The Rossland Trail Country Club’s policy manual is a collection of policies established by the Board of Directors. The purpose of the policy manual is to establish uniform rules, regulations, procedures and operating policies that are intended to serve in the best interest of its members.

The policy manual is also intended to provide direction, outline responsibilities and provide valuable information for its members.

The policies are established to provide such things as consistency, fairness, financial management, safety as well as a number of other areas involving the operations of the golf club.

The policy manual of the Rossland Trail Country Club is a work in progress and the Board may from time to time add, delete or amend policies.

This revised and updated policy manual was completed in 2009 by the Board of Directors with the assistance of a committee comprised of six (6) Rossland Trail Country Club members.

*The policy manual was officially adopted by the Board of Directors on February 23, 2010.*
Access to the Policy Manual:

Each member of the Board shall be issued a policy manual during their time in office. **A director must return his/her policy manual upon completion of his/her term.**

The Rossland Trail Country Club’s policy manual shall be posted in the members’ area of the Club’s website.

A hard copy of the policy manual shall be kept in the administration office and can be viewed by any active member of the Rossland Trail Country Club.

Additions, Deletions or Amendments:

Any member of the Board of Directors may make a request for a new policy or the deletion or amendment of an existing policy by requesting the Administrative Assistant or the Director of Golf to add this item to the regular board meeting agenda. The director shall provide a brief overview of the proposed new policy or change. In the event that a new policy or change has financial implications or would require the addition of human resources, the information shall be received and placed on the agenda of the next regular board meeting. This will allow staff to provide the Board with detailed information on the impact of a proposed addition, deletion or amendment to policy.

Notification:

Members shall be notified by email within 30 days of any new policy, deletion or amendment to an existing policy that directly affects the general membership. The RTCC website shall also be updated to reflect the changes.

Policy Review:

Club policies shall be reviewed on an ongoing basis as needed.
The Rossland Trail Country Club is a non-profit Society committed to promoting the game of golf and other social activities for the members, guests and the general public. This is carried out through the maintenance and management of a golf course, clubhouse restaurant and golf shop. The Rossland Trail Country Club also promotes the use of the facilities for tournaments, banquets, weddings and other social activities.

The Rossland Trail Country Club is committed to maintaining confidentiality with respect to any personal information that has been provided. This privacy policy has been prepared to affirm the Rossland Trail Country Club’s obligation to maintaining the privacy of its members, guests and the public and to inform them of its practices concerning the collection, use and disclosure of information provided to the Club.

The commitment and obligation to maintain privacy applies to the Board of Directors, employees, contractors and agents who provide service to, or on behalf, of the Rossland Trail Country Club.

The Rossland Trail Country Club collects information about its members, guests and general public through the membership application form, contests, Internet registration and promotion, as well as through tournaments and other special events. The Rossland Trail Country Club may from time to time collect some of the following information:

- Name, address and telephone number
- Email address and fax number
- One’s occupation
- Information on one’s golf habits
- Information about members of your family
- One’s language preference
- One’s birth date
- Financial and credit information about you and/or other members of your family
- Health Information

Achieving the objectives of the Rossland Trail Country Club involves, among other things:

- Maintaining a record of its members
- Communicating with members, guests and the general public by mail or email to provide account and membership information, newsletters, surveys, notice of meetings and information regarding club activities, promotions, tournaments and other events.
• Printing of annual members’ roster including names and telephone numbers and distributing the roster to other Club members.
• Verifying the appropriate membership categories and fees based on age or family relations
• Maintaining a record of golfers’ scores and handicaps

The Rossland Trail Country club also collects information necessary for promoting, managing and conducting tournaments, weddings, banquets and other special events held at the Rossland Trail Country Club. Contact information such as names, addresses and telephone numbers are used to communicate with individual(s) for the purpose of organizing their event.

In order to protect personal information and the right of privacy, the Rossland Trail Country Club endeavors to:

• Maintain reasonable security standards to protect our systems, documentation and information against unauthorized access.
• Retain service providers that are bound to maintain confidentiality and who will not use personal information for unauthorized purposes.
• Familiarize our employees with reasonable procedure regarding the collection, use and distribution of personal information.
• Never, use or distribute personal information for purposes other than those identified, without obtaining prior consent.

Any individual may access his/her information, or update or challenge the accuracy of the personal information held by the Rossland Trail Country Club by contacting the Director of Golf in person or:

• By telephone – 250-693-2366
• By facsimile – 250-693-2360
• By Email – office@birchbankgolf.com
• By Mail – Box 250, Trail, B. C. V1R 4L5

One may at anytime withdraw his/her consent or limit the consent to the ways in which the Rossland Trail Country Club may collect, use or disclose his/her personal information. This may be done by contacting the Director of Golf. If one does not limit or withdraw his/her consent, the Rossland Trail Country Club will assume that it has consent for the continued use of his/her personal information for the purposes described in this policy.

Any complaints or concerns about the Rossland Trail Country Club’s privacy policy or the manner in which it has handled personal information can be made to the Director of Golf.
A. PURPOSE
To promote a positive and safe work environment in which all employees are treated with respect and dignity and are free from harassment. The goal of this policy is to provide a respectful work environment, and where appropriate, to facilitate the forward movement of employee relationships.

(Note: The control and supervision of employees is the responsibility of management. Under no circumstances shall the conduct of any employee be the subject of a personal reprimand by a member of the RTCC.)

B. ROSSLAND TRAIL COUNTRY CLUB POLICY STATEMENT
Rossland Trail Country Club is committed to providing its employees with a positive work environment characterized by respect and healthy conflict resolution. The Rossland Trail Country Club does not condone harassment of any kind and will treat it as a performance issue.

Principles of the policy:

1. Each employee is responsible for conducting him/herself within the spirit and intent of this policy, and for contributing towards a positive work environment free of harassment.
2. Management of the Rossland Trail Country Club, or any person in a supervisory role, will foster in their area a positive work environment where harassment is not tolerated. They will take timely action, whenever they have knowledge of behavior that may constitute harassment under this policy. Harassment does not include actions taken in good faith while exercising managerial/supervisory rights and responsibilities (for example, appropriately conducted performance reviews).
3. All complaints will be taken seriously and will be reviewed in a confidential, impartial and timely manner.
4. Harassment constitutes unacceptable behavior that will not be tolerated and may be subject to disciplinary action up to and including dismissal for cause.
5. As a result of an investigation, if it is determined that a complaint was made maliciously, or with specific intent to harm, disciplinary measures will be taken against the Complainant up to and including dismissal for cause.
6. Retaliation against an individual involved in a complaint is prohibited. Retaliation is considered to be a form of harassment and will result in discipline up to and including dismissal for cause. Retaliation does not include disciplinary action taken against:
   a. Respondent as a result of a positive finding of harassment, or
   b. Complainant if it is determined that a complaint was made maliciously or with specific intent to harm.
C. TO WHOM THE POLICY APPLIES
This policy applies to all full and part-time employees, contractors, secondary students and the Rossland Trail Country Club Board of Directors.

This policy applies when there is a sufficient relationship between the questionable conduct or comment and the functioning of the workplace. The workplace is not strictly confined to the offices and buildings of RTCC; it also includes:

1. Any location related to the business of RTCC (i.e. meeting rooms, restaurants or any other place where business is being conducted).
2. Any location and situation (i.e. business travel, conferences, RTCC social events, lunches) where the prohibited behavior may be reasonably viewed as having an impact on workplace relationships, the workplace environment or employee performance.

Conduct or comments which constitute harassment and occur in locations covered by this definition, are subject to the terms of this policy.

D. DEFINITIONS
What is workplace harassment?
Harassment is generally conduct or comment, whether written, verbal or gesture, (including electronic communication), which a reasonable person would consider to be objectionable or unwelcome, serves no work-related purpose, and which:

a. detrimentally affects people within the work environment, or
b. has adverse job-related consequences (such as reduced job security or a negative impact on career advancement).

Harassment may occur during a single incident or over a series of incidents. Some actions may not be considered harassment unless repeated. For example, a single joke may not be considered harassment if it does not have a major impact on the recipient or person who overhears the joke.

Harassment can take place between individuals of the same or different employment status and can involve individuals or groups. Harassment can be direct or indirect. For example, if one witnesses conduct they consider objectionable, it may constitute harassment even if the conduct was not directed at this person. Both men and women can be the subject of harassment by either gender.

Physical and sexual assault or threats of violence directed to you, your family or possessions are criminal matters and should be referred directly to your local police station.

For the purpose of this policy, harassment includes conduct or comment which constitutes:
1. Discrimination
2. Sexual harassment
3. Personal harassment
4. Violence, or threats of violence
1. **DISCRIMINATION**

Discrimination is any practice, comment or behavior, whether intentional or not, based on the following protected grounds: AGE, ANCESTRY, PLACE OF ORIGIN, COLOR, FAMILY STATUS, MARITAL STATUS, MENTAL DISABILITY, PHYSICAL DISABILITY, POLITICAL BELIEF, SOURCE OF INCOME, RACE, RELIGIOUS BELIEF, GENDER AND SEXUAL ORIENTATION.

**Exception:** Under the law an action is not considered discriminatory if it is reasonable and justifiable under the circumstances as a bona fide occupational requirement. For example, a person with unmanaged epilepsy may pose a serious risk to themselves and others if the job is operating machinery.

**Examples of Discrimination**
- Unwelcome actions based on any of the protected grounds listed above, such as an adverse employment decision
- Derogatory or demeaning comments, jokes or slurs
- Derogatory or demeaning pictures, posters, symbols, graffiti, cartoons, drawings or images
- Innuendo, taunting or ostracizing an employee on the basis of the protected grounds

2. **SEXUAL HARASSMENT**

Sexual harassment is unwelcome and unwanted conduct or comment of a sexual nature in the workplace when the conduct or comment is accompanied by one or more of the following:
- A reward, or the expressed or implied promise of a reward for compliance,
- Reprisal, or the expressed or implied threat of reprisal, for refusing to comply
- The actual denial of an opportunity, or the expressed or implied threat of denial of opportunity, for refusing to comply, or
- The intention or effect of creating an intimidating, hostile or offensive workplace environment.

**Examples of Sexual Harassment**
- Unwelcome remarks, questions, jokes, innuendo or taunting of a sexual nature about a person’s body, dress, sexual partner, sexual practices, or appearance (positive or negative, i.e. comments about someone’s unattractiveness have been found to constitute sexual harassment)
- Verbal abuse, intimidation or threats of a sexual nature
- Leering, staring, gesturing with any part of the anatomy to convey an opinion, emotion or view of a sexual nature
- The display of pictures, cartoons, symbols, sayings or graffiti that are sexual in nature and present the subject stereotypically, or in a degrading and dehumanizing manner
- Unwanted physical contact such as touching, patting, brushing up against, pinching or hugging
- Repeated unwanted and unwelcome invitations for sexual activity or to socialize
3. **PERSONAL HARASSMENT**

Personal harassment in the workplace is a breach of the implied term of the employment relationship that an employer will provide its employees with an environment that is civil, decent and respectful.

Personal harassment:
- Is a pattern of behavior that a reasonable person would consider unwelcome
- Is implicitly or explicitly a condition of employment
- Results in the recipient feeling intimidated, humiliated and embarrassed
- Negatively impacts work performance or creates a hostile work environment

**Examples of Personal Harassment**
- Actions that are intimidating, threatening and coercive
- Swearing, yelling, screaming
- Patronizing, sarcastic and insulting remarks
- Berating an individual publicly
- Deliberate conduct to humiliate, demean or degrade someone
- Continuous threats of unwarranted discipline or loss of job
- Intimidating gestures such as slamming doors, drawers, throwing objects, yelling and pointing fingers
- Excessive and unreasonable monitoring of employment responsibilities
- Cutting the employee out of the communication loop or withholding information he/she requires to perform his/her job, i.e. failure to return telephone calls, not sending or responding to memos, intentionally not advising the individual of meetings they should attend, not sending or answering necessary e-mail

4. **WORKPLACE VIOLENCE**

Acts of violence infringe on The Rossland Trail Country Club’s obligations to provide a safe workplace for its employees. Violence in the workplace may be defined as:
- Behavior which would be interpreted by the reasonable person as carrying potential for violence against an employee
- A threat to harm an employee or endanger the safety or well-being of another employee
- A threat to destroy or the destruction of Rossland Trail Country Club property or the property of an employee
- Any act of physical assault
- Abnormal behavior which may cause emotional or physical distress to another employee

**Note:** Discrimination, sexual harassment and personal harassment may also be considered acts of violence.
Examples of Workplace Violence

- A behavior or action a reasonable person would consider menacing
- Throwing objects in a manner reasonably perceived as threatening
- Intense focus on a grudge, grievance or romantic interest
- Carrying or displaying a weapon
- A communicated or reasonably perceived threat to destroy property

Note: The examples of discrimination, sexual harassment, personal harassment and violence are guidelines for determining the kinds of conduct prohibited under this policy. The examples are not intended to be exhaustive. When in doubt as to whether conduct constitutes harassment or discrimination, ASK any supervisor/manager, the Director of Golf, Board of Directors or external consultant.

E. PREVENTION

1. What Rossland Trail Country Club is doing as an employer

The Rossland Trail Country Club is demonstrating its commitment to create a positive workplace free from harassment by:
- Making a strong publicized commitment to the maintenance of a positive work environment
- Having a policy that defines harassing conduct
- Having accessible and confidential procedures for managing harassment complaints
- Providing awareness education for all employees

2. What Management must do

Those with supervisory responsibilities are responsible for implementing and upholding Rossland Trail Country Club’s Safe Workplace Policy. Any person with supervisory responsibilities who has knowledge of inappropriate behavior and fails to take corrective action will be subject to disciplinary action. Those with supervisory responsibilities must:

Be Proactive
- Challenge inappropriate comments and actions
- Remove offensive visual material
- Provide support to employees who are attempting to manage harassment
- Make employees aware of the options and resources available under the Respectful Workplace Policy if an employee contacts them for assistance

Educate
- Communicate the policy and procedures to the persons they supervise, including new hires.
Participate in Policy Implementation
- Partner with other resources as required when a complaint is brought to your attention
- Support all parties involved in a complaint without judging them
- Ensure there is no retaliation against any employee involved in a complaint

Model Appropriate Behavior
- Do not participate in, tolerate or ignore behavior that is contrary to the Respectful Workplace Policy

3. WHAT EMPLOYEES CAN DO
- Know your Safe Workplace Policy
- Challenge harassment when you experience or witness it
- Refuse to participate in it
- Support co-workers who are feeling harassed as they often feel isolated and alone
- Ask any supervisor/manager, Director of Golf, Board of Director, external consultant or a trusted colleague for help in managing harassment
- If a colleague asks for your help in managing harassment, keep the information confidential
- Check your own actions: When we offend or hurt a co-worker it is generally accidental. Become aware of the impact of your conduct by listening to what your co-workers say and learning to read discomfort in someone’s body language. Ask yourself, “Is there anything in my behavior that could offend or humiliate someone?” or, “Would I speak this way to someone I care about?”
- If you offend a co-worker, apologize, learn from it and do not repeat the behavior
The Board of Directors of the Rossland Trail Country Club wishes to ensure a responsible and equitable hiring policy for general seasonal staff.

Hiring Policy Guidelines:

1. The appropriate Department Head and the Director of Golf shall be responsible for the hiring of staff in their charge.
2. Prior to the beginning of the golf season any available positions shall be advertised in the local newspaper.
3. Preference shall be given to persons who exhibit a high level of enthusiasm and have a general knowledge of and interest in the game of golf and the Rossland Trail Country Club.
4. Preference may be given to those individuals who have given an indication of their desire to pursue a career in the golf industry.
5. Preference will be given to hiring sons or daughters of current Rossland Trail Country Club members provided that they possess the necessary requirements for the position.
6. The hiring of any person who is related to any current employees, supervisory staff or current Board member must have prior approval of the Director of Golf.
7. The hiring of students and/or supplementary seasonal employees is limited to one individual per member family. Any deviation from this policy must be approved by the Director of Golf.
8. Non-union employees must indicate in writing prior to December 31st of the current year their intentions regarding their desire to return for the upcoming season.
9. The department head or the Director of Golf must verify rehiring of those non-union employees who have expressed in writing their intentions of returning the next season no later that March 1st.
The hiring of the Director of Golf shall be the responsibility of the Board of Directors.

The Director of Golf, the Head Professional, Course Superintendent and Food and Beverage Manager shall be hired under an employment contract.

While it is the responsibility of the Director of Golf to hire the above Department Heads, all contracts must first be presented to the Finance Committee. Upon review of the Finance Committee, it shall then be presented to the Board of Directors for approval by formal motion.

Any additions, deletions or amendments to any employment contract whether mid term or renewal must be approved by the Board of Directors.
The Rossland Trail Country Club’s objective is to ensure that when goods and/or services are required, that due diligence is exercised in order to make certain that the best price and value is obtained. This policy applies specifically to capital projects and purchases. For day to day purchases of materials and supplies, department heads are expected to compare prices and quality regularly, where multiple suppliers are available.

Definitions:

Tender: A tender is a submission in writing by a vendor and indicating price and terms of provision of Goods and Services using the prescribed format.

Quotation: A quotation is a statement of price, terms and a description of Goods and Services offered by a vendor in response to an inquiry.

Sole source: A sole source is one vendor only, normally the manufacturer of the item.

Proposal: A proposal is a submission, in writing which outlines a solution, including a proposed method and means of achieving a desired goal.

Expression of Interest: A vendor expresses interest in entering into business with the Rossland Trail Country Club.

Statement of Capability: A vendor states the firm has abilities, skills and expertise to perform the scope of work.

Responsibility: The Director of Golf of the Rossland Trail Country Club has the responsibility for tendering of all goods and services.

Bids shall be solicited and obtained within the following limitations:

a) Up to $3,500 by verbal quotation or direct purchase.

b) From $3,501 to $7,500 through a minimum of two (2) written quotations, documented by the Department Head and submitted to the Director of Golf for approval

c) From $7,501 to $25,000 through a minimum of three (3) written quotations documented by the Department Head and submitted to the Director of Golf for approval

d) Greater than $25,000 by means of a formal tender/request for proposal (RFP) administered by the Director of Golf and approved by the Board of Directors

While price is the general overriding consideration in the tendering process, the lowest or any bid may not necessarily be selected.
Volunteers play a significant role at the Rossland Trail Country Club and it is through their continued efforts since the founding of the Club that we enjoy the tremendous facility that we have today. While the Club recognizes the value and efforts of its volunteers, it is in the best interest of the member volunteer and the Club that there is a clear understanding of those areas addressed below.

**Reimbursement of Expenses:**

While volunteers are not paid for the work they perform, the Club will pay for the following out-of-pocket expenses that a volunteer may incur when assisting the Club.

1. Any supplies or materials for an approved project that was purchased and paid for personally by the volunteer.
2. Mileage exceeding 50 kilometers but excluding mileage to and from the golf course. Mileage shall be paid at a rate of $.40 per kilometer. In the event that travel exceeding 50 kilometers is required, the volunteer shall provide advance notice to the Director of Golf.
3. Should a volunteer be requested to travel on behalf of the Club and an overnight stay is required, the member shall be reimbursed for his/her meals and accommodations to a maximum of $150.00 per diem.
4. In the event that a volunteer damages a personal tool while working for the Club at the course, the Club shall repair or replace the tool. This excludes any damage to a member’s motor vehicle while travelling to and from the golf course.

Reimbursement for any of the above expenses shall be paid by cheque only. Payment to the volunteer shall be paid upon receipt of a signed expense form together with receipts.

Golfing privileges shall not be exchanged in lieu of any approved reimbursement of personal expenses.

**Purchases by a Volunteer:**

While volunteers from time to time do make direct purchases on behalf of the Club, such purchases require the approval and a purchase order from the Director of Golf. In addition, a volunteer making any such purchases must print their name and sign the invoice. In the event that a volunteer is obtaining quotations for goods or services on behalf of the Club, the volunteer shall submit the information to the Director of Golf. Under no circumstances shall the volunteer enter into any agreement, signed or verbal that would commit the Rossland Trail Country Club to the purchase of any goods or services.
The Rossland Trail Country Club will accept donations from individuals and families in memory of a deceased member of the Rossland Trail Country Club.

Memorial donations may be in the following forms:

1. **Gazebo Plaque:** A plaque may be mounted in the gazebo located on the driving range. The maximum size permitted is 3.5” X 10”. The individual making the donation is responsible for the cost of the plaque plus $25.00, which will go to the Rossland Trail Country Club Junior program. The Rossland Trail Country Club shall be responsible for mounting the plaque.

2. **Benches:** The donation of a bench shall be located on one of the tee boxes on the golf course. The location of the bench shall be at the discretion of the course superintendent, however every effort will be made to locate the bench where requested by the donor. The bench must comply with the standards and style set by the Board. The donor is responsible for the cost of the bench and any plaque that may be mounted in memory of the deceased. The Rossland Trail Country Club shall be responsible for the ongoing maintenance of the bench. Replacement of the bench when required shall be by the Rossland Trail Country Club subject to finances. In the event that the bench is not replaced immediately, the plaque shall be returned to the donor or mounted in the gazebo until such time as the bench has been replaced.

3. **Tree:** The donation of a tree shall be planted on the golf course. In the event that the tree cannot be planted in a location requested by the donor, the course superintendent will provide the donor with other options from which to choose from. In addition to location, the species of tree must be chosen from a selection determined by the course superintendent. If requested, a plaque not exceeding 3” X 8” may be imbedded into a cement slab located near the base of the tree. The donor is responsible for the cost of the tree and plaque. The Rossland Trail Country Club shall be responsible for pouring the required concrete as well as planting and maintaining the tree.

The Board of Directors will consider other forms of donations upon receipt of a written request by the donor. Other donations could include but are not limited to such things as flower beds, furnishings and equipment.
The purpose of this policy is to define Birchbank Golf’s procedure for a layoff of an employee, when the layoff is not part of the end of the golf season.

When a layoff of a Birchbank employee is required, the employee’s Manager must schedule a meeting with the employee. When meeting with the employee, the Manager shall:

- maintain confidentiality
- speak to the employee in a private place
- get right to the point
- recognize the employee’s contribution to Birchbank Golf
- briefly and truthfully explain the reason for the layoff
- listen to the employee
- allow him or her to respond
- restate the information if necessary
- confirm the date of layoff
- listen without being defensive
- be available to address the employee’s concerns about the layoff
- honour the employee’s personal space

During the meeting with the employee, the Manager will not:

- engage in personal small talk
- allow the meeting to be interrupted
- use humor
- defend, justify, or argue about the decision
- identify others who are being laid off
- make comparisons between the employees
- try to minimize the situation
- personalize the employee’s response
- promise anything he or she cannot deliver.

Following the meeting with the employee, it is important the Manager make a note of the meeting and file it in the employee’s file. The Manager should also send an email to the other Managers to inform them of the layoff.
ADULT SINGLE:
A male or female over the age of 23 by October 31\textsuperscript{st} of the current season.

ADULT COUPLE:
Two full paying adults lawfully married or having a common residence for a period of at least two years, as defined in the British Columbia Family Relations Act.

FAMILY: Parent/s and their children 18 years of age or under and residing in the same household. Children over the age of 18 qualify provided that they are a student (as defined below) and reside in the same household when not attending school.

JUNIOR:
A youth who is a minimum of 6 years of age and under 19 years of age by October 31\textsuperscript{st} of the current season is eligible for junior status. No youth under the age of 12 is permitted on the course unless accompanied by a golfer who is 19 years of age or older.

STUDENT:
An individual who is between the ages of 19 and 25 by October 31\textsuperscript{st} of the current season who is enrolled in and attending a full-time secondary or post secondary education program in the school year prior to the start of the golf season. Proof of enrolment must accompany the application prior to commencement of play.

1. Full-time is defined as an educational course load of 4 courses for a minimum of six months. On-line or correspondence courses do not qualify.
2. Proof of enrolment requires a valid student card, a letter from the Records Department of the school stating courses taken and dates, or a paid tuition receipt showing courses taken and dates.

INTERMEDIATE:
A male or female between the ages of 20 and 29 by October 31\textsuperscript{st} of the current season.

NEW MEMBER
An adult who has never been a member OR has not been a member of RTCC-Birchbank Golf for 3 years.

CORPORATE:
Available to business owners – full details of benefits for Corporate Membership are available from the Director of Golf.
Membership dues are set by the Board of Directors prior to September 30 each year. The dues structure is developed with an Early Bird rate and a Regular Season rate. The Early Bird rates are applicable until October 31 of the current year. Regular Season rates are applicable for all memberships registered starting November 1 of the current year.
To receive the Early Bird rate, the registration must be completed by October 31 of the current year.

**PRE AUTHORIZED DEBIT**

Annual dues may be paid by pre-authorized debits for **Early Bird Memberships** in either 6 or 10 monthly payments. Both 6 and 10 month payments will start on November 1 and continue on the first of each month until either April 1 (6 month plan) or August 1 (10 month plan).

Regular season memberships may use 6 pre-authorized debits starting April 1 and will continue until Sept. 1. Memberships purchased April 1-30, will be charged 2 payments in April (at the time of registration) and then single payments in May through August. Memberships purchased May 1-30, will be charged 3 payments in May (at the time of registration) and then single payments June through August. Memberships purchased after May 30 will not be eligible for any pre-authorized debit payments.

**Membership dues are non-refundable after the opening day of the season paid for.**

**NSF CHEQUES:** In the event that a membership dues payment made by cheque is returned for non-sufficient funds, a member’s playing privileges shall be revoked if the payment is not made within 10 days of being notified. All NSF cheques are subject to a $25.00 fee.

**INITIATION FEES (Note: Currently being waived for all new members)**

All new members are subject to a one time $500 non-refundable initiation fee. A one-time payment of the initiation fee is preferred; however payment may be made with post dated cheques provided that full payment has been received no later than October 31st of the current season. Initiation fees do not apply to juniors or student members.
The following policy applies to all non-management employees of the grounds crew, pro shop and clubhouse restaurant.

1. All RTCC employees shall receive complimentary golf while employed by the Club.
2. At the beginning of each season prior to all employees being recalled, confirmation of employment must be obtained from the appropriate department manager before golfing privileges are in effect. For the purpose of this policy the grounds crew employees are considered continuing employees and therefore do not require confirmation of employment.
3. Employees of the Rossland Trail Country Club do not have voting privileges.
4. Employees will be given access to the handicap computer.
5. Employees may book tee times three days in advance, as per the standard tee time booking policy, with the exception of weekend play and holidays. For weekends and holiday tee time bookings, the employees may book two days in advance but only after 2:00 pm once the general membership has had an opportunity to book their tee times.
6. Employees may not book tee times for others.
7. Employees may only book one tee time per call.
8. Pull carts are available to employees at no cost and power carts will be available to employees at a $10 charge, subject to availability.
9. Employees wishing to use power carts during tournaments are subject to the standard pro shop rates.
10. Rental clubs are available to employees at a discounted rate of $10.00, subject to availability.
11. Private power cart storage and lockers are available to employees with no discount.
Annual membership dues are non-refundable. In order to receive a **credit** for illness, injury or death a member must pay a Deferral Fee provided by the Club at the time they pay their membership dues.

**DEFERRAL FEE COVERAGE**

In consideration of the fee paid and subject to the terms, exclusions, conditions and limitations the Rossland Trail Country Club agrees as follows:

**CONDITIONS**

In the event of illness or injury of the member, the Rossland Trail Country Club will provide a credit towards the next season’s membership dues and power cart lease, subject to the following conditions:

1. The member must have been disabled due to an illness or injury for a period of 60 consecutive days
2. Notice of claim for injury or illness must be given to the Administration Office within 30 days of the injury or illness.
3. A request for a credit must be made in writing and be accompanied by a letter from his/her doctor stating the member’s inability to golf

**DEATH OF A MEMBER**

Upon the death of one partner of a membership couple, the membership fee credit shall be transferred and applied to the surviving partner’s membership fees for the next season. In the event of death of an Adult Single, Junior, Student or Intermediate member, the membership credit may be transferred to an existing member of the Rossland Trail Country Club, or if requested by the estate a cash refund shall be given. In the case of death of an adult member of a Family membership, the membership fee credit shall be applied to the surviving partner. In the event that the surviving partner of a Couple or Family membership chooses not to golf the following year, a cash refund will be given.

**EXCLUSIONS:**

1. A credit for membership dues does not apply for injuries, illnesses or death occurring after August 31st of the current season.
2. A credit for membership dues for injuries, illnesses or death only applies to the adult members of a Family membership.

**MEMBERSHIP FEE CREDIT CALCULATION/CLAIM SETTLEMENT**

For the purpose of calculating the membership credit in the event of a claim, the golf season is deemed start from the earlier of: **the date the course opens or April 1st**, through to the season end on October 31st.

The amount of the membership credit shall be the number of days the member was unable to golf due to illness, injury or death times the per diem rate shown above.

As stated above, annual membership dues are not refundable and since the Deferral Fee does not provide a refund for membership dues, the credit will not include tax paid on the membership dues.
All registered owners of a golf cart who are utilizing the cart storage facilities must be members in good standing (a member having paid their annual membership dues for the current season) of the Rossland Trail Country Club. Storage areas are rented on an annual basis.

1. Trackage and storage fee rates shall be set annually by the Board of Directors.
2. Confirmation of renewal for cart storage must be made no later than March 31st of the current season. Payment in full of both the storage and trackage fees must be made no later than May 1st of the current golf season.
3. If a member is unable to join due to illness or injury the member may retain the stall for a period of one (1) year upon payment of the annual storage fee.
4. Power cart storage is issued to the members not the cart, therefore should the members relinquish their cart storage space, the space shall be reallocated according to the Club’s waiting list. A registered owner of a cart may transfer his or her storage space to an immediate family member only; however only one (1) such transfer is permitted and is limited to those members named on a storage lease agreement as of March 31, 2010. For the purpose of this policy, immediate family is defined as wife, husband, son or daughter.
5. Use of the private power cart is limited to the two members whose names are on file in the administration office.
6. If a private power cart is used by anyone other than the two registered owners, the person using the cart shall be subject to a $15.00 trackage fee. Should the individual choose not to pay the trackage fee, the trackage fee shall be charged to the registered owner/s.. Under no circumstances shall any person under the age of 16 operate a power cart.
7. If the two members named are not playing together, the second seat may be used by another golfer at no charge.
8. Due to the limited number of storage stalls with access to electrical outlets the Club cannot guarantee a stall for a member who converts from gas to electric.
9. Due to the limited number of stalls (88), a waiting list will be maintained in the administration office and the first person on the list will be given the first right of refusal. In the event that the member does not take the next available stall, the member shall be placed at the bottom of the waiting list.
10. The registered owner/s agrees and warrants:
   a) That only the registered owners will operate the power cart.
   b) That under this agreement the leaseholder will operate any power cart in their possession or control in a safe manner, with consideration for the golf course and other golfers, subject to the regulations established by the Club and enforced by Marshals duly appointed by the Club.
11. Where a member is on the waiting list has an electric cart and a stall becomes available without access to an electrical outlet, the Club will attempt to move other carts to accommodate, however if unsuccessful, the next person on the waiting list with a gas powered cart will be given the stall.
12. The Rossland Trail Country Club is not responsible for theft or damage of the power cart or of any personal belongings that may be stored in the storage stall.
13. The Rossland Trail Country Club is not responsible for property damage or personal injury (including death) that any person may sustain as a result of any activity connected with the operation of a power cart.
14. No physical alterations may be made to a storage stall without prior approval from the Board of Directors.
15. Storage of gasoline or oil in the storage area is prohibited.
16. A Power Cart Storage and Trackage Agreement must be signed by each of the registered owners.
17. Operators of a power cart must be 16 years of age or older
18. In the event of any breach of this Agreement by the leaseholder, the Club may cancel this Agreement with a notice to the leaseholder and a refund of the pro-rated lease rate to the leaseholder.
PRIVATE POWER CART STORAGE & TRACKAGE AGREEMENT

Name of Registered Owners

<table>
<thead>
<tr>
<th>Last Name:</th>
<th>First Name:</th>
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Power Cart Information

<table>
<thead>
<tr>
<th>Year</th>
<th>Make</th>
<th>Color</th>
<th>Gas</th>
<th>Electric</th>
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<tbody>
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<td></td>
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Storage Stall No: 

I/We the undersigned hereby agree to the following terms and conditions of this agreement:

1. Power cart storage is issued to the members not the cart, therefore should the members relinquish their cart storage space, the space shall be reallocated according to the Club’s waiting list. A registered owner of a cart may transfer his or her storage space to an immediate family member only; however only one (1) such transfer is permitted and limited to those members named on a storage lease agreement as of March 31, 2010. For the purpose of this policy, immediate family is defined as wife, husband, son or daughter.

2. Confirmation of renewal for cart storage must be made no later than March 31st of the current golf season. Payment in full of both the storage and trackage fees must be made no later than May 1st of the current golf season.

3. Use of the private power cart is normally limited to the two members whose names are on file in the administration office.

4. The registered owner/s agrees and warrants:
   a. That only the registered owners will operate the power cart.
   b. That the registered owner/s under this Agreement will operate any power cart in their possession or control in a safe manner, with consideration for the golf course and other golfers, subject to the regulations established by the Club and enforced by staff or Marshals duly appointed by the Club.

5. In the event that a private power cart is used by anyone other than the registered owners, that person is subject to a $15.00 trackage fee. Should the individual choose not to pay the trackage fee, each of the registered owners named above shall be charged a trackage fee of $7.50. Under no circumstances shall any person under the age of 16 operate a power cart.

6. The Rossland Trail Country Club is not responsible for theft or damage of the power cart or of any personal belongings that may be stored in the storage stall.

7. The Rossland Trail Country Club is not responsible for any property damage or personal injury (including death) that any person may sustain as a result of any activity connected with the operation of a power cart.

8. No physical alterations may be made to a storage stall without prior approval from the Board of Directors.

9. Members changing from a gas powered cart to an electric cart must notify the administration office of the change. Due to the limited number of electrical outlets, the Club cannot guarantee a storage stall with an electrical outlet. Members changing to electric will be subject to the electric power cart storage rate.

10. No oil or gas may be stored in the cart storage facilities.

11. The power cart must be in good working condition. The Board of Directors reserves the right to disallow the use of the power cart if it is deemed detrimental to the course, the environment, the enjoyment and pleasure of other golfers or the image of the course.

12. If storage space is relinquished during the season, a pro-rated refund shall be issued. No refunds shall issued when a storage space is relinquished after August 31st, unless the storage stall is taken at that time by a member on the waiting list. In this case a pro-rated refund will be issued.

13. In the event of any breach of this Agreement, the Club may cancel this Agreement with a notice to the leaseholder and a refund of the pro-rated lease rate to the leaseholder.

Signed this __________ Day of ___________________________ 20___

______________________________________________

Registered Owner

______________________________________________

Registered Owner
The Rossland Trail Country Club offers their members the opportunity to lease a power cart on a seasonal basis. Both a five (5) day and seven (7) day lease are available. A power cart lease shall have a maximum of two (2) lessees per power cart and both shall be named on the Power Cart Lease Agreement. The term of the lease shall be from April 1st to October 31st.

The following conditions shall apply:

1. Payment of power cart lease must be paid in full by April 30th of each season.
2. Five (5) day leases shall be from Monday to Friday only. A five (5) day power cart leaseholder who may want to occasionally play on a weekend, shall pay a discounted rate of $15.00.
3. The Club shall provide the leaseholders with the use of a power cart for one round of play per day.
4. For tournament play, power cart reservation is required. The power carts will be allocated to tournament participants, including leaseholders, on a first come-first served basis. The leaseholder, upon reservation for tournament play, is entitled to one seat with the Club to allocate the other seat
5. The leaseholder agrees and warrants:
   a. that only the leaseholders will operate a power cart in the possession or control of the leaseholder under this agreement:
   b. that the leaseholders under this Agreement will operate any power cart in their possession or control in a safe manner, with consideration for the golf course, and other golfers, subject to the regulations established by the Club and enforced by Marshals duly appointed by the Club.
   c. That the leaseholders shall immediately report any damages to the Pro Shop
6. In the event of any breach of this Agreement by the leaseholder, the Club may cancel this Agreement with a notice to the leaseholder and a refund of the pro-rated lease rate to the leaseholder.
7. The leaseholders acknowledge that there are certain risks of physical injury and damage to personal property by operation of the power carts. Therefore the leaseholders agree to assume all risk of any injury to person or property, including death, or for loss of time or other loss or damage which the Club or any other person may sustain, as a result of any activity connected with the leaseholder’s operation of a power cart, pursuant to this Agreement. Further, the leaseholders agree to waive and relinquish all claims of injury to person or property, including death, or for loss of time or other loss or damage, the leaseholders may have against the Club or golf cart owner, their officers, agents, and employees, holding them harmless and indemnifying them from all such damages that may arise as a result of operating a power cart pursuant to this lease agreement. The leaseholders further agree to pay or reimburse the Club for all charges incidental to all breakage and damage, other than ordinary wear and tear, to power carts during the term hereof.
8. In the event that a member wishes to lease a power cart after the season has commenced, the lease rate shall be 100% of the annual rate up to July 31st. After July 31st the lease rate shall be pro-rated on a daily basis to October 31st.
9. Any member who has paid power cart rental on a daily basis and then chooses to enter a power cart lease agreement shall be credited for those times rented upon presentation of receipts.
POWER CART LEASE AGREEMENT
(5 and 7 Day Leases)

The Rossland Trail Country Club (the “Club”) agrees to provide ___________ (the “leaseholders”) the use of a power cart for the term of this agreement (April 1st to October 31st) in consideration of payment by the leaseholder of the Club’s prescribed lease rate and subject to the following conditions:

1. The Agreement shall be from the start of the current season to the end of the current season. **5 Day Leases are from Monday to Friday only during the current season.** A five (5) day power cart lease holder who may want to play occasionally on a weekend shall pay a discounted rate of $15.00.

2. The Club will provide the leaseholders the use of a power cart for one round of play per day.

3. Power cart availability will be guaranteed provided that the leaseholder reserves the use of the cart with the Professional shop when arranging a tee time reservation. This reservation must be made a minimum of two days in advance of the tee time.

4. For tournament play, power cart reservation is required. The power carts will be allocated to tournament participants, including leaseholders, on a first come-first serve basis. The leaseholder, upon reservation for tournament play, is entitled to one seat with the Club to allocate the other seat.

5. The leaseholder agrees and warrants:
   a. that only the leaseholders (if applicable) will operate a power cart in the possession or control of the leaseholder under this agreement:
   b. that the leaseholders (if applicable) will operate any power cart in his possession or control under this Agreement in a safe manner, with consideration for golf course and other golfers, subject to the regulations established by the Club and enforced by Marshals duly appointed by the Club.
   c. That the leaseholders shall immediately report any damages to the Pro Shop

6. In the event of any breach of this Agreement by the leaseholder, the Club may cancel this Agreement with a notice to the leaseholder and a refund of the pro-rated lease rate to the leaseholder.

7. that the registered owners under this Agreement will operate any power cart in their possession or control in a safe manner, with consideration for the golf course, and other golfers, subject to the regulations established by the Club and enforced by Marshals duly appointed by the Club.

8. The leaseholders acknowledge that there are certain risks of physical injury and damage to personal property by operation of the power carts. Therefore the leaseholders agree to assume all risk of any injury to person or property, including death, or for loss of time or other loss or damage which the Club or any other person may sustain, as a result of any activity connected with the leaseholder’s operation of a power cart pursuant to this Agreement. Further, the leaseholders agree to waive and relinquish all claims of injury to person or property, including death, or for loss of time or other loss or damage, the leaseholders may have against the Club or golf cart owner, their officers, agents, and employees, holding them harmless and indemnifying them from all such damages that may arise as a result of operating a power cart pursuant to this lease agreement. The leaseholders further agree to pay or reimburse the Club for all charges relating to any breakage and damage, other than ordinary wear and tear, to power carts during the term hereof.

Signed this __________ day of ________________________, 20___

Leaseholder Signature: _______________________________ RTCC Authorized Signatory: _______________________________

Leaseholder Signature: _______________________________
Men’s and Ladies’ lockers are available only to those members who have paid their annual membership dues for the current golf season. All lockers are subject to an annual rental fee as set by the Board of Directors.
In the event that a member does not pay his/her annual membership dues as a result of an injury or an illness, the member may retain his/her locker for a period of one year. The annual rental fee however, must still be paid.

Due to the limited number of lockers, only one locker rental is permitted per member.

In the event that no lockers are available, those wanting a locker will be placed on a waiting list. The first person on the waiting list shall be given the first right of refusal. Should the member refuse this right, he/she will be placed at the bottom of the waiting list.

All locker rentals must be paid no later than April 30 of the current golf season.

Locker rentals are non-transferable. In the event that a member chooses not to renew his/her locker rental, the next person on the waiting list will be issued the locker.

The Rossland Trail Country Club is not responsible for theft or damage to any contents that may be stored in the lockers.
The Rossland Trail Country Club recognizes the importance of their members utilizing the Pro Shop and Clubhouse Restaurant. Members patronizing our facilities assist greatly in the financial well being of the Club. To encourage our members to purchase goods and services from the Club, charging privileges are granted to adult and intermediate members under the following terms and conditions:

1. Charging privileges are for adult and intermediate members only and may be used for both the pro shop and clubhouse restaurant.
2. Accounts are payable no later than the last day of the month following the month in which the purchase was made (e.g. Item or service purchased on April 15th must be paid no later than May 31st)
3. In the event that an account is not paid in full by the due date, the member’s credit card shall be charged for the outstanding balance.
4. In the event that a credit card charge is declined, the member shall lose their charging privileges until such time as the outstanding balance has been paid in full.
5. In the event that an account is in arrears for more than 180 days the member’s golfing privileges may be suspended until such time as the account has been paid in full or a mutually agreed upon payment plan has been developed with the Director of Golf.
6. Credit balances may not be applied to membership dues, private cart storage and tracking, lockers, driving range fees and passes and power cart rentals.
7. All accounts must be paid in full no later than October 31st of the current year, which is the Club’s fiscal year end. Accounts must be paid by October 31st even for products or services that were purchased in October of the current year.

**Employee Charging Privileges**

Seasonal employees of the pro shop and restaurant shall be granted charging privileges, however the maximum amount owing at anytime shall not exceed $250.00 unless prior approval is obtained from the Director of Golf. Employees are subject to the same conditions as regular members as to when accounts must be paid. In the event of non-payment for two consecutive months or by October 31st of the current year, whichever comes first, the outstanding balance shall be deducted from employee’s pay. Prior to receiving charging privileges, the employee must sign an authorization permitting the Rossland Trail Country Club to deduct any outstanding balance from their pay cheque.

**PERSONAL CHEQUES POLICY**

- Personal cheques *will not be accepted* from anyone other than a member of the Rossland Trail Country Club.
- Cheques returned NSF will be subject to a $25.00 NSF charge.
The Rossland Trail Country Club shall participate in reciprocal agreements with those golf clubs that wish to offer green fees at a discounted rate to members of the Rossland Trail Country Club.

The following conditions shall apply:

1. The amount of the discount provided to other club members shall be equal to the same rates and conditions as the reciprocating club.
2. The reciprocal rate shall be the percentage discount off of the RTCC regular green fee rate.
3. Reciprocal rates shall not be applied to any other discount or special offer including reduced rates for tournament practice rounds.
4. A member of a participating club must present their current membership card to the pro shop.
5. Members are requested to book their reciprocal tee times in advance.
6. Reciprocal green fee rates do not apply to tournaments or social club functions as discounted green fee rates have already been applied.
7. The Rossland Trail Country Club shall provide complimentary golf for Directors with clubs offering the same benefit to Rossland Trail Country Club directors.
8. Complimentary golf for directors is only offered once the participating club has opened.
9. Complimentary golf for directors shall be limited to three rounds per year. The pro shop shall keep a record of complimentary rounds issued to the directors of participating clubs.
10. The Rossland Trail Country Club reserves the right to amend or eliminate reciprocal benefits at any time.
11. Members of the Rossland Trail Country Club shall be notified at the beginning of the season, which clubs are offering discounted green fee rates.
The Rossland Trail Country Club *may* provide financial assistance to junior members for the following championship events.

- BC Junior Boys
- BC Junior Girls
- Canadian Junior Boys
- Canadian Junior Girls

Financial assistance shall be in the amount of $150 for Provincial Championships and $300 for Canadian Championships. In addition, a Rossland Trail Country Club golf shirt shall be provided at no cost.

Financial assistance is subject to the following:

- Must be a member in good standing of the Rossland Trail Country Club.
- The request for financial assistance must be made in writing to the Board of Directors.
- The individual must have qualified by making the Zone 1 (Girls) or Zone 1 West Team (Boys) for that particular event. In the case of a Canadian Championship the individual must have made the Provincial team.
- Financial assistance is not provided when a junior member travels to play in a qualifying round; however, should the junior member play in a qualifying round and qualify in one of the above named events, financial assistance shall then be provided.
- The tournament must be outside of the Zone 1 West area.
- The member should wear an article of clothing (hat, shirt or jacket) displaying the Rossland Trail Country Club name and/or logo.

Financial assistance for a non-junior member will be considered by the Board of Directors on an individual basis for national events only.
NON MEMBERS
1. Green fee players may book at any time.
2. Green fee bookings shall be limited to four per hour.
3. In the event of a green fee booking of 8 or more and a request to play back to back, the pro shop shall accommodate the group but then eliminate the closest unused green fee block in order to accommodate our members.
4. Once the members have had an opportunity to book their tee times four days in advance and there are tee times available over and above the four per hour green fee allocation, these times shall then be filled with green fee players.

CALLING FOR TEE TIMES
1. The pro shop will take calls for tee times starting at 8:00am in the spring and fall and from 7:00 am during the summer months.
2. Tee times will be taken by the pro shop staff at a ratio of 3 to 1; three phone-ins to one in the pro shop line-up.
3. On weekends and holidays during the months of April and October a shotgun start format may be utilized in order to minimize any inconvenience in the event of weather delays (e.g. frost, fog).

FULL AND INTERMEDIATE MEMBERS
1. Tee times may be booked four days in advance.
2. Members wanting a tee time prior to 11:00 am may call starting at 7:00 am (8:00am spring and fall)
3. Members wanting a tee time after 11:00 am may start calling from 11:00 am on. Members are only permitted to book one tee time per call as per the standard tee time booking policy.

JUNIOR AND STUDENT MEMBERS:
1. Junior and student members may book four days in advance but only after 2:00 pm once the full membership has had an opportunity to book their tee times.
2. Junior members are not permitted to play on weekends and holidays until after 3:00 pm unless they are playing with an adult. No youth under the age of 12 is permitted on the course unless accompanied by a golfer 19 years of age or older.
3. At the discretion of the Head Professional or the Assistant Professional, play may be permitted during slow times without adult supervision provided that the youths have demonstrated a reasonable skill level and an understanding of golf etiquette.

BOARD OF DIRECTORS:
In recognition of the work done on behalf of the Club, members of the Board may book one tee time anytime in advance provided that the Board member is part of the group.

EMPLOYEES:
1. Employees may book tee times four days in advance as per the standard tee time booking policy with the exception of weekend play and holidays.
2. For weekends and holiday tee time bookings, the employees may book four days in advance but only after 2:00 pm once the general membership has had an opportunity to book their tee times.
3. The employee must be part of the group.

MULTIPLE TEE TIMES:
Members may book multiple tee times in advance (outside the standard booking policy) when they are booking for groups of eight or more and their round is followed by dinner at the Clubhouse Restaurant. (Excluding Men’s Night)
GENERAL
1. All players must register in the Golf Shop in advance of their scheduled tee times.
2. All players must start on the #1 tee unless they have obtained permission from the Pro Shop to start on #10.
3. All names in the group should be provided to the pro shop.
4. Twosomes shall pair up when requested by pro shop staff.
5. Fivesomes are not permitted. (exceptions see Policy C4)

NO SHOWS:
“No Shows” are costly to the Club. Members must advise the Golf Shop of any cancellations so that we may make those tee times available to green fee players or other members. Repeat offenders could lose their booking privileges.
The Rossland Trail Country Club is predominantly a membership golf club where membership dues contribute significantly to the Club’s total revenue.

In recognition of the value of the membership of the Rossland Trail Country Club, blocks of tee times have been allocated to the following member clubs.

**DAY LADIES’ CLUB** – Tuesday Mornings (2 hour block)
**BUSINESS LADIES** – Tuesday Afternoons (1 1/2 hour block)
**MEN’S CLUB** – Wednesdays (4 hour block)
**RETIREE’S CLUB** – Thursday Mornings (3 hour block)

**NOTE:** The actual length of the blocked tee time may change depending on the number of participants.

**MEMBER CLUB SHOTGUN STARTS:**
While it is generally in the best interest of the Rossland Trail Country Club to adhere to tee time play during the allocated blocks, in order to maximize green fee revenue, the Club does recognize the social element of club play, where shotgun starts are favored in order to provide the opportunity for a social gathering following play. The Club also recognizes the potential for revenue generation for the Clubhouse restaurant following these events.

During those occasions when a shotgun start is requested, a modified shotgun format shall be utilized for a minimum 50 players to avoid closure of the course to other members and green fee players. A modified shotgun is when groups are started on #1 tee and work backwards. This allows regular play to take place ahead of the shotgun group and allows regular play to commence once the last group is off the #1 tee box.

When a modified shotgun is not practical due to the high number of participants and a regular shotgun format is required, openings within the shotgun will be made available to members and green fee players. **A full shotgun requires minimum of 80 players.**

*A final list of entries must be provided to the Director of Golf a minimum of 5 days prior to the event.*

All scheduling of member club events and formats is done by the Match Committee for submission to the Board for approval.
Due to the high number of participants fivesomes are permitted on Men’s Night.

If the entire course is utilized for member Club events and is closed to any other play, groups of five are permitted. Groups of five are also permitted when a social club has booked and paid for the use of the entire course and the course is closed to regular golf play.

Groups of five may also be permitted when practice rounds are part of a men’s or ladies’ tournament. This will be at the discretion of the pro shop and will depend on the demand for tee times for the practice round as well as for general play.

The Director of Golf may also allow the limited use of Fivesomes at times not otherwise covered in this policy.
In addition to the events held by member clubs on their regular allocated days, the following are recognized annual Club sanctioned tournaments of the Rossland Trail Country Club.

1. Men’s Opening Scramble (1 Day Event)
2. Ladies’ Early Bird (2 Day Event)
3. Men’s Club Championship* (2 Day Event)
4. Ladies’ Club Championship* (2 Day Event)
5. Retirees Invitational Tournament (1 Day Event)
6. RTCC Mixed Open (2 Day Event)
7. RT Men’s Open (3 Day Event)
8. Kay Buna Memorial (2 Day Event)
9. Retirees Club Championship (1 Day Event)
10. Men’s Closing Scramble (1 Day Event)

*(The Men’s and Ladies’ Club Championships shall both be played on the same two days until such time as the number of participants warrant separate days)

Tournament Field
The organizing committee shall advise the Pro Shop 5 days prior to the tournament of the number of participants. This will allow the golf shop to allocate the appropriate number of tee times for the tournament and then to implement the standard tee time booking policy for members and guests not participating in the tournament. If the tournament is utilizing a shotgun format, open spots may be used for regular member and green fee play.

Tournament Green Fees and Prizes
No tournament green fees shall be charged for the above member Club events. It is expected that the majority of prizes and/or gifts shall be purchased from the Pro Shop as the Rossland Trail Country Club is a major sponsor of most of these tournaments. Merchandise discounts are to be arranged with the Head Professional. All inventory purchased for a specific tournament must be paid in full, thus not leaving the Club to absorb items that have been brought in for a specific event. The pro shop, if requested, will attempt to sell the excess inventory and apply a credit to the Member Club account as the items are sold.

The Rossland Trail Country Club logo must be on all mailings and posters distributed by the tournament committee.

Tournament Power Cart Rental
During major Club Tournaments the Club’s power carts shall be rented first. In the event that there is a shortage of Club owned power carts, members’ carts may then be utilized and the revenue received from private power cart rentals shall be returned to the owners’ of the cart or if requested a credit shall be applied to their account.

Tournament Sponsorships
In the event that a member club is pursuing sponsors for its event and wishes to offer golf passes at RTCC as part of their sponsorship package, the tournament chair shall make the request to the Director of Golf prior to soliciting sponsors.

Tournament Winner Acknowledgement
Congratulatory letters form the Board of Directors shall be sent to the overall winners of the Men’s and Ladies’ Club Championship, Mixed Open, RT Open and the Seniors’ Invitational.
Since group events contribute significantly to the Club’s finances and help in maintaining membership fees as low as possible, the Rossland Trail Country Club shall make the course and restaurant available to outside groups such as social clubs and charitable organizations.

**Course Availability:**

While the golf course is available for group functions seven days a week, every effort shall be made by management to ensure that social or charitable functions do not conflict with Ladies’ Day, Men’s Night or Retirees’ Day. Management will make every effort to direct groups to book their functions on a Monday, Thursday afternoon, Friday or in the afternoons on weekends and holidays.

In the event that a group wishes to book a social or charity tournament that would conflict with one of the member tee time blocks, the Director of Golf shall advise the member club chairperson immediately, in order to reschedule the member club block to another day that week.

**Green Fee Rate:**

Given the number of courses in the area competing for this type of business, the green fee rates and dinner prices shall be at the discretion of management; however under no circumstances should the amount charged be less than what would normally be generated during that time frame on that particular day.

If that booking is for a day that would conflict with a member club, the minimum rate for golf shall be $2000 and the group must also use the RTCC restaurant services for their dinner reception.

**RTCC Members Participating In Social or Charity Functions**

When a tee time format is booked by the group, an RTCC member is exempt from paying green fees; however, should a shotgun format be used that requires closure of the course for a period of time (before & during) and a flat rate is required, it is the group’s decision as to whether or not they want to give an RTCC member a reduced rate.

**Tournament Participant with Reciprocal Privileges**

Participants of a group function who are members of other clubs that have a reciprocal agreement with the Rossland Trail Country Club shall be charged the reciprocal rate if a tee time format is used by the group. As social functions are already at a reduced rate, the reciprocal rate shall be the percentage discount off the regular green fee rate or the tournament discount rate, whichever is the lesser of the two. *The reciprocal discount shall not be applied to the tournament discount rate.*

The reciprocal rate shall not apply when a shotgun format is used requiring closure of the course for a period of time (before & during) and a flat rate is charged.
The Rossland Trail Country Club BLUE Flag policy is intended to add pleasure to the game and to provide assistance to golfers with injuries and/or disabilities while at the same time protecting the course. The supplied flag shall be Blue & White and shall remain the property of the Club.

Wherever possible players should use cart paths provided. Players should use common sense and avoid dangerous spots such as steep mounds, near water or traps.

In all cases players may not take a power cart closer than 10 feet (3 meters) to any green. This yardage minimum is critical in order to ensure a better playing area around greens for everyone. Power carts are not permitted to pass between the bunker and the green.

Players must keep power carts off mounding on fairway bunkers

Players wishing to use a BLUE Flag must have a note from a doctor stating the fact that walking is difficult.

From time-to-time BLUE Flag Rules will be suspended due to poor weather conditions or excessive water on the course. Should players with BLUE Flags wish to play on those days, they must adhere to the power cart rules posted for that day, with no exceptions.
1. The golf course shall be open for play at such time as the Course Superintendent has deemed the course safe and ready for the utilization of mowing equipment.

2. Play during frost conditions or when the ground is frozen is not permitted. The Superintendent or his/her designate will determine if play is to be delayed and when play may commence.

3. Play will not be permitted during foggy conditions. As a general rule play will commence when the number one green is visible from the Golf Shop for an extended period of time and/or clearance is given by the Superintendent or his/her designate.

4. The end of the season shall be at such time as the ground begins to freeze and daytime temperatures are near freezing or October 31st, whichever comes first. At the discretion of the Board, the closing date may extend past October 31st.
In the interest of all golfers at the Rossland Trail Country Club, the following rules are necessary in order to protect and preserve the quality of maintenance of the golf course, and in order to ensure the enjoyment of the best playing conditions possible.

**PULL CARTS**
1. Pull carts must be kept a minimum of 10 feet from any putting surface.
2. Pull carts are not permitted between the green and any greenside bunkers.
3. Pull carts are not permitted on tee boxes.

**POWER CARTS**
1. Power carts must be kept 30 feet from greens and off tee boxes.
2. Cart paths where provided must be used at all times.
3. **90 Degree Rule:** During excessively wet conditions golfers must adhere to the 90 degree rule when directed to do so. The 90 degree rule requires that a golfer must keep the power cart in the fairway rough area and then proceed on a 90 degree angle once they have reached the distance of his/her golf ball.
4. A maximum of 2 persons are permitted on a power cart.
5. Standing and travelling on the back of a power cart is prohibited.

**GOLF COURSE ETIQUETTE**
1. The golfer will replace all fairway, tee and rough divots.
2. The golfer will repair ball marks on the green.
3. The golfer will rake bunkers upon finishing their shot.
4. Bunker rakes are to be placed in the bunker after raking.

**COURSE SIGNAGE**
1. Directional signs will be respected at all times.
2. Golfers will stay off areas when directed to do so due to chemical applications.
3. Golfers will abide by all signage posted on the course, whether permanent or temporary.

Golfers not adhering to those rules that have been put in place for protection and preservation of the maintenance of the golf course could be subject to the loss of golfing privileges.
It is a violation of the Rossland Trail Country Club’s liquor license to allow alcohol on the course that has not been purchased directly from the Clubhouse Restaurant or from the beverage cart. Therefore, under no circumstances may alcohol that is not purchased from the Rossland Trail Country Club be brought onto the golf course property at anytime. This also applies to alcohol to be given as a prize at any event.

A violation of the Club’s liquor license could result in a suspension of license and/or fine which would have negative financial implications to the Rossland Trail Country Club. In addition to being in violation of our liquor license, the Club’s exposure to liability increases significantly as the Club’s ability to monitor consumption becomes extremely difficult; therefore anyone who contravenes this rule shall be asked to leave the course without refund and could be suspended from future play. In the event that a member of the Rossland Trail Country Club violates this rule, he/she shall be issued a warning for the first offence. In the event of a second offence the member shall have their playing privileges suspended for a period of 30 days.
The following rules and regulations have been established to deal with safety, respect for the pleasure and enjoyment of all golfers and to ensure a positive image for the Rossland Trail Country Club.

A. **Dress Code**

   1. Shirts and shoes must be worn on the golf course at all times. Men's shirts must have sleeves. No muscle shirts.
   2. Bathing attire, cut off shorts, halter tops, tube tops, tank tops, and similar recreational wear are not considered proper dress on the golf course.
   3. Golf shoes must be soft spikes only.
   4. The dress code applies to members, guests and staff.

B. **Golf Play**

   1. RCGA Rules of Golf and posted local rules will govern play at all times.
   2. All players must register with the Golf Shop before playing any part of the golf course.
   3. Players must use the designated areas for practice.
   4. Junior golfers, under the age of twelve (12) years may play on the golf course only when accompanied by an adult, unless they have demonstrated to the head professional an appropriate knowledge of golf etiquette and play.
   5. Unless prior permission is given, golfers must tee off the number one tee.
   6. In fairness to other golfers, holes must be played in sequence.
   7. No more than one golfer shall play out of one bag. Each player must have his/her own set of clubs.
   8. In the interest of all, players must play without delay, and all groups must keep their place on the course or allow following players to play through. Pace of play at the Rossland Trail Country Club should not exceed four (4) hours.

C. **Driving Range**

   1. Players must stay on the mats when directed to do so.
   2. For the safety of other players and for the protection of the green, players must not intentionally hit balls at the #11 green located off the far right hand side of the driving range.  
   3. No player may hit any shots from the range area to the chipping green located on the right hand side of the driving range.
   4. Power carts are not permitted anywhere on the driving range practice area or on the range itself.
   5. **Parking of motor vehicles adjacent to the entrance of the range is not permitted.** This area is reserved for power cart parking only.
   6. Players are responsible for the distance and direction of their shots. The Rossland Trail Country Club is not responsible for any bodily injury or property damage that may be caused by an individual using the practice area.
   7. Range balls and baskets are the property of the Rossland Trail Country Club. Under no circumstances shall a member or guest remove range balls or baskets from the property. Violators are subject to loss of range privileges and/or golfing privileges.
Member grievances and violations are resolved through the Board of Directors of the Rossland Trail Country Club.

Should a member have a grievance and wish to be heard before the Board, the member must advise the Club President in writing about the complaint. The President will then schedule a meeting of the Board of Directors to review the complaint. The Board of Directors must render a written decision within seven (7) days of the scheduled meeting and notify all pertinent parties of such decision. The decision of the Board is final.

All disciplinary matters arising between the Club and a Member shall be dealt with in accordance with provisions of section 6.0 of the Club’s bylaws which reads as follows:

a) The Board of Directors shall have the power to suspend a Member for up to and including a maximum of seven (7) days. Members have the right to request a hearing to appeal suspensions handed down by the Board. Any requested appeal must be submitted to the Office Manager and/or the President or his/her delegate, within 3 business days of receipt of the notice. When a hearing is requested any action will be held in abeyance until the hearing is held and a decision is made.

b) The Board, only after holding a hearing, shall have the power to suspend beyond 7 days and/or take any additional measures, or expel a member, if an incident warrants it. The hearing shall be heard no later than the next scheduled Board meeting.

c) Notice of a Hearing must be given by the Board to the Member within seven (7) days prior to the Hearing and shall state:
   i) the date, time and place of the Hearing, which shall be determined by the Board President,
   ii) the Issue; and
   iii) that the Defendant shall be entitled to be present and may be represented by counsel to submit evidence relevant to the allegations.

d) Notice of the decision of the Board must be given to the Member and the Complainant, if any, within seven (7) days of the conclusion of the Hearing.

f) A quorum of the Board must be present at the meeting.
The Board of Directors shall meet on the last Tuesday of each month. A minimum of five (5) Directors must be in attendance in order to constitute a quorum.

Directors must advise the Office as soon as possible if they are unable to attend a regular Board meeting.

The Agenda and Director’s packages shall be prepared by the Office and will be available to the Directors the week prior to the regular scheduled meeting.

**Agenda Items**

Directors wishing to place an item for discussion on the agenda should submit the request, together with any written material to the Office for inclusion in the Board packages. This will allow the other Directors an opportunity to read the material prior to the meeting and be prepared for any discussion. This will also allow staff to gather any additional information that may be useful in assisting the Board with any decisions.

**Motions**

Should a specific request by motion be made to the Board by a Director, the Board reserves the right to postpone any decision until such time as the Board has received all pertinent information dealing with but not limited to such things as financial implications, and labour requirements.

**Delegations**

Any member of the Rossland Trail Country Club is welcome to attend a regular Board meeting, either as an observer or delegation to the Board of Directors.

In the event that a member wishes to address the Board for any reason, the member must notify the Office five (5) days prior to the meeting and must submit a brief description of the topic.

Should a specific request be made to the Board of Directors by the delegation, the Board reserves the right to postpone any decision until such time as the Board has received all pertinent information dealing with but not limited to such things as financial implications, and labour requirements. Every effort will be made by the Board of Directors to respond to any request by the next regular scheduled Board meeting.
The Statutory meeting for the Rossland Trail Country Club shall be held immediately following the annual general meeting held each year on the second Sunday of December.

The Statutory meeting shall include the selection of President, 1st Vice President, 2nd Vice President and the appointment of the Secretary-Treasurer.
The minutes of the regular monthly meeting of the Board of Directors of the Rossland Trail Country Club shall be posted on the Club’s website (www.birchbankgolf.com) and also posted on the bulletin board located in the main lobby of the clubhouse, within 14 days of the regular meeting.
Currently this position has been combined with that of Head Professional to create the position of Director of Golf

General Responsibility

The Business Manager is responsible for the business operation of the Rossland Trail Country Club.

Accountability
The Business Manager is one of 4 Managers reporting to the Board. The others are the Superintendent, the Food & Beverage Manager, and the Head Pro.

Primary Objective
To manage, administer, and oversee all business operations of the Rossland Trail Country Club office.

Specific Responsibilities

Board of Directors
• Responsible for the Secretary/Treasurer duties
• Preparation of Agenda and associated material for all Board Meetings
• Prepare and presentation of the Office Updates at monthly Board Meetings
• Record and distribute the minutes for all Board Meetings,
• Responsible for providing support to all Board Members, and be the liaison person between Club Members and the Board
• Preparation of Agenda, Annual Report and other associated material for the Annual General Meeting
• Preparation of Agenda and to record minutes at the Annual Statutory Meeting

Strategic Plan
• Responsible for the facilitation and development of the annual strategic plan
• Responsible to evaluate and report to the Board on the action plans as laid out in the strategic plan

Budgets
• Prepare the Admin and Clubhouse budgets and operational plans for review by the Finance Committee, and ultimately Board approval.
• Manage the Admin and Clubhouse budgets in a fiscally responsible manner, to ensure they are consistent with the values and quality objectives of the Club.

Marketing
• Chairs the Marketing Committee and participates as an active member
• Assists in the development of the Marketing strategy and plan
• Responsible for communicating the Marketing Plan to RTCC Board of Directors and Club Members
• Responsible for execution of the specific plans of the Marketing Plan
• Responsible for all updating all Marketing content on www.birchbankgolf.com
• Represents RTCC at the Kootenay Golf Association meetings and events

**Member Relations**
• Responsible for being the main point of contact between the Board and the Club Members
• Responsible for providing Club Members with information on all relevant club activities/issues/events/policies
• Responsible for preparing the monthly in-season Member Newsletters
• Responsible for providing support to Club Members on all aspects of their membership (including RCGA handicap system, lockers and power cart storage)
• Responsible for updating all Member content on www.birchbankgolf.com
• Responsible for preparing and updating the Annual Calendar of Events, on www.birchbankgolf.com

**Staff Relations**
• Chair the management team meetings, and record minutes
• Manage all personnel files
• Prepare packages for new (and returning employees)

**Premise and System Management**
• Manage premise budgets and contracts (e.g. alarm system, phone & data networks, power, janitor, snow removal and keys)
• Manage system budgets and activities (e.g. Jeness, website, email domain and addresses)
• Manage and administer reciprocal agreements and complimentary pass distribution.

**Accounting**
• Manages the Accounting duties (including POS reconciliations, deposits, floats, Accounts Receivables, Accounts Payable and Payroll)

Perform any other related duties that may be agreed upon, from time to time, with the Management Team and/or the Board, to ensure smooth day to day operations of the Rossland Trail Country Club.
General Responsibility:
The Head Professional is responsible for all Pro shop operations within the Rossland Trail Country Club.

Accountability:
The Head Professional is one of four senior management personnel reporting to the Board. The other managers are the Superintendent, the Food and Beverage Manager and the Business Manager. The Head Professional is the Club’s representative when attending regional, provincial and national golf tournaments and clinics.

Primary Objectives:
To plan, organize and control all pro shop operations within the Rossland Trail Country Club. The Head Professional will prepare a budget and operational plans for review by the Finance Committee and ultimate Board approval. These budgets and plans must be consistent with the values and quality objectives of the Club. The Head professional will implement these plans and operate within the budget guidelines that have been approved by the RTCC Board of Directors.

Specific Responsibilities:
• Attend regularly scheduled Board meetings
• Submit to the Board written reports related to the budget and provide explanations to budget variances
• Chair the Pro Shop Committee (prepare an agenda and schedule meetings as required)
• Active member of the Marketing Committee
• Participate as an active member of the Club’s Management Team
• Participate in strategic planning teams and help facilitate action plans
• Hire, train, supervise, schedule and discipline a competent staff for pro shop and back shop areas
• Operate a reputable pro shop and practice facility
• Ensure that point of sale system is accurate and utilized to its full potential
• Ensure that the shops and main lobby are clean, presentable and well maintained
• Ensure that all rental items (clubs, carts etc) are clean and well maintained
• Ensure that the range is cleared daily, all balls are cleaned as necessary, and that the range picking equipment is well maintained
• Ensure that all daily remittances are accurate and complete
• Ensure that all complaints by guests are handled promptly and satisfactorily
• Co-ordinate effective advertising and promotional campaigns with the Marketing Committee
• Driving range equipment and maintenance
• Prepare annual budgets for approval, which include profit and loss, capital expenses and inventory levels, for review by the Finance Committee and ultimate approval of the Board
• Adhere to approved budgets in a fiscally responsible manner
• Responsible for the overall scheduling of the golf course, including tee times for members and guests, tournament bookings etc.
• Ensure accurate starting time of play for golfers
• Responsible for marshalling the speed of play when necessary
• Must be an active member of the Club’s Match Committee
• Assist event organizers to prepare and plan golf events
• Be prepared to interpret the rules of golf for members and guests
• Ensure that the Club’s policy and procedures are followed
• Maintain a good working relationship with the men’s, ladies’ and retirees’ Clubs
• Maintain a good working relationship with local, provincial and national golf associations
• Maintain a good working relationship with suppliers
• Prepare employee job descriptions and complete annual written employee evaluations
• Develop and provide a program of competent golf instruction for all levels, including group, private, juniors and clinics
• Develop and implement a Junior Golf Program
• Maintain a positive community presence and awareness for the Club
• Promote interest in the game of golf and the awareness of the Club
• Manage pro shop section of the Club’s website
• Manage Complimentary and 2 for 1 passes for golf groups (i.e. Business Ladies)
• Manage reciprocal agreements with other golf clubs
• Co-ordinate tournaments (physical presence)
• Vary weekly schedule
• Hold Pro Shop Staff meetings
• Perform any other related duties that may be agreed upon from time to time, from the Management Team and/or the Board, to ensure smooth day to day operations.
General Responsibility:
The superintendent is responsible for the upkeep of greens, tees, fairways and the practice fairway, rough areas, bunkers and other hazards, areas surrounding the clubhouses, farmhouses, roads and fences, domestic water chlorinator system, convenience facilities, pumping stations, golf car storage sheds, irrigation equipment, trees, shrubs, domestic water intake, septic system and fields.

Accountability:
Reporting directly to the RTCC Board of Directors. The Course Superintendent is one of four management personnel making up the Rossland Trail Country Club management team.

Specific Responsibilities

1. Attend all Board Meetings
2. Prepare a written report for inclusion in the Board package prior to regularly scheduled Board meetings
3. Attend and be an active participant in all scheduled Manager’s Meetings
4. Participate in strategic planning and help facilitate action plans
5. Direct the maintenance, care and improvement of the grounds and golf course facilities, including maintenance facility, irrigation system and all golf course machinery.
6. Apply, inventory and maintain all pesticides and fertilizers in accordance with applicable laws, regulations (federal, provincial and local) and prudent management practices.
7. Recommend and supervise the purchase, lease, installation and maintenance of golf course equipment and improvements including, but not limited to cart paths (excluding golf carts), tee markers, flags, waste receptacles, signs, ball washers and the like.
8. Keep a maintenance record of all machinery and equipment.
9. Administer the CUPE union contract in a fair and equitable manner on behalf of the Board of Directors.
10. Attend and participate in all meetings with CUPE including contract negotiations.
11. Coordinate the hiring of any independent contractor retained by the RTCC related to the operations of the golf course.
12. In addition to supervisory responsibilities the Superintendent shall operate equipment and perform other duties related to golf course maintenance and improvements
13. Implement policies and carry out directives established by the Board of Directors of the Rossland Trail Country Club.
14. Work with the Course Committee and/or Board of Directors for prudent decisions regarding facilities development, expansion etc. and provides estimate costs for considered projects.
15. Keep the Board of Directors informed of course conditions and any anticipated problems that could result in expenditures that were not projected or expected.
16. Ensure that employees are in safe working conditions at all times.
17. Prepare a budget for golf course operations and capital improvements for submission to the Board for review as part of the Club’s consolidated annual operating budget.
18. Adhere to the annual operating budget as approved by the Board of Directors and advise the Board of any line item expenditures that exceed budget projections in excess of $1000 and provide rationale for the over-expenditure.
19. Maintain employee records such as days worked, accrued overtime, sick days, vacation entitlement, attendance and performance records, injury and accident reports and any other information deemed pertinent such as reprimands and disciplinary action.
20. Approve, code and submit all invoices to the Office in a timely manner to ensure prompt payment of charges.
22. Recruit, interview, hire, train and supervise grounds crew employees. Develop work schedules and maintain time sheets for submission to the administrative office.
23. Develop and maintain a human resources plan that meets current and future skills requirements.
24. Participate in education programs.
25. Be a member in good standing of the British Columbia and Canadian Golf Superintendents’ Association and the Western Canada Turfgrass Association and participate in the local chapter of these associations.
26. Maintain a close and cooperative relationship with area course superintendents to promote the exchange of ideas and to discuss common issues and concerns.
27. Enforce the rules and regulations of the golf course and report violations by golfers, members and guests to the President and/or his delegate.
28. Maintain a good working relationship with member clubs and Club committees and give consideration to requests properly presented by the committee chairpersons. (Match, Course, Tournament etc)
29. Maintain a good working relationship with suppliers.
30. Perform any other related duties that may be agreed upon, from time to time, from the Management Team and/or the Board to ensure smooth day to day operations.
31. Make reference to the winterizing of buildings and equipment.
General Responsibilities:
The Food & Beverage Manager of the Birchbank Clubhouse is responsible for the overall Food & Beverage Operations at the Birchbank course, including the clubhouse, the beverage cart, tournaments and/or special functions occurring in relationship to the operations of the Birchbank Golf Course. The Food & Beverage Manager reports to and is accountable to the Board of Directors. The Food & Beverage Manager is an integral part of the Club’s Management Team. The Food & Bev Manager must maintain a good working relationship with members of the Management team, all member Clubs, members at large, guests & employees to ensure a cooperative and positive working environment.

Primary Objectives:
To plan, organize and monitor all Food & Beverage operations at the Birchbank Golf Course.

Specific Responsibilities
- Attend regularly scheduled Board Meetings.
- Submit a written report on Food & Bev Operations for inclusion in the package prior to the regularly scheduled Board meetings.
- Participate in bi-weekly in season management team meetings.
- Chair the Food & Beverage Committee, prepare agenda and schedule meetings as required.
- Actively participate on strategic planning teams which occur during term of employment, and help facilitate action plans.
- Carry out duties identified in the Marketing Plan.
- Hire, train, schedule, supervise and discipline if required, all Food & Bev staff.
- Create menus and establish pricing for all items sold.
- Order food & beverage supplies and authorize payment of invoices by Office Manager.
- Organize & facilitate the delivery of food services for tournaments and special events held as part of the Club’s operations.
- Co-ordinate schedules, work procedures & general operation plans to provide a high level of customer satisfaction.
- Submit payroll hours of F & B employees to Office, to ensure accurate remuneration.
- Consider suggestions or complaints that may help to facilitate constructive changes in possible problem areas.
- Prepare accurate daily remittance for submission to Office Manager.
- Perform a monthly and year-end inventory of F & B products and supplies.
- Adhere to all current health & liquor law regulations.
- Ensure daily, weekly, monthly & year-end cleaning and maintenance procedures are carried out.
- Purchase equipment required for the F & B operations as budget allows or subject to Board approval.
- Perform any other related duties that may be assigned from time to time by the Management Team and/or the Board to ensure smooth day to day operations.
1. Committees are not policy-making bodies, but they can and do investigate and recommend policies when they consider it necessary. Much thought about qualification should be given in the selection of committee members.

2. **Committee members must not make any direct requests to any staff to undertake any initiatives that have not been previously approved by the Board of Directors other than for administrative assistance in matters related to their respective committees.**

3. No committee shall incur financial obligations beyond the funds appropriated by the Board unless authorized by the Board. Committees should co-coordinate activities through the Director of Golf.

4. Minutes of all meetings shall be distributed to the Board of Directors at the next Board meeting following the committee meeting. Minutes of all committee meetings shall be maintained in the administrative office files.

5. Annual reports are required from the Chairperson of every committee for circulation to the general membership.

6. The President with the approval of the Board of Directors shall appoint standing committees and other committees and the chairperson, except where otherwise provided.

7. The President/Chairperson shall appoint vacancies in committees.

8. Each committee shall be composed of as many members or directors, or both, as the Board may determine. Committee appointments may be for one year or less in the discretion of the Board.

9. The Board may provide each committee with set rules for members and guests with respect to the specific activity for which each such Committee may have responsibility, and with respect to the Committee’s own function.

10. No committee shall have the right to obligate the Club in any way or in any sum in excess of the specific amount (if any) established for its use for the current year by the Finance Committee.

11. All committees shall report their activities to the Board by providing minutes of each of the meetings held.

12. Committees are at all times under the direct supervision and control of the Board, having only such authority as is specifically defined with the Committees Terms of Reference and as may be delegated to them by the Board.

13. The Chairman or any two members may call meetings of a committee. Notice of any meeting shall be seven days and the Administrative Assistant shall notify the members accordingly either by telephone, mail or email.

14. Each member present at a meeting shall have a vote.
TYPE OF COMMITTEE: Standing Committee

The Committee shall be comprised two (2) directors and one (1) Chair. The President shall appoint the directors as well as the Chair. Ex-officio – President and Director of Golf

MANDATE:
Reporting to the Board of Directors, the committee is responsible for planning, arranging and recommending the financial policies and affairs of the Club, including annual and long-term budgets.

AREAS OF RESPONSIBILITY:
1. The Chairperson reports directly to the Board and shall work closely with the Director of Golf and is at liberty to consult, if required, with the auditors of the Club.
2. The committee should analyze monthly financial statements, making comparisons with the budget for the Board, and review with committee chairs, items that appear inconsistent with the approved budget.
3. Working closely with the Director of Golf, annually review the dues structure, initiation fees as well as other rates and fees. Make recommendations to the Board when amendments are deemed to be required.
4. The committee reviews investments and lease arrangements regularly to ensure that the provisions are met, reporting any irregularities and subsequent recommendations to the Board.
5. In close liaison with the Manager, the committee may review the status of any delinquent member’s account, review the policy thereto and recommend to the Board amendments, if and when required.
6. The committee is responsible for making recommendations to the Board on the parameters of negotiating the collective agreement.
7. Reviewing management staff contracts and recommend renewal conditions/remuneration to the Board as required.
8. The Chair is responsible for maintaining minutes of all meetings with copies for distribution to the Board of Directors and the administrative office for filing. The Chair is also responsible for submitting an annual report for distribution to the general membership

COMMITTEE MEETINGS
The committee shall meet monthly. Additional meetings shall be at the call of the Chair or by any two members of the committee. Notice of any meeting shall be seven days and the Administrative Assistant shall notify the members accordingly.
The Course Committee shall be comprised of six (6) members plus one (1) Chair. The Chair plus two other members shall be Board members and duly appointed by the President.

(1) Chair (Director)
(2) Board of Directors
(1) Men’s Club Captain or delegate
(1) Ladies’ Club Captain or delegate
(1) Retiree’s Club Captain or delegate
(1) Member at large. (Appointed by the Committee Chair)
Ex-officio – President, Director of Golf, Superintendent & Head Professional

MANDATE

Reporting to the Board of Directors, the Course Committee’s responsibility is to ensure that the golf course is maintained at the highest level possible within the budget duly approved by the Board of Directors.

AREAS OF RESPONSIBILITY

1. In close liaison with the Finance Chairman, Course Superintendent and the Director of Golf, develop and maintain a five (5) year plan for course improvements.

2. In close liaison with the Director of Golf and the Superintendent, develop a prioritized list of special projects (i.e. cart paths, flowerbeds, bunkers etc) to be undertaken during the upcoming season. Such a list shall be developed at the conclusion of the golf season and a recommendation made to the Board of Directors.

3. Recommend policies and/or rules and regulations to the Board, which, in their opinion would improve the condition or the operation of the course.

4. Preferably, decisions are to be by consensus; however should the Chair determine that a consensus cannot be reached, then a vote shall be taken by the Committee and the outcome of the vote shall be final. The outcome of the vote will constitute the recommendation to be brought back to the Board of Directors for decision.

5. The Chair is responsible for maintaining minutes of all meetings. Copies of the minutes shall be distributed to the board of Directors at the next regular Board meeting. Copies of the minutes will also be kept on file in the administrative office.

COMMITTEE MEETINGS

Meetings shall be at the call of the Chair or by any two members of the Committee. Seven days notice shall be given of all meetings. Once the meeting date has been established, the Chairman is responsible for notifying all members of the committee.
The Building Committee shall be comprised of six (6) members plus one (1) Chair. The Chair plus two other members shall be Board members and duly appointed by the President.

1. Chair (Director)
2. Board of Directors
3. Members at Large (Appointed by the Committee Chair)
   Ex-officio – President, Director of Golf

MANDATE:

Reporting to the Board of Directors, the Building Committee’s responsibility is to ensure that all buildings including the clubhouse and its equipment is maintained at the highest level possible within the budget duly approved by the Board of Directors.

AREAS OF RESPONSIBILITY

1. Develop and maintain a five (5) year plan for facilities maintenance and improvements.
2. Review Clubhouse rules and regulations governing the use of the facilities by the membership and guests and when necessary make recommendations to the Board for any amendments.
3. Report and make recommendations on the maintenance and improvements to the clubhouse building.
4. In close liaison with the Director of Golf and the Food and Beverage Manager, review hours of operation, price structure, and when necessary make recommendations to the Board for any amendments.
5. The Chair is responsible for maintaining minutes of all meetings. Copies of the minutes shall be distributed to the Board of Directors at the next regular Board meeting. Copies of the minutes will also be kept on file in the administrative office.

COMMITTEE MEETINGS

Meetings shall be at the call of the Chair or by any two members of the Committee. Seven days notice shall be given of all meetings. Once the meeting date has been established, the Chairman is responsible for notifying all members of the committee.
SECTION: Committees  Date Established: April 2008
SUBSECTION: Match  Date Revised:
Date Reviewed: 2015-02-24

TYPE OF COMMITTEE: Standing

The Match Committee shall be comprised of eight (8) members plus one (1) Chair. The Chair shall be a Director of the Club duly appointed by the President.

(2) Ladies’ Club Members
(2) Men’s Club Members
(2) Retiree’s Club Members
(1) Junior Club Representative
(1) Member at Large

Ex-officio – President, Director of Golf & Head Professional

MANDATE:

Reporting to the Board of Directors, the Match Committee is responsible for scheduling of competitive and social golfing events during the season. The Match Committee prepares a list for the coming year, ensuring that there are no conflicting dates for major Club events and that the number of scheduled events does not have a detrimental affect on non-competitive golfers or on the financial well being of the Club.

AREAS OF RESPONSIBILITY

1. Prepare the annual Calendar of for Board approval.
2. Cooperate with all Member Clubs while ensuring the best utilization of the course to achieve maximum benefit for the membership and guests in terms of access to the course as well as the financial well being of the Club.
3. Preferably decisions are to be by consensus, however should the Chair determine that a consensus cannot be reached, then a vote shall be taken by the Committee and the outcome of the vote shall be final. The outcome of the vote will constitute the recommendation to be brought back to the Board of Directors for decision.
4. The Committee is responsible for any discipline that may be required due to the inappropriate conduct of an individual at a golf tournament, exhibition or other specified golf event held by or at the Club.
5. Establish local golf rules, keeping in mind that all golf play is governed by the rules of the RCGA. In this respect consultation should take place with the Head Professional.
6. Ensure the continuity of an adequate Junior Golf Program and make recommendations to the Board regarding rules and regulations on the expected behavior of all Junior Members using the golf course and the clubhouse.
7. Determine major events (i.e. Provincial Juniors, Seniors, Ladies etc) that the RTCC could host and make recommendation to the Board. Upon Board approval develop a plan for securing future dates.
8. In close liaison with the Head Professional, review and establish (when required) regulations and methods of control for maintaining normal course etiquette by the general membership and make recommendations of the same to the Board.
9. The Chair is responsible for maintaining minutes of all meetings with copies for distribution to the Board of Directors and the administrative office for filing. The Chair is also responsible for submitting an annual report for distribution to the general membership.

COMMITTEE MEETINGS:

Meetings shall be at the call of the Chair or by any two members of the Committee . Seven days notice shall be given of all meetings. Once the meeting date has been established, the Chairman is responsible for notifying all members of the committee.
SECTION: Committees
DATE ESTABLISHED: May 2008

SUBSECTION: Handicap
DATE REVISED:
DATE REVIEWED: 2015-02-24

TYPE OF COMMITTEE: Standing Committee

The Committee shall be comprised of four (4) members including the Chair. The Chair shall be appointed by the President.

(1) Ladies’ Club Member
(1) Men’s Club Member
(1) Retiree’s Club Member
Head Professional

MANDATE:

The Handicap Committee is an essential element of the RCGA Handicap System. Each golf club utilizing the RCGA Handicap System must appoint a Handicap Committee to ensure the integrity of the handicaps it issues. This committee must make certain that the members comply with the RCGA Handicap System.

AREAS OF RESPONSIBILITY:

1. The Handicap Committee is responsible within the golf club for all aspects of the RCGA Handicap System, including the computation of each member’s Handicap Factor. The Handicap Committee must verify that all acceptable scores are reported for handicap purposes, and that recorded scores are available for peer review.

2. The Handicap Committee is responsible for ensuring that the Club is in compliance with the RCGA Handicap System and that the recommended procedures are followed.

3. The Handicap Committee has the responsibility to outline the RCGA Handicap System to its members and to stress the importance of reporting acceptable scores, and to report the Handicap Committee’s policies.

4. Ensure that every golfing member of the Club receives their RCGA membership card at the beginning of the season.

5. The committee is responsible for designating two individuals on the Handicap Committee to verify and certify Handicap Factors recorded on the reverse of the Membership cards.

6. Committee members are to make themselves knowledgeable of the RCGA Handicap System.

7. Assist in educating the membership of the RCGA Handicap System.

8. Provide periodic reports to the Board of Directors and the general membership.

OTHER:

The RTCC will pay the seminar registration cost for committee members to obtain their handicap certification. Annual cost is approximately $150.00.

COMMITTEE MEETINGS:

Meetings shall be at the call of the Chair or by any two members of the Committee. Seven days notice shall be given of all meetings. Once the meeting date has been established, the Chairman is responsible for notifying all members of the committee.
COMMITTEE TYPE: Standing

The Junior Golf Committee shall be comprised of the Head Professional and three (3) other members plus the Chair. The Chair shall be a member of the Board of Directors appointed by the President. The Chair is responsible for selecting the remaining members of the committee.

MANDATE:

Recognizing that junior golfers are the future of the sport and a vehicle in which to build the future membership base of the Rossland Trail Country Club, the RTCC shall actively promote junior golf and develop programs to enhance golf skills, knowledge of the rules of golf and golf etiquette and to promote good sportsmanship, which combined will result in responsible, active and involved members in the future.

AREAS OF RESPONSIBILITY:

1. Work with the Head Professional in the development of golf clinics that will meet the needs of junior golfers of all skill levels
2. Establish a calendar of events including clinics and tournament play for inclusion in the RTCC Calendar of Events
3. Assist with acquiring tournament sponsors
4. Assist with the organization and running of the annual Junior/Senior Tournament.
5. Provide assistance during junior clinics
6. Review junior golfing privileges and restrictions and if necessary make recommendations to the Board of Directors

COMMITTEE MEETINGS:

Meetings shall be at the call of the Chair or by any two members of the Committee. Seven days notice shall be given of all meetings. Once the meeting date has been established, the Chairman is responsible for notifying all members of the committee.