



# RIVERVIEW GOLF CLUB

## Handbook

700 Redcliff Way S.E. Redcliff, Alberta.

Approved on June 12, 2024 by the Board of Directors



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CURRENT BOARD OF DIRECTORS

President:	Bill Duncan
Vice President:	Hugh Bice
Treasurer:	Darrell Schaffer
Secretary:	Dean Burnett
Director:	Karen Brown

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CURRENT STAFF

General Manager:	Jaubron Widdis
Superintendent:	Ron Lanz
Administration:	Gay Erickson
Clubhouse Operator:	Kelsey Delorme

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HOURS OF OPERATION

Pro Shop Hours: April 1st - October 15th

30 min prior to first tee time - 1 hour after the last tee time

Clubhouse Hours: Set by clubhouse operator (Kelsey Delorme)

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## CODE OF CONDUCT

As a member, guest or employee of the Riverview Golf Club, a certain standard of behaviour is expected that reflects the basic requirements of sportsmanship, integrity, courtesy and respect to be shown to all other employees, members, competitors, officials and the public.

Without limiting the basic requirements of sportsmanship, integrity, courtesy and respect, matters of conduct likely to reflect unfavourably on the game include:

1. Bad temper, club throwing, foul and abusive language.
2. Failure to adhere to the rules and etiquette of the game of golf.
3. Failure to adhere to the By-Laws of the Club and these Policies & Procedures.
4. Unsportsmanlike conduct and unnecessary gamesmanship.
5. Physical violence and threatening behaviour.
6. Harassment.

Incidents brought to the attention of the Club will be addressed in an expeditious, sensitive, responsible and confidential manner with no reprisals to the concerned individuals. The names of the concerned individuals or the circumstances related to the complaint will not be disclosed to any person except where disclosure is necessary for the purposes of investigating the complaint or taking disciplinary measures.

It is in the best interest of the game and the Club that such behaviour is reported and all employees, players, members and public are encouraged and have a duty to report such behaviour.

Management reserves the right to revoke golf privileges at their discretion.

## HARASSMENT POLICY STATEMENT

The Riverview Golf Club is committed to providing an environment in which all staff, club members, contractors, and members of the public are treated with respect and dignity. Harassment in any form is unacceptable and will not be tolerated from any person while attending or representing the Riverview Golf Club.

Everyone associated with the Riverview Golf Club is obligated to uphold this policy and to work together to prevent workplace harassment.

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MEMBERSHIP AND CART LEASE INFORMATION

CURRENT RATES:

Adult 7 Day Membership	\$1495.00
Adult Weekday Membership	\$1345.00
Intermediate Membership	\$900.00
Young Adult Membership	\$700.00
Student Membership	\$550.00
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7 Day Cart Lease	\$495.00
Week Day Cart Lease	\$445.00
Trail Fees Only	\$460.00
Trail Fees And Parking Stall	\$560.00
Trail Fees And Electric Parking Stall	\$595.00
Club Locker Storage	\$100.00
Pull Cart Lease	\$80.00

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## MEMBERSHIP INFORMATION

Riverview Golf Club currently offers the following memberships:

- Adult 7 Day Membership
  - Age Over 35
  - Unlimited Golfing Privileges 7 Days A Week
- Adult Weekday Membership
  - Age Over 35
  - Unlimited Golfing Privileges Mon-Fri
- Intermediate Membership
  - Age 25-35\*
  - Unlimited Golfing Privileges 7 Days A Week
- Young Adult Membership
  - Age 16-24\*
  - Unlimited Golfing Privileges 7 Days A Week
- Student Membership
  - Any Student With A Valid Student Id / Proof Of Enrollment for the current year
  - Unlimited Golfing Privileges 7 Days A Week

\*All Ages are as of March 1, of the current year.

## RIVERVIEW POWER CARTS

### CART USAGE

- If you wish to use a power cart, you must purchase the appropriate power cart package from the pro shop.
- You may also rent carts on a day-to-day basis.
- Power carts and pull carts are forbidden to be on the greens, fringes of the greens or tee boxes.
- Pull carts may be used directly adjacent to the fringes and tee boxes.
- Maximum of 2 occupants per power cart.
- Power carts must remain on the cart paths at all times if a path is available on that hole.

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### CART PATH ONLY POLICY

Under certain conditions a power cart can cause severe damage to the course that can be very costly to repair. When the General Manager and/or Course Superintendent deem that the course is unfit for power carts to be used on the fairway, the following policy will be put into place:

- Power carts must be kept on cart paths at all times, provided there is a path on that particular hole.
- If there is no path, the carts must be driven in the rough at all times.
- Driving on the fairway is forbidden.
- A 90° rule may be implemented as well.
- Drive the cart only on paths and rough.
- You may drive 90° to the ball and back to the path or rough, rather than drive straight up the fairways.

### LEASED POWER CARTS

Riverview Golf Club offers the following options for Power Cart leases.

Weekday Annual Power Cart Lease

7 Day Annual Power Cart Lease

- These cart leases are sold by the single seat; if the other seat is being used it must be by another leaseholder/ or an individual who has rented it for the round.

- *The Pro Shop reserves the right to restrict power cart usage at the course's discretion. This may be due to weather or other abnormal course conditions.*
- *Must be 16+ to rent a power cart (drivers license may be requested prior to rental)*
- *When riding with children under 16, the adult must be in the cart at all times it is in operation, Parents will be held liable for any damages.*

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### MEMBERSHIP REFUND POLICY

All refunds will refer to the Riverview Golf Club refund policy and are subject to a \$50.00 administration fee.

- Refunds related only to medical issues or employment relocation outside the region will be permitted.
- All requests must be made in writing and directed to the General Manager for processing.

Refunds will be issued on the following basis:

- Prior to April 1st: Full Refund
- Prior to July 15th: 50% Refund
- After July 15th: No Refund

Membership cards and complimentary passes (if applicable) must be returned at the time of refund. The Riverview Golf Club reserves the right to request letters of confirmation from a medical professional or employer to support refund requests.

### PRIVATE POWER CARTS

The Riverview Golf Club will allow the use of privately-owned power carts on the golf course subject to conditions set forth in this policy.

- Club members are eligible to purchase a private power cart permit upon payment of the appropriate annual power cart trail and/or storage fee with fees to be determined by the Board of Directors.
- A maximum of two club members may be designated as **authorized permit holders** for each power cart permit. Other eligible users permitted to use the cart under this permit:
  - A. Immediate family members of authorized users can take their cart, and guests of the immediate family are permitted to ride along with them for free.
    1. Spouse or partner (including common-law)
    2. Son or daughter (including in-laws)
    3. Grandchildren
- Members are asked not to allow the use of their private cart to ineligible individuals.  
**Ineligible individuals riding in a private power cart will be subject to daily trails fees. Trail fees for riders that do not declare appropriate eligibility may be charged to the member permit holder.**
- Visiting golfers may use their own privately owned power cart and shall be subject to payment of the daily power cart trail fee.



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- Private power cart owners are required to maintain the appropriate property and personal liability insurance. The Riverview Golf Club will not be held responsible for any damages caused by or to privately owned power carts or golf equipment while in use or in storage.
  - Private Power cart storage no longer includes Winter Storage (Nov-April). Any members who previously stored their carts over the winter months (Winter of 2023 and prior) will be grandfathered in.

#### DAILY TRAIL FEES

In the event that any golfer at Riverview Golf Club wishes to use their private power cart on a day to day basis, this shall be permitted, however daily trail fees shall be applied and paid for prior to use on the course. Annual trail fees are also available for purchase without the use of the Club's storage facility.

Violation of these rules and regulations may result in the revocation of private cart privileges and/or termination of membership.

Management reserves the right to restrict private power cart usage when extreme conditions arise at their discretion.

#### BLUE FLAG POLICY

The Riverview Golf Club allows individuals using "blue flags" to have some flexibility in cart use rules in order to enhance their golf experience. However, these users must be mindful of the potential damage caused by carts and the need for additional maintenance.

- The club has established guidelines to balance the enjoyment of the game with the preservation of the course's quality.
- During certain times and weather conditions, carts, including "blue flags," may be restricted to paths only.
- Cart use in the hilly/sloped areas of greens and tees, and inside 10 yards of the putting surface is not allowed.
- "Blue flag" users must follow the instructions of the Pro Shop staff and use paths around greens and tees.
- The relaxed cart rules apply to the "blue flag" user only and may be modified as needed.

Effective for the 2024 season, anyone may request to use a "blue flag" on a golf cart for a one-time use without prior approval. However, for any additional uses of the "blue flag," approval must be obtained from the General Manager.

The Pro Shop will not provide a "blue flag" for additional uses without this approval. This policy is designed to ensure responsible "blue flag" usage.

Please contact the General Manager for further inquiries or to obtain approval.

**CLUB STORAGE/LOCKERS**

Storage Lockers are available to members to rent for the season. Members who have had a locker the previous year will have the option to purchase the next year.

The club storage season runs from March 1 of the current year to February 28 of the following year. Club storage is limited in space, therefore only those paid in full on a first come first served basis will be available to receive club storage.

Riverview shall not be responsible for any property loss or damage which may occur to clubs while on the property. Please ensure you have adequate coverage in the case of loss or damage.

GREEN FEES

18 Holes		9 Holes	
Weekday	\$49.52	Weekdays	\$29.52
Weekends	\$55.24	Weekends	\$33.33

POWER CARTS RENTALS

18 Holes	9 Holes
Per Seat \$20.95	Per Seat \$10.48

DAILY TRAIL FEE - \$20.95 / CART

MEMBER GUEST GREEN FEE

18 Holes:	\$42.86
9 Holes:	\$25.71

**EXTREME WEATHER RATES**

30+ degree: \$25.71 / \$42.86 (9 or 18)      35+ degrees: \$23.81 / \$38.10 (9 or 18)

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### GAME PASS POLICY

Members and Guests may purchase numerous game passes from the pro shop for 9 and 18 holes as well as our famous Triple Play Pass. All of our game pass and cart pass packages are tracked digitally via Chronogolf.

- At any time you may request the staff in the Pro Shop to confirm the number of passes remaining.
- If you are buying these passes as a gift we can provide you with a gift receipt for the passes.
- Any issues regarding discrepancies in the tracking software can be brought up with the General Manager and not the staff of the Pro Shop.

All game pass packages have **no expiration date**.

### BOOKING OF TEE TIMES

- Riverview Golf Club has many ways for members and non-members to book tee times. Booking of tee times may be done by:
  - Calling the Pro Shop
  - Booking in person in the Pro Shop
  - Online at <http://www.golfriverview.com>, or another online tee booking site approved by the Board of Directors. (Currently <http://www.chronogolf.ca>)
- Tee times are in effect from the opening of the Pro Shop each morning until dusk.
- Pre-booking availability for members is seven (7) days in advance. (Ralston Members are 5 days)
  - (14) days with out of town guests (No Ralston) Must call Pro Shop to Book
- Pre-booking availability for non-members is five (5) days in advance.
- Pro Shop personnel are responsible for controlling the tee sheet.
- Foursomes will play unless it is not possible to do so.
- Twosomes will be grouped with twosomes already booked.
- Singles will be included where availability exists.
- An adult must accompany juniors playing before 2:00 PM. Juniors may book tee times available after 2:00 PM.
- All Players are asked to be prepared and ready to tee off at their designated tee time.

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### DRESS REGULATION

All players must wear suitable attire at all times on the course and in and around the club house.

All players must comply with the Club dress code:

- No short shorts
- No bathing suits
- No halter tops
- No muscle shirts
- Proper footwear must be worn (No metal spiked shoes)

Clothing is a personal matter and as contemporary golfing attire changes from time to time, any questions regarding the acceptability of any particular apparel can be reviewed with the pro shop.

### CANCELLATION AND NO SHOW POLICY

- If unable to play at the pre-booked time, members and the public are required to provide at least 3 hours advance notice of their need to cancel.
- Habitual no-show or failure to cancel tee times (3 times) will result in disciplinary action which will result in the member having their privileges suspended.
- When players fail to show up for their tee times without canceling in advance, it results in lost revenue for the golf course. This policy helps to ensure that the course can maximize its income by potentially filling those empty slots with other players.
- No-shows and late cancellations not only affect the golf course's bottom line but also inconvenience other golfers who may have wanted to play during that time slot.
- For members of the golf club, adhering to the cancellation and no-show policy is part of their commitment to the club's rules and regulations.
  - 3x Infraction = Written Warning
  - 4x Infraction = Playing Privileges Suspended for 1 week
  - 5x Infraction = Playing Privileges Suspended for 2 weeks
  - 6x or more = Playing Privileges Suspended for 1 month per infraction

In the event of a group booking no show, each name on the tee sheet will receive 1x no show. If there are tee times booked without a name and result in a no showing the person who books the tee time receives an additional strike.

Riverview Golf Club reserves the right for potential relaxation of enforcement of the policy in case of inclement weather. The club management may, at its discretion, consider waiving or modifying penalties for cancellations or no-shows due to adverse weather conditions.

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### RAIN CHECK POLICY

- The term Rain Check shall be a universal term to provide golfers with a determined value for being unable to complete their round of golf. Rain checks shall be provided for excessive rain, excessive wind, lightning, or other reasons deemed acceptable by the General Manager.
- Rain checks are only issued on the day of play. Anything prior is considered a rescheduled tee time.
- Each rain check will be given a dollar value based on the price charged before teeing off and the number of holes played.
  - a. If you have played 8 out of 9 you will still be credited for the entire 9 holes, i.e. 8 holes played gets you an 18 hole credit and 17 holes played gets you a 9 hole credit.
- Raincheck credits can be applied towards future golf and cart charges.
- Rain checks are non-transferable and non-replaceable.
- There will be no cash refunds.

### SEVERE WEATHER HALT

At Riverview Golf Club, our utmost priority is to ensure the safety of our golfers. Therefore, in the event of extreme weather conditions, we reserve the right to suspend play. The following steps will be taken:

- Monitor Weather: We will constantly monitor weather conditions, and if there are indications of extreme weather such as lightning, strong winds, or heavy rain, we will implement our severe weather halt policy.
- Blast Horn Signal: The air horn will blast for at least three times to indicate the end of play. All golfers are required to stop play immediately and return to the clubhouse.
- Seek Shelter: All golfers are advised to seek shelter as soon as possible. The safest place is inside the clubhouse or any other secure building. Avoid using golf carts or taking cover under trees, as these can be dangerous during severe weather.
- Wait for the All-Clear: Wait for the all-clear signal before resuming play. We will constantly monitor weather conditions, and as soon as it's safe to resume play, we will notify all golfers.

It is important to note that golfers should not return to the course until an all-clear signal has been received. Additionally, failure to comply with the weather halt policy could result in a suspension of playing privileges.

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### PACE OF PLAY

- Riverview Golf Club's 18-hole pace of play is 4.0 hours.
- Slow play will not be tolerated. Players should play without delay and maintain the pace of the group in front of you.
- To help overcome slow play, players are asked to consider the following points:
  - Whenever possible, golf in 4 person groups. The pro shop staff may group players into 4 person tee times at their discretion.
  - Play ready golf. Prepare for your shot as you approach your ball and always be ready to play when it is your turn.
  - Don't be concerned with whose turn it is to hit.
  - Keep practice swings and putts to a minimum.
  - Do not stop on greens and tee boxes to have lengthy conversations.
  - Don't spend too much time looking for a lost ball.
    - Maximum of 3 Minutes as per Golf Canada
  - Keep up with the group in front of you.
  - Staff reserves the right to suspend golf privileges at any time without refund.

### COURSE MARSHAL

The Riverview Golf Club relies on volunteer personnel to fulfill the position of a Course Marshal. Whenever possible, there will be a Course Marshal on duty to govern the pace of play, as well as golf etiquette.

- We intend to have a Course Marshal available for most weekends, tournaments, and other busy days.
- The Course Marshal shall be responsible for reminding everyone to keep up with the group in front of them.
- The Course Marshal will give your group fair opportunities to catch back up to the group ahead of you. **If you are unable to catch up, you may be asked to let groups play through, play a more forward tee box, or pick up your ball and move on to the next tee.**
- We want all of our customers to enjoy a relaxing time on our course without feeling like they are being pressured, but sometimes these actions must be taken to ensure unacceptable delays do not occur on the course.
- The Course Marshal shall have total authority over golf play and upon consultation with the General Manager, has the right to suspend golf privileges without refund upon failure to follow the Marshall's instructions.

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## PRACTICING

### On the course:

- Single-person practice is permitted for members in the evening and slower afternoons during the open season.
- A practicing member should at no time impact the rounds of another member or a paying guest.
- In an effort to restrict excessive turf damage we ask that players limit their strokes to 2 balls from a single placement while practicing.

### Hitting Cages:

- Our new hitting cages are exceptional and free to use for any member or public guest to practice or warm up on at any time. We ask that you clean up your tee's prior to vacating the bay.

### Putting Green:

- Our Putting/Chipping Green at the clubhouse is primarily for use for golfers who are warming up for their next round. However in the event that it is not being occupied and is free we would encourage practicing on the putting/chipping green.
  - Ensure that priority is given to any person warming up for a round.

## GOLF CANADA

Being a member at Riverview Golf Club allows you the option to purchase Golf Canada at a 20% discount by buying your Golf Canada Membership through Riverview, you pay \$45 / Year as opposed to \$59.95 / Year buying directly from Golf Canada.

### Benefits of the Golf Canada Membership Include:

- Up to \$2,500 reimbursement for damaged, lost, or stolen equipment.
- Up to \$1,000 for any travel-related incidents
- up to \$2,500 for golf cart-related accidents
- Up to \$1,000 towards the cost of repairing or replacing a window.
- Get an Official Handicap Index
- Track all your scores and stats in the Golf Canada app
- GPS distances for over 1,400 courses in Canada
- Access to play popular golf games against friends

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- 15% off to the RBC Canadian Open and the CP Women's Open
  - Up to 25% off Avis car rentals
  - 10% off Hilton Hotel room bookings with complimentary upgrades at participating properties.
  - Exclusive offers on Golf Canada merchandise
  - Golf benefits with RBC Insurance for home and auto.

#### ALCOHOL POLICY

*The Riverview Golf Club Clubhouse is operated by a third party operator.*

*However, the regulations and policies of the Riverview Golf Club and AGLC are still in effect.*

Alberta Gaming, Liquor, and Cannabis regulation states: “Patrons are not permitted to bring their own alcoholic beverages on the licensed premises/golf course.” The Golf Club can be fined or have its license suspended for failure to comply with these regulations. Anyone found to have outside liquor in their possession will have it confiscated and they may be removed from the premises and may be subject to permanent suspension.

#### HARASSMENT POLICY

The Riverview Golf Club is committed to providing an environment in which all staff, club members, contractors, and members of the public are treated with respect and dignity. Harassment in any form is unacceptable and will not be tolerated from any person while attending or representing the Riverview Golf Club.

Everyone associated with the Riverview Golf Club is obligated to uphold this policy and to work together to prevent workplace harassment.

Harassment can generally be defined as comments or conduct directed toward an individual or group of individuals, which is insulting, intimidating, humiliating, malicious, degrading, or generally offensive.

Any individual who believes he or she is being harassed by any other individual should report the incident to the General Manager or a Member of the Board of Directors, who will then initiate an investigation into the complaint.



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## LIABILITY

Every member and/or guest shall use the premises at his/her own risk. The Riverview Golf Club shall not be responsible for any injury or for any property loss or damage suffered by any member and/or guest while on the Riverview Golf Club premises.

Members and/or their guests should have their own insurance coverage for public liability, property damage, fire, and theft for all their property left at the Riverview Golf Club including but not limited to golf clubs and equipment, carts, and vehicles.

The liability also extends to damage to property outside of the golf course boundaries while on the golf course (buildings, homes, and vehicles).

All these incidents must be reported immediately to the Pro Shop.