

Norwich Golf Course Member Conduct Policy

1. **Purpose:** The purpose of this policy is to establish guidelines for the suspension of season pass paying Members at the Norwich Golf Course for inappropriate conduct or Course-related acts. This policy also outlines the process for Members to appeal a suspension decision to the Norwich Golf Course Authority.
2. **Scope:** This policy applies to all season pass paying Members of the Norwich Golf Course.
3. **Definitions:**
 - **Member:** A holder of any category of season pass good for the current calendar year.
 - **Inappropriate Conduct:** Behavior that violates the established rules and standards of the Golf Course, including but not limited to: disrespectful behavior towards staff, other Members, or members of the public using the Course by paying a daily fee or otherwise permitted on the Course, damage to property, or violation of Course regulations.
 - **Premises, Course or Golf Course:** The Norwich Golf Course, its associated parking area, structures located thereon, and all portions of the tract of land known as the Norwich Golf Course Property leased to the Norwich Golf Course Authority by the City of Norwich.
 - **Suspension:** Temporary removal of a member's privileges to use the Golf Course facilities and participate in Golf Course activities.
 - **Appeals Process:** The procedure by which a member may challenge the suspension decision and seek a review by the Norwich Golf Course Authority.
4. **Code of Conduct:** Members are expected to adhere to the following standards of conduct:
 - Respect for staff, other Members, and members of the public using the Course by paying a daily fee or otherwise permitted on the Golf Course, and Course property.
 - Compliance with all Golf Course rules and regulations.
 - Maintenance of decorum and sportsmanship at all times.
5. **Grounds for Suspension:** A Member may be suspended for:
 - Violation of the Golf Course rules and regulations.
 - Engaging in behavior that disrupts the enjoyment or safety of other Members, staff, and members of the public using the Course by paying a daily fee or otherwise permitted on the Golf Course.
 - Damaging Golf Course property or equipment.
 - Any other actions deemed inappropriate by the Norwich Golf Course Authority as determined initially by Head Professional/Manager of the Norwich Golf Course.
6. **Suspension Procedure**
 - a. **Incident Reporting:** Any employee or member of the staff, Member of the Norwich Golf Course, or member of the public using the Course by paying a daily fee or otherwise permitted on the Course, may report inappropriate conduct to the Head Professional/Manager of the Norwich Golf Course.
 - b. **Investigation:** The Head Professional/Manager of the Norwich Golf Course and the Authority Chairperson will investigate the reported conduct. This may include interviews with witnesses and a review of any relevant

evidence. c. **Determination:** Based on the investigation, the Head Professional/Manager of the Norwich Golf Course and the Authority Chairperson will determine if a suspension is warranted. d. **Notification:** The Member will be notified in writing of the suspension, including the reason for the suspension. The duration will be specified in the suspension notice which may be hand delivered or sent certified mail to the address provided on the membership application.

7. **Duration of Suspension:** Suspensions will be determined based on the severity of the conduct and at the discretion of the Head Professional/Manager of the Norwich Golf Course and the Authority Chairperson. The duration will be specified in the suspension notice which may be hand delivered or sent certified mail to the address provided on the membership application. DURING THE MEMBER'S SUSPENSION THEY WILL BE BARRED FROM USING ANY OF THE NORWICH GOLF COURSE FACILITIES. THEY WILL HOWEVER BE ALLOWED TO USE THE MAIN RESTAURANT.
8. **Appeals Process:** A Member may appeal a suspension decision by submitting a written request for an appeal to the Norwich Golf Course Authority within 10 days of receiving the suspension notice. b. **Appeal Hearing:** The Norwich Golf Course Authority will schedule an appeal hearing to review the suspension. The Member will have the opportunity to present his/her case and provide evidence to a 3 - member panel of the sitting Norwich Golf Course Authority appointed by the Authority Chairperson.
9. **Decision:** Following the appeal hearing the Norwich Golf Course Authority panel will make a final decision regarding the appeal. The decision will be communicated in writing to the Member within 10 days of the hearing. d. **Finality:** The decision of the Norwich Golf Course Authority is final and binding.
10. **Reinstatement:** Upon completion of the suspension period, the Member's privileges will be reinstated automatically, unless otherwise specified in the suspension notice. The Member must comply with all Course rules and regulations upon reinstatement.

A. **Amendments:** This policy may be amended by the Norwich Golf Course Authority at any time. All Members will be notified of any changes to this policy.

Contact Information: For questions regarding this policy or to request an appeal, please contact the Head Professional/Manager of the Norwich Golf Course at: The Norwich Golf Course, 685 New London Turnpike, Norwich, CT 06360; Phone: 860-889-6973; E-mail: <https://www.norwichgolf.com>

Approved by:  _____

Bob Malouf, Chairman, Norwich Golf Course Authority