



2022 / 2023

Members Handbook / Code of Conduct



Morningstar Golf Club

October 2022

Welcome to the Morningstar Golf Club Member Handbook and Code of Conduct! This Handbook and Code of Conduct has been created by the Morningstar Management in collaboration with the Morningstar Members Committee (MMC) to assist our Members in their understanding of how our membership can, individually and collectively, work together with Club Management to build an engaged and active Morningstar golf community committed to improving our course and ensuring a great golf experience for all.

The MMC was formed at the request of Morningstar Management and its committee members to reflect the diversity of gender, membership tenure, and golf interests that we see in our Morningstar golfing community overall.

The MMC acts a conduit of information flowing between Members and the Morningstar Management team. Based on questions, feedback, and comments from the membership, the MMC highlights issues and provides recommendations which may assist the Management Team in making decisions regarding general planning and day-to-day operations of our Morningstar Golf Club.

To ensure the MMC is effectively understanding and representing Members' interests, values, and priorities, all current Morningstar Members are encouraged to contact the MMC at any time through email – memberscommittee@morningstargolf.com.

The Morningstar Members' Committee (2022)

Chris Beach – Chair and Member at Large
Jackie Carter – Vice-Chair and Member at Large
Teresa Dowell – Women's League Captain
Gord Dowling – Senior Men's League Captain
Mary Higgins – Wednesday Women's League
Keith Hosking – Member at Large
Jim Ross – Chair Handicap Committee and Monday Senior Men's League Captain
Rob Stoy – Member at Large
Ray Tessier – Secretary and Member at Large
Dale Thompson – Sunday Men's League Captain



*Left to Right: Gord Dowling, Jim Ross, Keith Hosking, Mary Higgins, Teresa Dowell, Chris Beach, Jackie Carter.
Missing: Ray Tessier, Rob Stoy, Dale Thompson.*

Table of Contents

<u>The 3Rs of Morningstar Golf Club</u>	4
<u>Booking Your Tee Times</u>	5
<u>Dressing for Your Round of Golf</u>	7
<u>Arriving at the Morningstar Golf Course</u>	9
<u>Using the Morningstar Golf Club Practice Facilities</u>	10
<u>Golf Cars and Push Carts</u>	12
<u>Caring for the Course You Love</u>	15
<u>Respecting Other Golfers</u>	17
<u>Pace of Play</u>	17
<u>Noise Level</u>	19
<u>Dangerous or Improper Behaviour</u>	20
<u>Supporting and Respecting our Morningstar Team</u>	21
<u>Morningstar Golf Club Code of Conduct</u>	23
<u>Code of Conduct Sanctions</u>	24
<u>Stages Leading to Code of Conduct Sanctions</u>	25
<u>Code of Conduct Incidents Involving Morningstar Employees</u>	26
<u>Member Code of Conduct Acknowledgement</u>	27

The 3Rs of Morningstar Golf Club

As a valued Member at Morningstar, you play an important role in helping to keep our golf course and its facilities in top shape. Often it is the small efforts that add up to a big impact and we ask that all members consider the many ways they can show respect for the course during their time on site.

We ask all members and guests to remember and commit to the 3Rs of Morningstar Golf Club. These are:

RESPECT the golf course

RESPECT other golfers

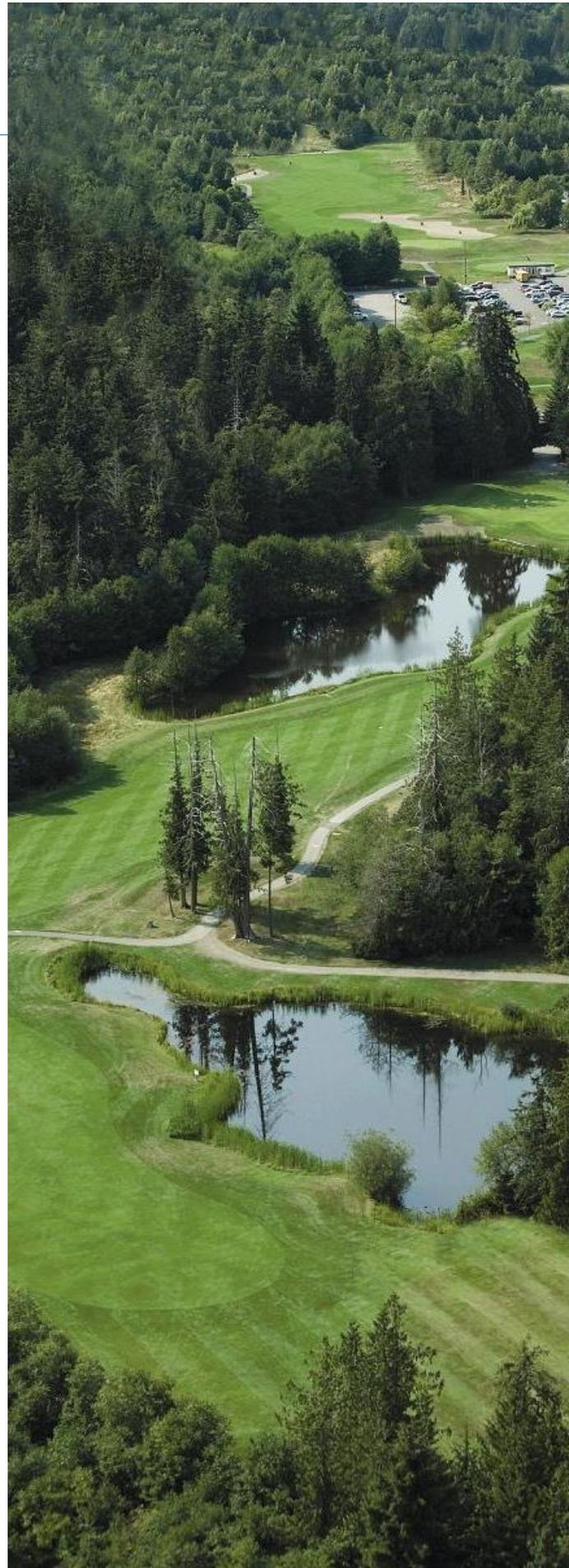
RESPECT the Morningstar team

While most Members and guests understand these ideas in principle and follow them as a matter of course, this Handbook and Code of Conduct will help describe what is needed and expected of everyone and will outline the potential consequences to those failing to meet these collective expectations.

It is important to note that the expectations outlined in this Handbook and Code of Conduct have not been arrived at arbitrarily but as a result of much experience, observation, discussion, collaboration, and in the interest of improving the golfing and working experience of the whole Morningstar community.

It is helpful, when reviewing each section to do so with the 3Rs in mind and to remember that Morningstar Golf Club is a business, first and foremost.

All decisions made by our Course Management Team are made with the intention of creating the best possible Member and guest experience while ensuring the Morningstar Golf Club's "bottom line" is profitable for its owners and stakeholders.



Booking Your Tee Times



To ensure Morningstar’s considerable potential and our business goals reached, the tee sheet must be maximized every day. Each tee time has considerable value - we need to utilize every spot so that improvements to the course can be made and improvement projects can be undertaken.

Tee times that are booked and then not filled at the time means we have lost that revenue on that day. For example, when a foursome is booked and only two people show up to the tee time, Morningstar effectively loses the opportunity to generate close to \$200.00. If this happens frequently, this adds up to a very significant loss of annual revenue. When members book tee times and then don’t show, we lose the option of booking other golfers for that spot.

For these and other reasons, we need members to help our Golf Shop staff manage and maximize the tee sheet as much as possible by being organized **BEFORE** booking (e.g. know who you are going to play with) and by observing the following:

1. Book your tee times through the Chronogolf website, Morningstar’s mobile app, or by calling the Golf Shop. Members have a preferred tee time booking and can book their times at 8:00 pm 14 days before the date of play (e.g. on Tuesday, Sept 14th at 8:00 pm members can book tee times for up to and including Sept 28th).
2. The practice of place-holding, where a member reserves one or more tee spots and then gives the spot(s) to someone else or abandons the spot(s) altogether just before the actual spot(s), is forbidden. Any member engaging in this practice will be warned to cease immediately. Should the member continue the practice, s/he will be assessed the value of any vacant tee spots s/he originally reserved and will lose their reservation privileges.
3. For league groups (e.g. Senior Mens, Womens), the group organizers must have the correct **number** AND **names** of players on the tee sheet NINE (9) days before the day of golf. This allows other members (not part of your group) access to empty tee times before the sheet opens to the public seven days before the day of golf.
 - a. League organizers will be given the number of tee times requested for the size of their group. Adding additional players (i.e. more tee times) on the day of golf is only possible if there are open tee times available – attempting to “squeeze” players into

the tee sheet disrupts the tee times of all those players who booked appropriately previous to the day.

- b. League organizers who demonstrate a pattern of not filling the number of requested tee times will be contacted by Management and the number of group tee times may be reduced accordingly.
4. Member-booked tee times that do not contain member names **NINE** (9) days before the day of golf will be released for availability for public (or other member) booking. In other words, “reserving” tee times without assigning the spot to a specific player is strongly discouraged and these unassigned tee times will be released nine days before to allow others access to the spot(s). Again, please organize your playing group **BEFORE** booking tee times so all player names can be entered.
 5. Member booking privileges are not transferrable from member to member. Every member who is booking a tee time **MUST** use his/her own name and email.
 6. Cancellations of any tee time can be made up to 24 hrs in advance either online or by phoning the Golf Shop.
 - a. In the event that an unexpected issue arises within the 24-hr cancellation period, members must cancel by phoning the Golf Shop only (not online) as Golf Shop staff does not check email continuously through the day. If no one answers the phone, leave a voice message.
 - b. If a member fails to cancel his/her tee time and simply does not show up, the situation will be reviewed by the Morningstar management and Members Committee to determine appropriate action which will include a warning, and/or a \$30.00 “no show” charge and/or a temporary suspension of booking privileges.
 7. The Morningstar Golf Shop team reserves the right to group twosomes and singles with other players, including members, if/when tee times are available. This is in keeping with the goal of maximizing the daily tee sheet and managing it efficiently.
 8. When booking a tee time, members who require a golf car **MUST** indicate this on their tee time booking. This allows for accurate and efficient management of the golf car fleet. If you fail to book a power car when booking your tee time, there is no guarantee one will be available when you arrive on golf day. If you have booked your tee time and forgotten to book a power car, phone the Golf Shop as soon as possible to add the reservation to your tee time booking.
 9. Members can book their tee times according to their category of membership:
 - a. Full Play Members – can book for play any time of day, 7 days a week
 - b. Weekday Members – can book for play any time of day, Mon through Fri including holidays

- c. Afternoon Members – can book after 1:00 pm March 1st – October 17th and after 11:20 a.m. October 18th – February 28th.
- d. Intermediate Members (under 35 years of age) – can book as a Full Play Member
- e. Junior Members (under 19 years of age) – after 12:00 pm or at other times with approval of Professional Staff

Note that Weekday and Afternoon Members may play outside their restricted times by paying a surcharge fee. This fee is waived for any Member events (e.g. Club Championship, Couples Night, Interclub, etc)

Dressing for Your Round of Golf (aka Golf Course Attire)

It is understood that times have changed and that many people prefer a very casual “look” when participating in leisure activities. As such, with the following guidelines we are seeking to find the balance between modern “casual” dress and more traditional or acceptable attire that is comfortable and appropriate when golfing. We ask that all members observe the following dress code when playing at Morningstar Golf Club:

Women

- Tops should have either sleeves or a collar and be full length past the waist. Sleeveless tops are allowed if they have a collar but no tank tops or “crop tops” should be worn.
- Shorts, skorts, skirts, and dresses should fall to a modest, mid-thigh length. Short shorts or very mini skirts/dresses should not be worn.
- Denim pants are permitted IF the denim is dark or coloured and is not fashionably (or otherwise) ripped or torn. What would be considered traditional style denim jeans will be permitted only during very inclement weather or between Nov 1 – Feb 28.



- Athletic wear may be worn but must comply with the guidelines noted.
- Clothing with any profanity, offensive language, or vulgar/garish/gaudy graphics is not permitted under any circumstance.

- Footwear is limited to athletic shoes with non-aggressive treads or golf shoes with soft spikes.

Women members who arrive to play golf wearing clothing that doesn't meet Morningstar's expectations will be asked to comply with the dress code. Members who repeatedly fail to comply with the dress code will be reviewed by the Morningstar management and Members Committee to determine if temporary suspension of member booking privileges is appropriate.

Men



- Shirts must have both sleeves and a collar. No T-shirts or tank tops should be worn.
- Shorts must be modest in length – mid-thigh length – and cannot be a gym, beach, or basketball style.
- Denim pants are permitted IF the denim is dark or coloured and is not fashionably (or otherwise) ripped or torn. What would be considered traditional style denim jeans will be permitted only during very inclement weather or between Nov 1 – Feb 28.
- Clothing with any profanity or offensive language is not permitted under any circumstance.
- Footwear is limited to athletic shoes with non-aggressive treads or golf shoes with soft spikes.

Men members who arrive to play golf wearing clothing that doesn't meet Morningstar's expectations will be asked to comply with the dress code. Members who repeatedly fail to comply with our dress code will be reviewed by the Morningstar management and Members Committee to determine if temporary suspension of member booking privileges is appropriate.

Arriving at the Morningstar Golf Course

Currently groups tee off in 10-minute intervals starting on the hour/half hour. This has been found to be a good interval allowing our Golf Shop and Starter team members to properly welcome and set up our players for the best possible golf experience. Our Starters work very hard to ensure everyone tees off no later than their designated tee time and, as such, we ask all members to assist our Starters (and everyone teeing off after you!) by observing the following:

1. Arrive at Morningstar at least twenty (20) minutes BEFORE your designated tee off time. This gives you time to sign in at the Golf Shop, get your power car (if you've reserved one), and warm up at the practice facility.
 - a. If there is any issue that is affecting the tee sheet start (e.g. frost delay in the morning), we strongly recommend checking our website www.morningstargolf.com OR calling the Golf Shop to find out the impact on your tee time. Once you know what your new tee time is, arrive the standard 20 minutes prior. The Golf Shop team and Starter will adjust the tee off interval to try and recover lost time and return to the day's original tee times as quickly as possible.
2. Park your vehicle in the parking lot appropriately by observing the designated parking spots and by parking large vehicles or those with trailers in the gravel parking overflow area. **It is not acceptable for a vehicle to use multiple parking spots in the main parking area.**
 - a. If you see an improperly parked vehicle in the parking lot, please report this to our Golf Shop team. Every effort will be made to contact the owner of the vehicle so it can be re-parked. However, in the event that an improperly parked vehicle is causing a significant issue, Morningstar Management reserves the right to call to have a vehicle removed.
 - b. A member who shows a pattern of improperly parking in our lot will be reviewed by the Management and Members Committee to determine if temporary suspension of parking privileges is appropriate.



Using the Morningstar Golf Club Practice Facility

We enjoy one of the finest golf practice facilities on Vancouver Island and much work and effort goes into keeping it in top shape. Our practice facility includes the grass deck Driving Range, the putting green next to the Golf Shop, and the two short game areas next to the Academy building.



Driving Range

Each spring, once it is warm enough for the grass to start growing, golfers practicing their long shots are moved from the covered area to the grass deck.

Our Outside Services and Course Maintenance team prepare the deck by clean picking balls and mowing the deck (usually twice a week) and moving the ropes and

markers that designate the practice “stalls” backwards to open up fresh turf (each evening). To ensure the grass deck is not “used up” too quickly and the grass can recover, the ropes and markers are moved back just enough to allow new grass to be available. You can assist in keeping this valuable seasonal practice resource in the best shape possible by observing the following:

1. ALWAYS hit in a designated space that is delineated by the forward and back rope and the white board markers. Do not hit ahead or behind the rope no matter how tempting the green grass might be and do not hit balls from the Golf Academy space unless you have been directed to do so by an Academy instructor.
2. Do not move the ropes or markers to create your own space. If there is an issue with where the ropes or markers are located, inform the Golf Shop immediately so they can investigate and rectify any problem.
3. Observe the signage that shows how to minimize divot damage by taking divots in a straight line versus randomly over the stall area. This helps not only increase the healing of the grass but leaves grass in the space for the next player that day.
4. Members must adhere to the distance maximum signage posted to keep range balls within the confines of the range.

5. During WINTER or inclement weather, the grass deck will NOT be available and golfers will be required to hit off the artificial mats under the covers. This will be clearly marked on signs – if you aren't sure if it is “under cover only” on the driving range, confirm with the Golf Shop. If you are instructed to hit only from under the covers, you must hit only off the mats. Do not hit off the grass in front or beside the covered area. This damages the grass area and it may take considerable time to heal. Leave the rubber tees either in place under the mat or in the plastic trough beside the mat.
6. Members may only use yellow Morningstar practice balls on the Driving Range.
7. If a member is failing to observe these driving range expectations, he or she will be asked to comply with the stated guidelines. If a member repeatedly fails to observe the expectations, the situation will be reviewed by the Morningstar management to determine if temporary suspension of practice facility access is appropriate.

Practice Greens

There are three greens in the practice facility to help with a player's short game. Each has been designed to accommodate specific short game shots. Like the Driving Range, please observe these guidelines to help keep these greens in top shape:

1. The Putting Green next to the Golf Shop – it is designed and maintained just as the greens on the course to replicate your actual putting experience as closely as possible. This area is not designed for chip shots – please use it only for putting practice.
2. The Chipping Green with Bunker – it is obviously designed to assist with chipping out of a bunker but can also be used for general chipping practice. When finished, please remove all range balls as you rake the bunker.
3. The Chipping Green next to the Academy – it is also designed for practicing longer chipping with the green being very flat. Please fix any ball marks created on the green while practicing.
4. Members may use either yellow Morningstar practice balls OR their own balls on any of the three practice greens.



5. As with the Driving Range, if a member is failing to respect the practice greens and the other players also practicing nearby, he or she will be asked to comply with the guidelines for use. If a member repeatedly fails to observe the expectations, the situation will be reviewed by the Morningstar management to determine if temporary suspension of practice facility access is appropriate.



Enjoying Your Round of Golf

It's a lovely day and you've teed off (on time!) heading out on our beautiful Morningstar golf course. We have a very active Members group at Morningstar with some players hitting the course over 200 times in a year. There are many opportunities while out on the course to show you respect the course, other players, and our Morningstar team.

Golf Cars and Push Carts

Golf cars and push carts, when not used appropriately, cause so much damage on the golf course. Some of the damage takes a great deal of time to heal and/or a great many person-hours to repair. And this is time spent away from doing general improvements to our course. It is critical that all members work collaboratively with our course maintenance crew to keep the course in the best condition possible by observing the following:

1. All members are expected to know and understand whatever daily rules are governing golf cars and push carts. Ignorance of these rules is not an acceptable excuse as the Golf Shop team and our Starters have that information and are instructed to tell each group when

checking in or teeing off. If they fail to tell you, it is your responsibility to ask to ensure you know where you can drive your car or push your cart.

2. The daily rules must be followed at all times at all locations on the golf course. This means the rules will apply beyond the first and second hole.



3. There are three main possibilities with respect to golf car / push cart traffic rules on any given day.

Cart Path Only – this means that golf cars **MUST** always remain **ON** the cart path on all holes. This daily rule is used when it is determined by our Superintendent that the course is too wet to accommodate golf cars on the fairways. **In extremely wet conditions, the Cart Path Only rule can also apply to push carts.** It is important to note, while an individual member may think conditions do not warrant this upon observing course conditions, our Superintendent does not make this ruling lightly and does so with the best interest of current and future course conditions.

90 Degree Rule – this means players are directed to drive up the cart path until parallel with their golf ball, turn onto the course and drive straight to it (90 degrees to the path) and then, avoiding sharp turns, drive back the way they came onto the cart path to get to the next shot. Members are reminded this does not mean driving 45 degrees back to the cart path or driving 90 degrees onto the fairway and then up the fairway exiting at some further distance. This intermediary rule (between Cart Path Only and Full Fairway) is made when conditions are improving and some traffic can be allowed onto the course without too much damage.

Full Fairway – this means players are allowed to drive the golf car onto the fairway as needed while still observing the general golf car rules that are applicable any day.

4. There are also several general rules that apply to golf cars and push carts at **ALL** times regardless of whether traffic is designated Cart Path Only, 90 Degree Rule, or Full Fairway.
 - a. Golf cars AND push carts must remain 30 feet back from all greens. Additionally, there should be no wheeled traffic of any kind between the bunkers and the greens. Observe the “Cart” signs directing wheeled traffic AWAY from greens.
 - b. Members are asked to never leave your golf car or push cart in a position in front of the green that necessitates you going back to get it. It should be positioned on the cart path beside the green ready to leave for the next hole.
 - c. Golf cars are not allowed anywhere on the fairways on all Par 3s – in other words, these holes are designated “Cart Path Only” at all times.
 - d. Morningstar golf cars and push carts must be cared for to ensure they are kept in good condition and functional for many years. Replacing or repairing either is a cost that affects Morningstar’s revenue generation and may impact Management’s ability to approve a course improvement initiative.
 - e. Member-owned golf cars may be used on the course IF they have been inspected and approved and the required surcharge or fee is paid.
5. Some Members may have one or more medical conditions which prevents them from adhering to the daily rules for golf cars. If this is the case, the member must discuss the situation with Management to determine if certain allowances can be made for golf car use on the course. This official determination is needed prior to using a golf car on the course. The golf car will be fitted with a blue flag, the 90 degree rule may be allowed (except on Par 3s) when the course is designated “Cart Path Only” depending on conditions. Blue Flag users should confirm specific instructions with Starter or Golf Shop team before play. Management should be informed immediately upon relief of the medical condition.
6. If a member fails to observe the general or daily rules governing golf cars and push carts, causes damage to the course, or damage to a power car, the situation will be reviewed by the Morningstar management to determine an appropriate course of action that may include one or more consequences such as payment of damages or repairs, suspension of power car privileges, suspension of golf privileges, or in the case of repeated offenses, expulsion from Morningstar Golf Club.

Caring for the Course You Love



Morningstar Golf Club is a 180 acre property and everyone's cooperation and assistance is needed to help keep it in top shape. There are many small efforts Members can make when they play the course to help keep Morningstar not only beautiful but clean and safe.

Everyone is asked to observe the following:

1. Repair your ball mark and at least one additional ball mark on each green.
2. Use sand bottles at all times to fill divots up to the base of the turf (not mounded) wherever you make them. Bottles can be filled at the first, 5th, 10th and 13th tee. Like ball marks, if you see an unsanded divot, please fill it in.
3. Carefully rake sand traps after use. The rake should be left in a position where it is least likely to impact a golf shot. Place the rake with its head in the bunker and its handle out.
4. Unless the course is under fire hazard warning in extreme heat, smoking is allowed on the course but all members are expected to dispose of all cigarette and cigar butts appropriately in designated bins or buckets. Members frequently complain about the butts located all

over the course – do your part to keep our course butt-free and safe (bark mulch burns!). If signage indicates that smoking is not allowed due to fire risk or extreme heat, Members are directed to not smoke anywhere on Morningstar property.

5. Dispose of all garbage, food waste, plastic wrappers, cans and bottles into the appropriate disposal or refuse bins located around the clubhouse or on the course.
6. The entire Morningstar Golf Club property is licensed so alcohol consumed anywhere on the property must be purchased while on site.
7. Obey ALL course signage and roped off areas while playing the course. It is important to note a roped off area designates a non-playable lie. Members are directed to walk around roped areas retrieving balls from the roped area if it is safe to do so.
8. During the wet winter months, and depending on course conditions, fairway mats may be issued for use on all shots on fairways where you can expect to take a divot. This is to prevent damage to the course and to help conditions improve quickly in the spring. There are no exceptions – all players will be expected to use the mats as instructed on the fairways - there is no expectation that mats will be used when making no-divot chip shots around the green.



9. Dogs and pets are NOT allowed on the Morningstar Golf Course unless they are a certified assistance dog/pet. If a certified assistance dog/pet is required to accommodate a player

on the course, it must be approved by the Golf Shop team when checking in. All approved dogs are to be leashed at all times when on Morningstar Golf Club property.

10. Members are asked to contact the Golf Shop with any concerns regarding course conditions or other player etiquette issues. Members are asked to refrain from initiating discussions with the player or group regarding an observed issue instead leaving the conversation to our Morningstar team.

You Aren't Alone Out There – Respecting Other Golfers

We want as many players as possible to visit Morningstar Golf Club and enjoy their round of golf. The more people play, the more revenues are generated, the more improvements can be undertaken. We ask all our golfers, members and public alike, to respect each other's experience so everyone can have a great day at Morningstar and look forward to coming back. Members are asked to model this respect by observing the following:

Pace of Play

Morningstar Golf Course is officially rated, walking, as a 4 hour 15 minute course. This is the time par that our Morningstar Player Assistants use when helping groups play our course on time. Members can request a copy of the Time Par sheet in the Golf Shop. Most Members have experienced slow play and the frustrations of golfing a 5 hour round so we need everyone to observe the following when playing at Morningstar:

1. It is recommended that all golfers use their Golf Canada handicap to tee off from the appropriate tee (i.e. Gold tees – 0-2 handicap; Blue tees – 2-9; White tees – 10-26; and Green tees – 27+). Our Morningstar Starters will make tee suggestions based on handicaps or average total scores. Teeing off the appropriate tees for your skill level is the first step in maintaining the pace of play for the round and maximizing your enjoyment of the course.
2. The very best your group can do throughout your round is to play “ready golf” and keep up to the group ahead of you.
3. If there is no one behind your group, then you have more leeway in terms of your pace of play. However (!), you need to be alert – if you are behind the official time par and a group has caught up to you, you must pick up your pace of play to get back on time.
4. As you may have experienced, one slow group can affect many groups behind them creating frustration, impatience and even people walking off the course. Our Morningstar Player Assistants circulate attempting to help groups understand their position relative to other groups and to alert them if they are falling behind or causing other teams to wait.

- a. If a Player Assistant comes up to your group to speak with you about your pace of play, you must simply acknowledge and follow their instructions. The Player Assistant role is a challenging one as very few golfers enjoy being asked to pick up their pace of play.
- b. It is NOT appropriate to argue with the Player Assistant, demonstrate anger while justifying why your group is out of position, or verbally abuse him/her in any way. This type of disrespect for our team members will not be tolerated by Management and will initiate an incident report that may, depending on the severity of the incident, result in suspension or expulsion from Morningstar.
- c. If you feel the Player Assistant has been misguided in their contact with you while on the course, please report your concerns to Management as soon as possible after your round. Management will determine if additional training of our team member is required.



5. Pace of play is the most often cited issue by players when describing a “bad day” on the course. All members are asked to respect those players behind you AND our Morningstar team and do their part to keep up their pace of play. There is no expectation that golfers rush their game unreasonably, but everyone should be aware of how their movements affect pace of play.
 - a. As mentioned earlier, play “ready golf” with each player hitting or putting as they are ready (not according to distance).
 - b. If there is an individual in your group who is taking too much time teeing up or putting out, kindly ask him/her to match the group’s pace.
 - c. Taking “mulligans” is strongly discouraged and members are directed to follow the standard rules for provisional balls.
 - d. When a hole is completed, leave the green promptly and proceed to the next tee without delay.

- e. Do the scoring for the completed hole while others in the group are teeing off at the next tee. A group can also “play forward” if there is room to do so on the next hole.
 - f. Spend an appropriate amount of time looking for a lost ball (rule is a maximum of three minutes) having a second ball to play if your original shot is not found quickly.
 - g. If you are experiencing slow play due to a group ahead of you, phone the Golf Shop to report the issue so the Player Assistant or a member of the Golf Shop team can be deployed to locate the issue and help move the pace along.
6. If a member repeatedly fails to observe pace of play expectations, the situation will be reviewed by the Morningstar management and Members Committee to determine if temporary suspension of booking privileges is appropriate.

Noise Level

Golfers need to concentrate and each golfer has his/her own tolerance level for background noise.

1. Players are asked not to engage in loud conversations on the tee box, while driving or walking the course, or on the greens. Do not yell across or up and down holes and avoid speaking while a group member is hitting or putting. If your play brings you close to another group, pay attention to when they are also engaging the ball and stop talking.
2. Music can be played while on the course as long as it is at an acceptable level, it is not heard by members of other groups, and the other members in your own group are agreeable. Members playing music should be prepared to lower the volume or turn it off if asked by the Player Assistant to do so as a result of a complaint from another group.
3. When coming upon a group waiting to tee off, players are asked to hang back and allow the group to finish teeing off before approaching the tee box area.



Dangerous or Improper Behaviour

Any dangerous behaviour on the part of any player, including members, is strictly prohibited.

1. **Throwing clubs** – players must not throw clubs for any reason while at Morningstar. If a club breaks, the player is instructed to pick up the pieces and dispose of them appropriately.
2. **Hitting into the group ahead** – this dangerous behaviour is not tolerated and should be reported immediately to the Player Assistant or to the Golf Shop team by phone. If, by accident, a ball is hit much farther than anticipated or in an unexpected direction, the player must yell “FORE” to alert the group to an incoming ball. All players must ensure they know the distances they can expect to hit and stay back from the group ahead.
3. **Hitting balls at other groups in retaliation** – in the event that a ball is hit more than once into a group, players must not touch the ball or hit it back at the offending player(s). If this occurs, phone the Golf Shop to report it. Similarly, if you accidentally hit your ball into the group ahead and someone hits the ball back at you, report it to the Golf Shop.
4. **Hitting into our Course Maintenance crew** – many of our Members like to get out and get their round in early so our course maintenance crew members are out on the course at daybreak every day of the year trying to get their daily maintenance done ahead of the first golfers. First tee times are established to give the crew time to get their important work finished but, depending on the speed of the first few groups, you may come up behind one or more team members at work.



It is completely unacceptable to hit over or near a working crew member putting them at risk of being hit with a ball. Members are directed to wait until the crew member notices them and moves out of the way before hitting their shot. Please be careful and considerate of these employees – they are working to make your course and game more enjoyable!

Members are directed to not approach other players if they witness other players engaged in dangerous or improper behaviour but to, instead, phone the Golf Shop as soon as possible to report the concern. Depending on the behaviour, the situation may involve creation of an incident report and the involvement of both the Management and Members Committee.

Supporting and Respecting our Morningstar Team



Morningstar Management Team from Left to Right: Barrie McWha (General Manager), John Randle (Director of Golf), Adrien Wright (Associate Professional), Kyle Jones (Assistant Superintendent), Iris Kessler (Office Manager). Missing: Gord America (Superintendent), Kerry Randle (Team Support and Development).

Our hardworking and dedicated Morningstar team members are trained and committed to providing everyone with the best possible golf experience. Whether it's our early rising course maintenance crew, our helpful Golf Operations team, our friendly Food & Beverage staff, or our coordinating Administrative and Management group, our Morningstar team sets out each day hoping to provide an excellent level of service to all who visit our site.

Morningstar Management directs our team on a daily basis creating and adjusting policies and guidelines as needed to manage the course. Our team members are doing their jobs when they, from time to time, need to remind Members of current policies or ask them to adjust their behaviour. If you are not happy with an interaction you've had with a team member or disagree with the guideline or policy being communicated, Members are expected to respectfully comply with the request or reminder at that time and then share your concerns with Management or the Members Committee.

Management and the Members Committee are committed to ensuring our Morningstar team is treated with respect at all times and is not subjected to verbal abuse in any form. This includes yelling or shouting, name calling, demeaning comments, intimidation, or threats. Respectful dialogue is the only form of communication that should be heard at Morningstar Golf Club.

Further details on the Morningstar Golf Club Code of Conduct and consequences for non-compliance with this Code can be found in the next section of this document.

Respecting the Morningstar team extends to Member's management of their Morningstar account.

1. Member account statements are emailed on the 1st day of each month for charges incurred in the previous month.

Member accounts are paid through our Office Manager (office in clubhouse). If you have any questions about your account, Iris Kessler is available in her office in the clubhouse Monday – Friday (9:00 am – 5:00 pm) or by email at ikessler@morningstargolf.com.

Page left intentionally blank



2022 / 2023

Members

CODE
OF
CONDUCT

Morningstar Golf Club

October 2022

Morningstar Golf Club Member Code of Conduct

The Morningstar Code of Conduct has been created to assist Members in understanding how to conduct themselves while at Morningstar and what the process will be if they are found to be in contravention of the Code. As with the other sections of this Members Handbook, the Code of Conduct has been co-created by the Morningstar Management and the Morningstar Members Committee in a joint effort for the betterment of Morningstar Golf Club. It is incumbent on all members to work collaboratively with the MMC and Management to help create a positive and enjoyable culture at Morningstar. Any questions you may have about the information contained in the Code of Conduct should be directed to the Members Committee in person or by email to: memberscommittee@morningstargolf.com.

The Morningstar Golf Club Code of Conduct prohibits anyone, Members or Guests, from engaging in the following behaviour while on Morningstar property:

- any expression of any form of sexual or racial slurs
- any expression of any form of discrimination
- any bullying or harassment of any person
- any expression of inappropriate, demeaning, or abusive language
- any inappropriate or unwanted touching

It is important to note that the perception of these forms of behaviour lie with the receiver and not the expressor.

Additionally, Members and Guests are expected to conduct themselves with the best interest of the Club in mind. The Morningstar Code of Conduct prohibits:

- reckless, dangerous, or improper behaviour of any form
- negligent or drunken operation of power cars
- negligent or wilful damage to Morningstar equipment or property
- constant or repeated incidents of ignoring Morningstar Golf Club rules or policies
- acting as an official representative of Morningstar Golf Club to members of the public

Code of Conduct Sanctions

Sanctions may be imposed on players who have been found, through investigation by Management and the Members Committee, to be in contravention of the Morningstar Code of Conduct. Sanctions may include but are not limited to:

- temporary suspension of playing privileges
- temporary suspension of the use of Morningstar Golf Club equipment (e.g. golf cars)
- temporary suspension of the use of Morningstar Golf Club facilities
- permanent loss of membership

Management may consult with the Members Committee to review significant Code of Conduct incidents but imposition of sanctions is the sole responsibility of the Morningstar General Manager.

Stages Leading to Code of Conduct Sanctions

Generally, there is a three-stage process leading to the imposition of sanctions due to incidents involving contravention of the Morningstar Code of Conduct. The determination of whether a contravention of the Code has occurred will be made by the General Manager based on the balance of probabilities. It is hoped that with the vast majority of incidents, players will respond positively to the first stage and no further action is required. In the event of a significant and serious violation, stages one and two may be by-passed. The General Manager, at his/her discretion will seek input from the Members Committee as necessary during the process.

Stage One

- **WARNING** - The Morningstar General Manager advises the player that he/she is in violation of the Code of Conduct, a meeting occurs to discuss the issue, and the incident is recorded and filed. The player will be advised that the specific violation is being noted as a **FIRST** incident; will be informed as to how to avoid violating the Code in the future; and will be warned that any further incidents could lead to sanctions.

Stage Two

- **FINAL WARNING** - The Morningstar General Manager advises the player that he/she is in violation of the Code of Conduct for a second time, a meeting occurs to discuss the issue, and the incident is recorded and filed. The player will be advised that the specific violation is being noted as a **SECOND** incident; will be reminded as to how to avoid violating the Code in the future; and will be warned that any further incidents **WILL** lead to sanctions.

Stage Three

- **IMPOSITION OF SANCTIONS** - The Morningstar General Manager advises the player that he/she is in violation of the Code of Conduct for a **THIRD** time, a meeting is held to discuss the ongoing issue, the incident is recorded and filed, and that appropriate sanctions will be immediately imposed. These sanctions may include, as described above, temporary suspensions of privileges or expulsion from membership.

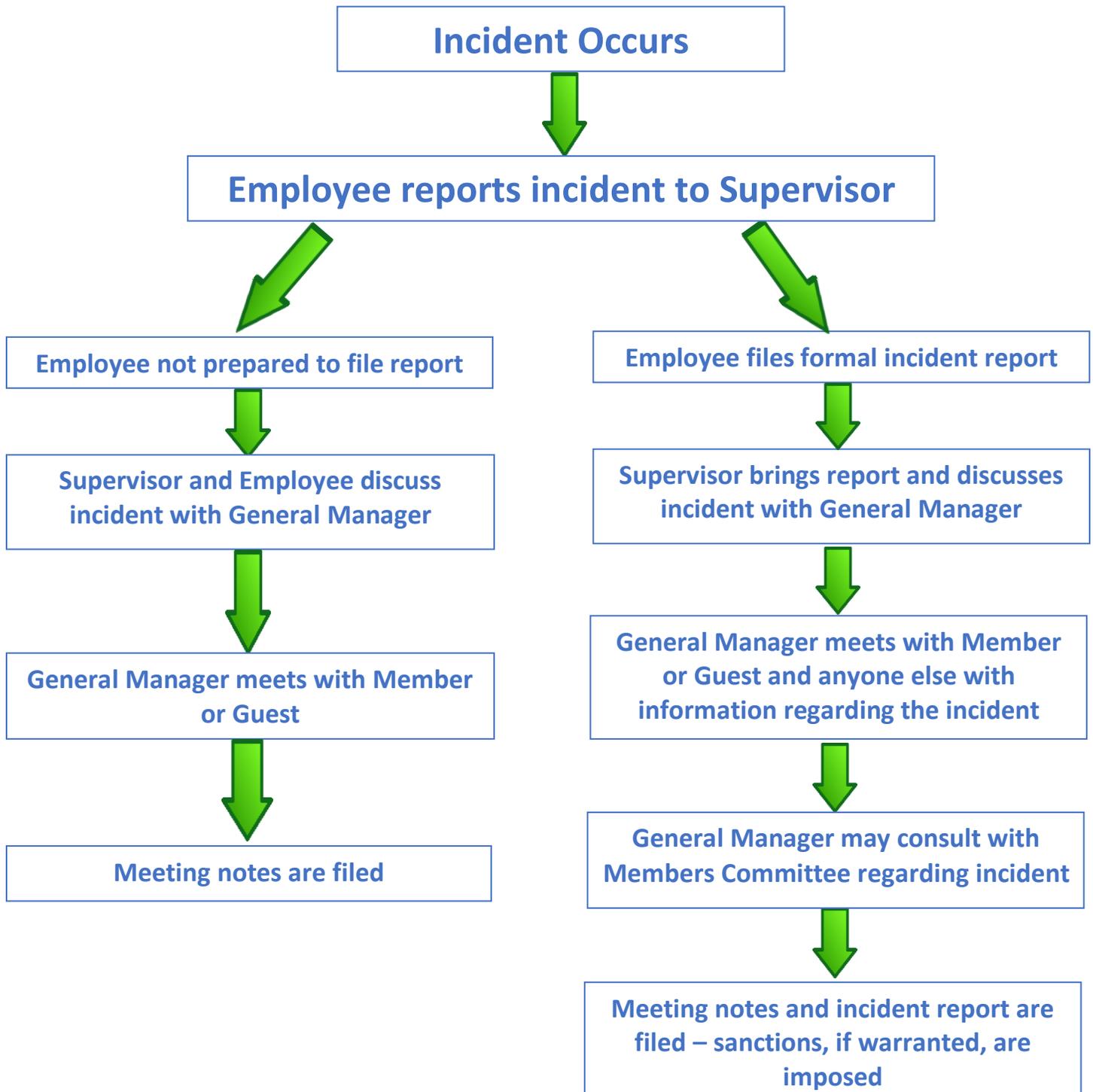
Process for Disputing Warnings or Sanctions

A player who has been given a warning or sanction for contravening the Morningstar Code of Conduct may dispute it within **SEVEN (7)** calendar days by submitting a written notice to the General Manager.

- The General Manager, upon receipt of a notice of dispute, may investigate further and will provide a written response to the player withing **FOURTEEN (14)** calendar days. This response will include disposition of the incident and any warnings or sanctions to be imposed.

Code of Conduct Incidents Involving Morningstar Employees

There is a specific protocol that is followed when a Morningstar employee reports a Code of Conduct incident or contravention involving a guest (member, daily fee player, restaurant guest) while on Morningstar Golf Club property. The protocol is as follows:



Morningstar Golf Club Members Acknowledgement of Understanding

All new and renewing Members will be required to read and acknowledge their understanding of the Morningstar Golf Club Handbook and Code of Conduct. An understanding and acknowledgement form will be forwarded to new and renewing membership applicants. The signing of this form is required prior to becoming a Morningstar Member.

Members who have any questions about the Handbook / Code of Conduct or who have suggestions that would clarify content are directed to contact the Morningstar Members Committee by email at memberscommittee@morningstargolf.com.