

## **Conditions of Use – Annanhill Golf Course**

### **Equality Statement**

East Ayrshire Leisure Trust provides access to golf for players of all standards in a friendly and welcoming atmosphere. As an organisation we will; “Be fair, inclusive and supportive to all customers and visitors in our provision of, and participation in, leisure facilities events and programmes”

We are committed to the equitable and fair treatment of all members, guests, visitors, volunteers and employees.

“The Trust, in providing Leisure, Culture and Sports services for our communities and visitors is also committed to pro-actively providing safe spaces, promoting and demonstrating equality, diversity and inclusion and challenging any unlawful discrimination of customers or the public.”

### **Responsibilities & Conditions of Play:**

- Our season ticket holders’ needs are prioritised
- East Ayrshire Leisure Trust deems that upon payment of membership or green fees, all members, guests and visitors have given their consent to be bound by both the restrictions and penalties outlined in this document. Members shall be liable for any breach committed whether by themselves or their guests.

All players should;

- Report to the starter prior to starting their round. Players must start from the 1<sup>st</sup> tee (unless permission is given from the starter(s) to start on a different tee).
- Avoid slow play, apply ready golf principles and allow other golfers to play through as appropriate.
- Dress appropriately for the Golf Course e.g. no football colours or strips should be worn
- Respect the rights of other players and staff. Golf course staff always have right of way when actively engaged in work on the course – do not play your ball if there is any risk to staff or equipment.
- Respect the golf course, golf boards/buggies, equipment and obey all signage on the golf course. Golf boards/buggies/trolleys should not be driven on any tee or green.
- Take pride in the physical appearance of the golf course as it is reflective of you as a member. Replace divots or use seed mix, rake bunkers and fix pitch marks, as provided.
- Act honestly in all occasions during play. Conduct yourself in an appropriate manner and do not knowingly cheat, throw clubs, disrespect employees, officials or fellow competitors.
- Switch mobile phones to silent on the golf course
- Be respectful to all those you come into contact with at Annanhill Golf Course. As per our Equality, Diversity & Inclusion statement, all players should respect diversity, different roles and boundaries, and avoid being offensive. Do not engage in any form of sexual, racial, religious discrimination or harassment. Do not conduct yourself in any rude or immoral manner, including the use of profane language, gestures, insults or other such misbehaviour.
- Respect the changing room facility by keeping it clean and tidy and avoid wearing muddy shoes where possible

#### Additional Information & rules:

- Out of hours practice rounds – players should book a tee time in advance via the East Ayrshire Leisure App or by calling the Starter's Office on 01563 521512. This ensures that the player/guest is insured whilst on the golf course
- No more than 2 balls should be played in a practice round (practice putting green is the exception to this).
- Golf boards and buggies should be used in line with the induction given by the starters. The air compressor should also be used for its sole intention and nothing else.
- You must report ANY instance where a ball has entered the residential areas which surround the golf course to the starter. Please shout 'FORE' if you have hit a wayward shot which will enter the residential area(s) – there are signs on each of the holes where this situation can happen.
- In general terms do not strike a ball where there is a risk of endangering others on the course. Please shout 'FORE' should you hit a wayward shot towards other people
- Golfers should not enter or exit the course via the 10<sup>th</sup> hole. This is deemed as an act of vandalism as young tree saplings are being damaged and is in breach of the Scottish Outdoor Access Code.

#### Conduct

Should the conduct of any Season Ticket Holder, either in the Clubhouse or on the course, give concern to the Trust - either by observation or intimation - and is such that the reputation of the course/membership may suffer as a result, East Ayrshire Leisure Trust may take whatever action they deem fit to rectify the situation; this may result in suspension or expulsion from the course.

The member shall have the right of audience before East Ayrshire Leisure prior to any decision being taken and prior to the decision being reported to the member in writing.

The decision of East Ayrshire Leisure Trust shall be final. Following the decision to cancel a season ticket due to any breach of the conditions outlined above, no refund will be issued.

#### Complaints Procedure

If you wish to make a complaint, please speak to a member of staff in the first instance who should be able to resolve any issue you may have. If however they are unable to do so, complaints will be dealt with through our Complaints Handling Process. Please note that the Trust may need to liaise with one of the golf clubs to resolve the complaint if it relates to a specific club member/situation. For further information on our Complaints process, please visit <https://eastayrshireleisure.com/about-us/complaints/>