidelines for Donation:

Donations to the Club will be directed to the enhancement of the grounds and facilities at Cataraqui. If a Member wishes to have a donation directed to a particular initiative or project we can do so, (pending annual capital projects approvals). All donation requests are to be

approved by the Board of Directors. The Chief Operating Officer will maintain a list based on Board approval.

Recognition of Donation:

Effective February 1, 2023, recognition of donors will be acknowledged in the following ways:

- Inscription on the Cataraqui Recognition Wall
- Notice to Board of Directors
- Membership Newsletter
- Year End Report to the Shareholders- Annual General Meeting

In the case of business/corporate donations, the corporate name may be utilized however corporate logos will not be allowed.

Donation Options:

In the Clubhouse, the Appreciation Tree will recognize donations of a monetary value between \$900 and \$2499.

- \$2, 500 small inscription - 2 lines on the Recognition Wall – Black
- \$5,000 large inscription – 3 lines on the Recognition Wall - Black with Gold graphics

Please note that engraving will occur annually.

CONTACT: Chief Operating Officer at: 613-546-4221 ext. 100

For other References related to Clubhouse Policies, please see:

- ***Cataraqui Golf & Country Club Code of Conduct***

