

# River Hills Policies

Reviewed and Board approved at the start of each season.

**Communication:** Staff, members, and guests can view these policies on the River Hills website, and they are available in a hardcopy format at the clubhouse.

River Hills will send out approved minutes from Board meetings to its membership via email on a regular basis along with seasonal updates. Facebook and website will also be used. A list of the managers and board members will be posted in the clubhouse and on the website.

**Respectful Community:** River Hills will provide a welcoming environment for staff, members and guests that is supportive of equitable treatment for everyone. River Hills is committed to recognizing the dignity and worth of every person and every member of the community and their right to be free from bullying, discrimination, and harassment.

**Conduct:** Respectful community applies to everyone. No disrespectful behavior or misconduct will be tolerated. Offenders will be asked to leave immediately without refund.

Note: Managers and staff have the authority to deal with situations as they arise and will also contact the proper authorities as needed. All disruptive behavior and misconduct will be documented and referred to the Board for review. Individuals will be suspended from the course and clubhouse pending Board review and resulting decision as to any disciplinary action.

**Confidentiality:** Every Board member and staff has a responsibility to safeguard the security and confidentiality of any personal or River Hills confidential business information they hold. All sign confidentiality statements.

**Board Member and Employee Code of Conduct:** Board members and employees will lead by example by acting with professionalism. Professionalism includes demonstrating integrity, respect, and accountability. This includes responsible, safe and ethical job performance, meeting all work obligations (being on time, present and productive), refraining from engaging in behaviour that may bring their own reputation or that of River Hills into disrepute; performing their work in a safe, responsible manner free from the influence of drugs or alcohol; complying with River Hills policies; respectful interaction with others; treating others with respect, dignity, courtesy, honesty and fairness, and with proper regard for their rights, safety and welfare; contributing to a workplace that is free of harassment, bullying or discrimination; fostering a climate of diversity and inclusion and seeking to avoid or remove obstacles to accessibility within the scope of their role; and working together as a team to build a positive work environment built on open communication, constructive interpersonal relationships, effective conflict and issues resolution, cooperative problem solving and reporting issues or concerns appropriately.

River Hills Policies

Approved March 24, 2022

Replaces all previous policies.

**Conflict of Interest:** Any potential conflict of interest or commitment for a Board member or employee must be disclosed in advance. The individual will be excused from any decision-making activity related to the conflict of interest or commitment.

## **River Hills Operational Policies:**

### **Safety:**

Occupational Health and Safety rules and practices shall be enforced, consistent, and follow the NS Occupational Health and Safety Act and Regulations. Examples, (but not limited to), include: Staff orientation to workspace and applicable safe use of machinery, safe use of chemicals, safety gear use, use of eye wash station, location of First Aid Kits, AED machine use, applicable safety training and certifications, kitchen safety practices, annual fire extinguisher and kitchen inspections and ongoing safety reporting.

### **On-Course:**

**Alcohol:** The Alcohol, Gaming, Fuel and Tobacco Division of Service Nova Scotia allows alcohol on course that has been purchased at the golf course as per club liquor license conditions. No personal alcohol to be visible. No large personal camping-style coolers allowed on carts.

**Cart Corral:** Members with paid trail fees also have access to the cart corral. Carts need to be removed from the cart corral by November 15.

**Course staff always have right of way.** Stop, wait, keep everyone safe. When a hole/green is posted as closed, pick up your ball and move on to the next hole.

**Dogs:** All dogs must be on leash and owners are fully responsible to control their pet and to clean up any mess that may occur.

**Dress Code:** Casual clothing suitable for golf. Unacceptable dress includes bathing attire, clothing that contains offensive language or pictures. Soft-spiked or spike-less golf shoes/sandals, sneakers or flat shoes only are permitted.

**Music:** Music playing at a reasonable volume is welcome on course. For safety reasons, no ear buds to be worn on course.

**Open to Play:** River Hills opens in early spring for the season, based on weather conditions. Late fall walking golf member access is permitted up to December 1 unless course maintenance activity is occurring that requires full course closure. Course is closed to all play from December 1 until spring opening.

**Pace of Play:** The average 18 hole round pace of play at River Hills is **four (4) hours**.

**Play Etiquette:** Help keep our course in pristine condition by repairing ball marks, replacing divots, and raking bunkers. Please keep all power carts off tee boxes and 30 feet from greens.

**Players:** Maximum number of players of per tee time is **four** players. Threesome and foursome groups have priority. Twosomes and onesomes will be asked to join up. Allow faster groups of threesomes and foursomes to play through. Based on a busy tee sheet, and pace of play enjoyment for all, Pro Shop staff will combine twosome and onesome tee times.

#### **Power Carts:**

**Power cart use on course is weather and playing condition dependent as determined by the Course Superintendent. Call ahead to check if power carts will be allowed.**

Notice of no carts will be posted in the clubhouse. Call ahead. The official active season in Nova Scotia is April 15 – October 31. Use of power carts in early season before April 15 and after October 31 up to November 15 is also weather and condition dependent and will be determined daily.

Maximum **two (2) riders** per power cart. This includes personal power carts.

Golfers wishing to rent a power cart must be a minimum of 16 years of age and have proof a valid driver's license. Contact information is collected at time of rental.

Cart users are expected to use the paths around greens and tees. Do not drive golf carts within 30 feet of a green or a tee except upon designated cart paths. These areas are especially susceptible to damage by the wheels of golf carts and compaction which can result in damaged chipping and pitching areas. Carts must not be taken onto the sloped areas of green, on green approaches, or between bunkers and the putting surface.

Golf carts are not permitted on or near any tee area. Never drive a golf cart through a hazard. Be careful to avoid soft areas on fairways, especially after rains. Drive in the rough whenever possible. Always use golf cart paths where provided, especially near tees and greens. Stay in the rough where no cart paths exist.

River Hills Policies

Approved March 24, 2022

Replaces all previous policies.

When carts are on cart paths keep all four wheels on the path. You can see the damage that has been done to the sides of paths over the years by this practice not being observed. When conditions dictate the 90-degree rule, access, or cross fairways only at right angles.

**Damage:** Cart operation that is damaging to the course will result in the immediate suspension of cart privileges to offender, no refund. Individuals are responsible for any damages to power carts or any damage they cause to the course with inappropriate use of the power cart.

**Handicap flag designated** power cart users must be approved by River Hills. A medical note and/or evidence of disability required. Users must still stay 30 feet away from greens and use every precaution to not damage the course by staying in the rough and using the cart paths whenever possible. Carts should enter the fairway at 90 degrees from the cart path where the ball lies, then remain in the fairway and return to the cart path at 90 degrees as soon as possible. Course conditions, time of year, or weather that results in a no carts on the course decision also applies to handicap flag cart users.

**Tee Times:** Tee times are in effect throughout the regular playing season. Starting tee times are determined by the time of year and weather conditions. Clubhouse will be open ½ hour before the starting tee time. Advance booking of tee times can be made for three (3) days in a row.

**Note: Contact the Pro Shop if a booked tee time will not be used.** No shows are recorded and repeat offenders will get one warning. For second and subsequent times, a fee will get applied to the player who reserved the tee time(s). If the tee time get filled after the no show, there is no fee assigned.

**No teeing off without first signing in at the Pro Shop. Comply with all posted signage.**

**Weather/Lightning:** All members and guests must immediately stop play and seek shelter for dangerous weather and/or lightning conditions. Players should stop play and seek shelter any time they believe lightning threatens them, even if a signal has not been sounded.

If you see lightning or hear the horn the following will apply:

Play is automatically suspended on the sound of the horn. A player may not override the policy decision to evacuate the course. No one will be permitted to tee off until cleared by the Pro Shop. When play is safe to resume players may proceed back to their position, two blasts of the horn will signify to resume play. Club is not held responsible for removing members and guests from the golf course. Play again vouchers due to weather/lightning are determined by the Clubhouse Manager/ProShop staff on a case-by-case basis and the number of holes completed.

**Off-season Walkers, Cross-Country Skiers and Snowshoers:** Non-golfer walkers, skiers and snowshoers are welcome off-season and are to stay off greens and tee areas.

## Clubhouse Operations:

**Budget areas** are assigned to Managers and respective Board committees with permissions to act/spend within set thresholds. New proposals, or additional spending outside of approved budget requires Board approval prior to proceeding.

**Finance:** Memberships are due prior to play by **May 1** annually. See the Clubhouse Manager to make alternate arrangements as required. Half-year starts **August 15 at 60% of full rate**. No play on the course permitted if a member or guest has an overdue account.

**Gift certificates (Prizes)** are for use in the Pro Shop. Not for food or beverage and do not expire.

**Green fee passes** are for use in the season noted on the pass and do expire.

**Holiday Promotions:** Memberships may be made available at the previous year's rate during the month of December for the next season. With each adult membership purchased with full playing privileges during the holiday promotion, the member will qualify for three (3), complimentary 18-hole guest passes or five (5), nine-hole passes to be used by the member to invite and play with their guest during the next season. These are season guest passes and expire at the end of each season. Guest passes records will be available at River Hills Pro Shop. Note: Does not apply to one-day associate memberships.

**Juniors:** Junior Memberships, driving range access (one bucket per day), and lessons are free. NSGA dues are collected. Juniors can play unrestricted with a tee time.

Junior expenses are reimbursed to parents/guardians at the end of the season following amateur-status guidelines and based on the following scale:

Set Rates:     \$60 per away Field Day  
  
                  \$350 for Provincials  
  
                  \$450 for Atlantics (inter-provincials)  
  
                  \$600 for Nationals

**Personnel:** Fair hiring practices are in place, including advertising and interviewing for all posted positions. Managerial contract positions are negotiated through the Personnel Committee with subsequent Board approval. Seasonal staff are placed on a pay scale, subject to economic increases over time. Any staff discounts for playing privileges, food, or other inventory, are for staff use only.

River Hills Policies  
Approved March 24, 2022  
Replaces all previous policies.

**Security:** Passwords, security codes, keys, cheque and signing authorities are to be securely stored, shared by a minimum of two people and to be changed annually as needed. All confidential information is to be securely stored and properly disposed of as needed.

**Tabs** must be pre-approved with a credit card back-up arrangement set up through the Clubhouse Manager. Tabs must be paid in full monthly and are subject to a 15% tip. Otherwise, all purchases must be paid for at the time of purchase. An ATM is on-site.

**Tournaments:** The annual tournament schedule is Board approved and posted in the clubhouse and on the website. Tournaments/fundraising scrambles/corporate events are 25% of entry fee to River Hills. Junior events and club-fun scrambles are exempt from the percentage with all proceeds going back to those participants in the form of prizes/gift certificates.

Pro Shop is to be used for minimum 75% of prizes/gift certificates for all club-sanctioned tournaments. Special Pro Shop orders and discounts available. Tournament committees are required to meet with River Hills managers to ensure prize orders, planning, and any organizing needs are covered well in advance. Committees will be given a planning checklist to guide them and will remit the summary form with noted revenue and expenses in a timely manner.

**Volunteers:** Organized volunteer work parties may be provided a lunch and non-alcoholic beverage with advance approval. Any volunteer working three hours or more on an approved activity gets the discounted staff meal price if kitchen is open at the time of the activity.