



## POLICIES & PROCEDURES MANUAL

Revised January 2020

### CODE OF CONDUCT | GUESTS | DRESS CODE | GOLF | LOCAL RULES | MEMBERSHIP

#### CODE OF CONDUCT POLICY

The intention of this document is to establish clear and acceptable norms for behavior of our Aspen Valley Golf Club members and guests. It is not intended to restrict the rights of anyone but rather to ensure that all members, guests and staff will be treated with respect while enjoying the Aspen Valley Golf Club golf course and clubhouse. Aspen Valley Golf Club deems that upon payment of membership or guest green fees, all members have given their consent to be bound by this Code of Conduct. It will be the responsibility of all members to insure that their guests abide by this Code of Conduct policy as well.

#### ALL MEMBERS AND GUESTS WILL...

- Conduct themselves in a sportsmanlike manner and will not knowingly cheat, disrespect employees or fellow competitors.
- Respect the rights of other players and the golf club staff.
- Not engage in any form of sexual, racial, religious discrimination or harassment.
- Respect the golf course, golf carts, facilities and homeowners living on the golf course.
- Not approach other members, guests, staff or management with abusive conduct, threatening language or violent behavior.
- Understand that the Board of Directors, the General Manager and the supervising staff are responsible for instructing our employees in the performance of their duties. Members are requested to report misbehavior or violations of rules committed by employees, other members or guests to the General Manager.
- Be vigilant in reporting real or perceived safety hazards to the staff and/or the Board Members or General Manager.

#### HOMES ON THE GOLF COURSE

- Members and their guests are requested to be respectful of homes and property adjoining the Aspen Valley golf course.
- Carts are never to be driven onto private property.
- Golfers should not enter private property seeking golf balls that are not easily identifiable and easily retrievable.
- Any damage to homes or vehicles caused by errant golf balls shall be the responsibility of the golfer involved. Please advise the homeowner of any damage as soon as possible.

#### ALCOHOLIC BEVERAGE POLICY

- The clubhouse staff shall not serve alcoholic beverages to anyone who is or appears to be intoxicated. The judgment of management concerning the state of intoxication will be final.
- In accordance with Arizona Liquor Laws, no alcohol beverages will be allowed on the AVGC premises other than those purchased at Aspen Valley Golf Club.
- Aspen Valley Golf Club staff has been instructed not to serve alcoholic beverages to a minor as defined by the State of Arizona. Furthermore, when there is a question as to the age of an individual, the staff will verify age by examining the appropriate documents submitted by the person questioned.

#### URINATION ON THE ASPEN VALLEY GOLF COURSE

- Any member or guest reported urinating anywhere on the golf course other than in the appropriate bathrooms will be subject to disciplinary action.

#### GENERAL POLICIES

- Please refrain from using cell phones in the clubhouse. It is recommended that all cell phones be placed on vibrate or turned off while in the clubhouse.
- Smoking is permitted on the patio and golf course, but anyone smoking must be 20 feet from any doorways.
- Fivesomes are allowed on the course after 1 pm as long as they are able to play within 4 hours and 14 minutes and with golf shop approval.

## ASPEN VALLEY GOLF CLUB PROCEDURES FOR VIOLATIONS

The grounds for suspension or termination or other appropriate action may include but not be limited to the following:

1. Disorderly conduct at the Club
2. Conduct that is improper or prejudicial to the best interests of the Club
3. Failure to comply with the financial policies of the Club.

The General Manager of Aspen Valley Golf Club has the authority to enforce this Code of Conduct Policy involving any member or their guest who is in violation of said Code as described by the following procedure:

- The complaining party must fill out a complaint form and submit it to the General Manager or President of the Board of Directors.
- The General Manager will then notify all involved parties and request a written response within fourteen (14) days.
- The General Manager will then present all pertinent information concerning the complaint to the AVGC Executive Committee.
- The Executive Committee will review all the pertinent information within thirty (30) days and, with Board approval, may:
  - i. Dismiss the complaint
  - ii. Issue a Letter of Reprimand.
  - iii. Suspend the member. The length to be determined by the Executive Committee
  - iv. Terminate the membership.

Any member found in violation of said Code shall remain liable for any and all amounts owed to Aspen Valley Golf Club and not entitled to any refund of dues paid. Any member whose membership has been terminated for any reason shall not again be eligible for membership nor permitted to use the Club unless approved by the Board of Directors.

## GUEST POLICIES

### GENERAL RULES

- Adult guest fees include a golf cart, but the golfer has the option to walk or ride. Guests must play with a member unless playing as a family guest of a member.
- Fees and charges made by the guest are to be charged to the host member or paid by Visa or MasterCard.
- The spouse of a member having a single membership will be considered a family guest.
- All guest play is subject to availability of the course during times scheduled for open play.
- A given player may be a guest no more than ten (10) times during the regular golf season, excluding member/guest tournaments. Play during the pre and post season does not count towards the ten (10) times.
- Guests will observe and play by the general rules of golf.
- The member is responsible for his guest complying with Aspen Valley Golf Club's policies and procedures.

### GUEST OF MEMBER

- A member may host one guest at any time subject to availability, with a maximum of 10 rounds (May 15th to September 15th).
- A member may host up to three (3) guests when the course is designated for open play. However, time of play will be restricted to the following: After 10:00AM on weekends (Friday-Sunday) and holidays.\*
- All play is subject to prior scheduling for organized Club functions, tournaments, Ladies Day and Men's Day activities.
- A host couple with a family membership may each entertain a guest and play when the course is designated for open play. The host couple and guests may constitute a foursome or play as independent twosomes provided each guest plays with a member, when the course is designated for open play and after 10:00AM on weekends (Friday-Sunday) and holidays.\*
- Any member not in good standing may not play as a guest of a member.\*

*\*Special permission may be granted for exception to this policy*

### IMMEDIATE FAMILY GUEST OF A MEMBER

- Family is defined to be an immediate relative of the member; father, mother, brother, sister, dependents (age of 25 and under), grandchildren and their spouses.
- A family guest may not invite another guest.
- Family guests may play a total of 10 times during the regular golf season (May 15th to September 15th).
- All family guests must play with a member.\*
- All club charges and fees will be charged to the member or paid with a credit card

*\* Special permission may be granted for exception to this policy*

### JUNIOR GOLFER GUEST

- A junior golfer guest is any non-member who is 18 years of age or younger.
- Green fees will be \$10.
- A junior golfer guest must have a valid driver's license to use a golf cart.
- A junior golfer guest must play with a member.

## PROFESSIONAL ASSOCIATION GUEST

PGA, LPGA, CGSC and Associate members may be extended professional courtesy. Association members should contact the Head Golf Professional at least 24 hours in advance of their starting tee time to receive permission.

## TOURNAMENTS AND SPECIAL EVENTS

- All tournament play requests along with complete financial information; entry fees, expenses and any other budget information must be submitted in writing no later than one month in advance of the event to the Green and Golf Committees. The Board of Directors must approve the request.
- Special groups involving four (4) or more foursomes of members and guests must submit in writing to the Head Golf Professional or General Manager a request for time and condition of play.
- Aspen Valley Golf Club may sponsor no more than six (6) non-member tournaments per year.
- Players in any Men's or Ladies golf events must be at least twenty-one (21) years old.
- Any participant in an Aspen tournament, both men and women, must have a verifiable handicap with at least a minimum of 10 verifiable rounds in the past 12 months. Anyone without 10 verifiable rounds can not play to a zero handicap nor participate in the event.

## DRESS CODE

### MEN

- Shoes designated as golf shoes or appropriate athletic footwear, which will not cause damage to the greens, are to be worn on the course. Soft spikes or non-metal golf spikes are the only spikes allowed.
- Proper golf attire shall be worn at all times.
- Players will wear clothing that has been designed for casual recreational golf activities. Walking shorts, slacks, jeans, knickers and clothing specially designed for wear on the golf course is required.
- Golf style shirts are appropriate and should be worn at all times while playing golf.

### WOMEN

- Shoes designed specifically as golf shoes or appropriate athletic footwear that will not damage the course. Soft spikes or non-metal spikes are the only spikes allowed.
- Proper golf attire shall be worn at all times.
- Clothing designed for casual recreational golfing activities such as women's slacks, shorts no shorter than mid-thigh length, shorts or skirts are the required attire.
- Tennis attire, tanks tops, halters, short shorts, cut-offs, running shorts and swimwear are not permitted on the golf course.
- The pro shop staff may deny tee times and golf privileges to any member or their guest who are in violation of the AVGC dress code.
- Members are responsible for informing their guest(s) about the AVGC dress code.
- Fashions change and the member will be expected to dress in a manner that will maintain an appearance that is not offensive or that would cause embarrassment to other members and their guests.

## GOLF

### CARTS

Only those golfers with a valid driver's license may operate a golf cart except for golf carts with the International Symbol of Accessibility (aka Handicap Flags):

- Golf carts are to stay on the cart path on all par 3's.
- Golf carts are to be kept out of all hazards, including the Rio de Flag.
- Please keep all golf carts a minimum of 50 feet from all greens.
- Golf carts must be on the cart path around all tees and greens.
- Handicap flags will be issued only with the approval of the General Manager or the Head Golf Professional.
- Please keep all carts out of all wet areas.
- When it is 'cart path only', as determined by the Course Superintendent, all carts must remain on the cart path at all times.

Aspen Valley Golf Club will not accept any responsibility for property damage, cart damage, or public liability, as a result of improper use by the golf cart operator.

### HOLE-IN-ONE POLICY

- To be entered in the Hole-In-One club one must be 21 years of age, be an active member of AVGC and have signed up in the golf shop. A participant will remain in the Hole-In-One club until he/she opts out. To opt out, one must tell the golf professional staff to remove one's name from the Hole-In-One club participant list.

- The cost is \$5 charged to each participant's account every time a member of the Hole-In-One club makes a hole-in-one.
- Payouts will be equal to the number of members in the Hole-In-One club times \$5.
- Every hole-in-one must be witnessed by at least one other golfer.
- Players must have checked in at the golf shop before their round.
- The golfer must complete a minimum of 9 holes at Aspen Valley Golf Club to validate the hole-in-one and receive payment.
- The scorecard must be signed by the member who made the hole-in-one and a witness and turned into the golf shop staff

## BUNKER RAKES

The Aspen Valley Golf Club Greens and Golf committees have determined that bunker rakes should be placed with the rake head in the bunker and the handle pointing out and located in areas where they will least likely affect play.

## PACE OF PLAY

Aspen Valley Golf Club has determined that an 18 hole round of golf should be completed in 4 hours and 14 minutes or less. There are a number of suggested recommendations for improving pace of play.

- Be ready to play when it is your turn (have distance calculated and your club selected).
- Maintain the recently established 10-minute tee time interval.
- Pay attention to the course clocks. They will show you if you are ahead or behind your assigned tee time. For example: Your tee time is 8:00AM. If the clock, on any hole, shows the time to be 8:10AM, then you are 10 minutes behind your starting time of 8:00AM and should attempt to speed up your pace of play.
- Each group needs to keep up with the group in front of them, not immediately in front of the group behind you.
- On the tee 'hit when ready' and keep your pre-shot routine to a minimum.
- Consider moving to a more forward tee if you find you are having difficulty staying up with the group in front of you.

These are just a few suggestions in maintaining a proper pace of play. At any time, if you are out of position, you may be asked to move forward to the next hole by the golf club staff. Be considerate of others and their desire to play within the allotted time.

## CANCELLATION POLICY

- For all Aspen Valley Golf Club tournaments and/or dinners, if a cancellation is not made prior to the established cancellation deadline of the tournament, members will be responsible for all actual costs incurred.
- In events where an established cancellation deadline is not determined, it is recommended that any cancellation be made at least 72 hours prior to your tee time or scheduled dinner reservation.
- All TBD's on the tee sheet will automatically be cancelled Forty-eight (48) hours prior to the scheduled tee time.
- If a member has a scheduled tee time and is a 'no-show', that member will be issued an initial warning. Subsequent 'no-shows' by that member may result in limitations on their ability to book prime time tee times in the future.

## SEVERE WEATHER

In the event of severe weather, one long blast of the lightning detection system will stop play. Play will resume with three long blasts of the lightning detection system (see AVGC Lightning Policy).

## LIGHTNING POLICY

Aspen Valley Golf Club is equipped with a lightning detection system. It is utilized as a service to the membership and their guests, not as a protection against lightning. At all times players should rely on common sense and use their best judgment if they hear thunder or see lightning in the area. If an elevated potential for lightning is detected in the area of the golf club, players will be notified by one (1) blast of the warning horn/siren. It is mandatory that all players stop play immediately and seek shelter or return to the clubhouse. Once the threat of lightning has subsided there will be three (3) blasts of the warning system. Once the 'all clear' notice has been sounded, all players may return to their place on the course and resume play. Remember, however, while the 'all clear' signal indicates there is not an immediate threat, it does not mean that a lightning strike is no longer possible.

## LOCAL RULES

### OUT OF BOUNDS & LOST BALL

Defined by the nearest inside point of the boundary walls, fences, and stakes at ground level. Rule 18. (Blue tipped stakes denote use of cart path as line for out of bounds). Players are entitled to use the alternative to the stroke and distance penalty for recreational play, when their ball is Out of Bounds OR Lost outside of a Penalty Area, as spelled out in the Rules of Golf 2019 Edition.

## OBSTRUCTIONS

Anything artificial, including all surfaced cart paths, sprinkler heads, drinking fountains, yardage markers, restrooms, rain shelters, tree guards, control boxes and stones in the sand bunkers are Obstructions. Rule 18. You may use the drop circle as an option on holes #6 and #17 for relief from rain shelters. Fences around trees will be played as Obstructions. To obtain relief the fence must interfere with your stance and swing. No relief from line of sight.

## SPRINKLER HEAD RELIEF

If a ball lies in a closely mown area and an immovable obstruction (sprinkler head) on or within two club-lengths of the putting green and within two club-lengths of the ball intervenes on the line of play between the ball and the hole, the player is entitled to relief as follows: The ball must be lifted and may be cleaned or substituted, and must be dropped at the nearest point where (a) it is not nearer the hole, (b) avoids the obstruction, (c) is not in a hazard or on the putting green. If the original lie of the ball was on the green, the ball must be placed rather than dropped.

## ELK FENCES AROUND GREENS

Elk fences around greens are seasonal obstructions. If the fence interferes with stance or swing, normal obstruction rules apply. If a ball in flight strikes the fence around a green, the shot **MUST** be replayed by dropping a ball as near as possible to the original position and replaying the shot. No penalty.

## GROUND UNDER REPAIR

Any portion of the course so marked by order of the Committee or so declared by its authorized representative. Rule 16. Ground under repair will be marked by white lines. Trees that have mulched areas around their base must be treated as Ground Under Repair. Players must take relief from the mulched area by finding the nearest point of full relief, no closer to the hole, plus up to one additional club length. The player must drop the ball.

## FRENCH DRAINS

On holes 9 & 13 all French drains should be considered Ground Under Repair and played accordingly.

## PENALTY AREAS

All areas designated by Red paint or Red stakes. Players are entitled to all relief as before with the addition of lateral relief, now always an option from a penalty area. Rule 17 Players may also opt to utilize the drop areas on holes 3, 8, & 15 for relief as well.

## DISTANCE MEASURING DEVICES

For all Sanctioned Club Tournaments at Aspen Valley Golf Club, a player may obtain distance information by using a device that measures distance only. If the device you own is designed to also gauge wind, temperature and or gradient (slope), those options **MUST** be turned off or you will be in violation of Rule 4, which carries a penalty of disqualification.

## MEMBERSHIP

### DELINQUENT MEMBER POLICY & PROCEDURE

#### MEMBER CHARGES

| Days Delinquent              | Action  |
|------------------------------|---|
| 1 Month past statement date  | Finance Charges (1% per Month)                  |
| 2 Months past statement date | Suspend all Club Privileges (Plus 1% per Month) |
| 3 Months past statement date | BOD action taken *                              |
| 4 Months past statement date | Membership is Revoked                           |

#### ANNUAL DUES

| Days Delinquent | Action                                       |
|-----------------|--|
| On April 1st    | Suspend all Club Privileges & \$200 Late Fee |
| May 1st         | Finance Charges (1% per Month)               |
| June 1st        | BOD action Required (Plus 1% per Month) *    |
| July 1st        | Membership is Revoked                        |

*\*Letter is sent from the Board of Directors to the delinquent member stating that if the account is not brought current within 30 days, including penalties and/or finance charges, the membership will be revoked.*

## MARKET BASED PRICING POLICY

- An Aspen Valley Member wishing to sell their membership shall submit their Resale Price in writing to the Club prior to 8:00AM on the last weekday of the month. The submitted price shall become effective the first day of the following month and is binding until modified or revoked in writing. It cannot be revoked if a sale has already been agreed upon. Minimum selling price for newly listed memberships is \$6,000.
- If said membership has not sold in a given month, the Selling Member may change their price, and such change shall be effective the first day of the next month.
- Selling prices shall be in increments of \$500.
- Only full members in good standing (i.e. no past due accounts) shall be eligible to participate and only full memberships may be sold (Associate memberships shall be paid in full before they are eligible).
- The Club will post the range, lowest to highest, of membership pricing available each month.
- The Club shall sell the membership based on the lowest Resale Price available.
- The buyback list sets priority of sales and breaks ties. Once this list is cleared priority will be set by prior position of the previous month's list.
- Immediately after each Board of Directors meeting, the Club shall communicate all approved memberships to the membership or in the absence of a monthly board meeting, the executive committee will communicate the information to the membership.
- The Transfer Fee shall be \$3,000 to the Club regardless of the selling price, and can be adjusted at the discretion of the Board as needed with prior notice being given to the selling members already participating in the program.
- The Club shall communicate to prospective members the lowest price available. A prospective member may reserve a membership with an application and a refundable check for the purchase price. If the applicant is approved (through our amended membership approval process) they will be billed the pro-rated dues, which must be paid in full, before they are allowed to play.
- The Club reserves the right to purchase memberships at any time.
- At any time that the Board of Directors deems it in the Club's best interest to do so, the Market Based Pricing Policy may be implemented, amended, or suspended.
- Those Founding members wishing to transfer their membership and willing to accept less than \$7,000 for their membership interest shall sign a waiver of Article 8, Section 5 of the Bylaws providing for repayment of the original \$7,000 buy-in.
- Members shall not advertise their membership for sale except as provided for in Paragraph #1 above. Members shall not attempt to sell, assign or otherwise transfer their membership interest other than through the Club and its Board of Directors.

## RESERVE FUND

It is the practice of Aspen Valley Golf Club to maintain a Reserve Fund. The Fund is to be used for major project or asset acquisition or emergency, non-budgeted capital replacements. Any withdrawal from the Reserve Fund must be approved by the current standing Board of Directors. Each member's annual dues include a minimum of \$200 contribution to this Fund."