



Code of Conduct

Introduction

The intention of this document is to establish clear and acceptable behavior expectations for Windyrush Country Club (herein referred to as "WRCC") members, guests, and employees. It is not intended to restrict the rights of anyone but rather to ensure that all members and guest can expect to be treated with respect while enjoying the WRCC tennis and pool facilities. The club deems that upon payment of membership, all members and guests have given their consent to be bound by both the restrictions and penalties imposed by this code of conduct.

Code of Conduct

All members and guests will:

- Conduct themselves with personal integrity and in a sportsmanlike manner.
- Members are responsible for the conduct and actions of their dependents and guests.
- Loud or offensive language is not permitted on Club property.
- Respect the rights of all other members, employees, and guests.
- Not engage in any form of discrimination or harassment.
- Respect the pool, tennis courts, equipment, and facilities.
- Adhere to all club rules.
- Members are responsible for repairing Club property damaged by themselves and/or their guests.
- Refrain from any illegal use of drugs, excessive use of alcohol or smoking.
- Abide by all local, provincial, and national laws and regulations.
- Take pride in the physical appearance of WRCC as it is reflective of you as a member.

Members must understand that:

- Each Member is expected to become familiar with Club rules and abide by them. Any Member violating these rules and/or activity regulations shall be subject to reprimand; suspension or expulsion as set forth.
- They have no authority to instruct staff on duties or job performance; Club management is responsible for instructing staff in the performance of their duties.
- No Member shall be abusive to or reprimand any employee of the Club. In the case of discourtesy or lack of service, complaints should be made to the Club Manager.
- Constructive comments regarding the operation of the Club, for the betterment of the Club, are to be directed to the Club Manager or to a board member.
- Members' behavior must always be respectful in dealing with employees, management, directors, other members, and guests.

Violations:

The management of the Club has the authority, to enforce the Code of Conduct with any members who are in violation. This may include suspension of rights and privileges of the offending member and /or termination of membership.

Disciplinary Review Process:

- All complaints will be directed to the Club Manager.
- The member complaint against will be notified of the complaint and given an opportunity to respond to the complaint.
- The Club Manager will review the complaint and the response and undertake further investigation as necessary.
- The Club Manager will refer any matter to the Board of Directors that may result in termination or suspension of membership. In all other cases, the Club Manager may work to resolve the issue, or may issue reprimand.
- The Club Manager will involve a legal authority as appropriate.
- For those complaints referred to the Board of Directors, the member will be provided an opportunity to appear before the Board of Directors and be heard if member does so request.
- If such member appears but fails to satisfy the Board of Directors, the member may be subject to any of the penalties provided herein at the discretion of the Board of Directors.

Disciplinary Sanctions:

Based on the severity of the misconduct, WRCC may apply any of the penalties for the Code of Conduct Code violations.

- Issue a verbal or written warning to the member.
- Suspension of member privileges.
- Membership termination.
- In all cases should there be damage to property, monetary restitution will be mandatory to continue membership.

Other Considerations:

- While the Club Manager and Board of Directors considers the complaint, the member will enjoy all membership privileges to which they were entitled to prior to the complaint.
- All violations of the WRCC Code of Conduct shall be cumulative during his/her membership and actions/letter be kept on file with the Club Manager.
- A member who has been terminated or is under suspension shall not be invited by another member at the club.

Windyrush Country Club
Board of Directors
Sept 26, 2023