



Member Discipline Procedure

The primary objective for this document is to promote a fun, enjoyable and respectful environment for all Members, Guests & Staff at Shannon Lake Golf Club.

Defining Inappropriate Behaviour - Includes (but not limited to) the following examples;
Foul & abusive language, threatening & aggressive behaviour, general rudeness, disrespecting of property, abuse of BC Liquor laws (bringing one's own alcohol on to the property), and / or ignoring smoking guidelines in and around the Clubhouse are the most common examples.
(This is not meant to be a complete list.)

On the first instance of a Member being identified of inappropriate behaviour, the following *three strike process will be initiated (*note that Management and the Board of Directors reserve the right to immediately proceed to any of the following stages based on the severity of the inappropriate behaviour)

First Strike

- If a member exhibits any sign of inappropriate behaviour, the pertinent department head will contact the individual within 24 hours to arrange a formal 'First Strike' meeting
 - If the incident occurs in or around the restaurant, the **Food & Beverage Manager** will contact the member
 - If the incident occurs in or around the golf shop, the **Golf Shop Manager** will contact the member
 - If the incident involves the turf care department, the **Head Superintendent** will contact the member
- At this closed-door meeting, the **General Manager** will sit in on the meeting strictly as a witness and to make sure the member understands the severity of the situation
- This initial meeting will give both parties the opportunity to discuss the incident in question and review the three-strike policy
 - A primary focus of the meeting will be to ensure clarity and understanding that the next time the Member acts inappropriately, he / she will be "**suspended from the Club for a minimum of seven days**" and that he / she will be asked to attend a 'Second Strike' meeting within seven days of the second incident
 - The offending member will be asked to sign a letter indicating that he/she understands the **Three Strike Member Discipline Procedure**
- In the event the Member does not make himself/herself available for this 'First Strike' meeting within seven days of being contacted by the appropriate department head, he or she will proceed to the 'Second Strike' stage of Member discipline

Second Strike

- A representative from the **Board of Directors** will contact the individual within 48 hours to arrange a formal 'Second Strike Meeting' which will be held either off site in advance of the end

of the initial suspension (minimum 7 days), or at the Club within the first 3 days following the end of the seven-day suspension

- At this closed-door meeting, the **Chairman of the Board** will sit in the meeting strictly as a witness – the Chairman will not be involved in any element of the conversation
 - The Board representative will briefly speak about the pattern of inappropriate behaviour and the primary element of discussion is to ensure clarity and understanding that the next time the Member acts inappropriately, he or she will be *suspended from the Club for a minimum of 30 days, and that he/she fully understands the severity of a potential 'Third Strike' incidence
 - This 'Second Strike' meeting is not meant to be a two-way dialogue. It is intended simply to communicate the situation clearly, in the presence of the **Chairman of the Board**
- In the event the Member does not make himself/herself available for a meeting within seven days of being contacted by the Board of Directors representative, he or she will immediately proceed to a '**Third Strike**' status

Third Strike

- A representative from the **Board of Directors** will contact the offending Member within 24 hours and notify them verbally that they have been suspended for a minimum of 30 days
- Within the first two weeks of the minimum 30-day suspension period, the **Board of Directors** will determine what the total suspension will be based on the severity of the instances of inappropriate behaviour, prior history and any other relevant facts
 - The **Board of Directors** will notify the suspended Member verbally and mail formal notification of suspension duration

Suspension

- Suspension shall be all encompassing. A suspended Member is not allowed on any Shannon Lake property, and there will be no refund of any monies paid
- If there are less 'open for golf' days left in a season than a suspension requires, then the additional days will begin at the first day of the following golf season (and also include suspension from Shannon Lake property for the winter period)

Repeat Offenders

- In the event a Member returns from a 30 day (or more) suspension, and acts inappropriately again, the Member will be suspended for the duration of the first suspension plus an additional 30 days (equal to a 'Fourth Strike').
- In the event a Member returns from a 60 day (or more) suspension, and acts inappropriately again, the Member will be permanently expelled from Shannon Lake Golf Club
 - NOTE – it is possible that a 'Third Strike' suspension be for 60+ days depending on the severity of inappropriate behaviour – if this is the case, there is not a 'Fourth Strike.' If a Member acts inappropriately again, permanent expulsion will result.