



THE
WILLOWS
CLUB

MEMBER HANDBOOK

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MEMBERSHIP

The seasonal membership dues charged to hold current season membership are due upon the Club's reception of the Membership Application, unless other payment arrangements have been made through Administration (ie: payment plan, past season credits applied, etc.).

Individuals who have held a membership during the preceding year shall forfeit the use of the Club and/or services provided until all current seasonal dues and/or past charges have been paid or payment terms have been arranged.

Assigned lockers and club storage stalls from the previous season may not necessarily be held from season to season if the Club finds it necessary to move members as space dictates or if repair/maintenance is required.

Members who renew their memberships prior to December 20th for the upcoming season shall be entitled to their membership service/goods discounts as established by the Club. These discounts will be extended only with full payment of appropriate fees prior to the December 20th deadline.

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PRO-RATED DUES & FEES

Pro-rated membership fees may be determined for all new member applications received after June 30th, at the discretion of Administration.

Pro-rated fees will only be applied to fees paid after the actual start of the Club's operations in the current season.

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MEMBERSHIP REFUND

The Club will not issue a refund for a membership and/or fees unless one of the below circumstances has occurred:

- Death of the member
- Permanent relocation (outside 100 KM)
- Emergence of a medical condition with doctors note provided

All outstanding charges and/or applicable fees will be cleared prior to refund, with any applicable administration charges being applied as deemed necessary by the Club.

Golf Canada membership dues, as included with membership dues, will not be refunded.

Refund amounts are determined at the discretion of Administration and will be dependent on the level of membership utilization and/or how many days into the current season. Where it is appropriate, administration fees will be included in determining refund amounts.

Members who have had their privileges suspended and/or forfeited as a result of non-compliance with the Club's Member Code of Conduct will not be entitled to a refund and will be responsible to pay any outstanding charges.

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MEMBER CODE OF CONDUCT

The Willows is committed to providing an enjoyable experience for all our members.

We are dedicated to ensuring we provide a respectful and safe environment for our members, guests, and employees.

The members of the Club are responsible for ensuring that they, and their guests, conduct themselves in a manner consistent with the overall direction of our Club through generally recognized standards of courteous and respectful behaviour.

Instances of inappropriate behaviour will be addressed by Administration and continued inappropriate behaviour can result in suspension of membership privileges.

Issues regarding services and/or product delivered by the Club should be communicated to Administration. Immediate issues may be communicated to supervisory personnel on premises but should be followed up by direct communication with Administration.

Expressing criticism of Club operations and/or policies in a non-constructive or offensive manner, particularly under circumstances where such criticism is expressed to entry or mid-level employees of the Club instead of the appropriate supervisory personnel, is inappropriate.

In no instance is it appropriate for a member to reprimand an individual seasonal employee.

Offensive behaviour or language, in the presence of other members, their family members or guests, or employees of the Club, where the use of such behaviour or language is disruptive to the enjoyment of our services is strictly prohibited and will be reviewed by Administration and could result in suspension of membership privileges.

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NO SHOW POLICY

At the Willows, we value fair access to tee times and the efficient management of our reservations. To ensure a positive experience for all members, we have established a No-Show Policy. This policy defines what constitutes a no-show, outlines the consequences for repeated offenses, and allows for exceptions under certain circumstances.

Definition of a No-Show

A no-show occurs when a member intentionally books a tee time for more golfers than they intend to play with for the purposes of not being paired with other members or groups, fails to cancel or modify the booking within the designated time frame or does not appear for their reserved tee time. This practice disrupts the fair allocation of tee times and compromises the experience of other members.

Reservation and Cancellation Procedure

Members are required to make reservations for tee times in advance. To cancel or modify a reservation, members must provide a minimum of 4 hours' notice prior to the reserved tee time. This allows other members an opportunity to book that time slot.

First Offense

The Willows Administration will issue a written warning to the member. The member will be reminded of the importance of timely cancellations, the impact of no-shows on other members, and the specific concern regarding intentionally booking for more golfers than intended.

Second Offense

Willows members will be charged \$60 per missed tee time, with no maximum amount. Willows members will be then sent a second written warning and notify the member of any charges associated to the missed tee time.

Third Offense

A third offense will result in a one-week suspension of playing privileges under their defined membership allowances. The member will receive a written notification of the suspension from the Willows administration explaining the suspension. The member's playing privileges will be reinstated after the one-week suspension. Dependent on Willows administration decision, Members could face the possibility of a 1-year suspension from purchasing a Willows membership.

Exceptions

The Willows administration understands that unforeseen emergencies and certain circumstances may prevent members from honoring their reservations. Exceptions to the policy will be considered on a case-by-case basis. Members should promptly notify the Willows administration and provide appropriate documentation in such cases.

Substitution of Players

Members are allowed to designate a substitute player to take their place in case of unexpected conflicts. The substitute player can be another Willows Golf Club member or a public player. However, it is important to note that if a Willows member is not participating in the booking, the substitute public player will not receive the Member Guest rate and will be subject to the regular public player fees. This provision allows flexibility for members who are unable to attend their reserved tee time while still ensuring that the benefits reserved for Willows members are appropriately allocated.

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MEMBERSHIP AMENITIES

Locker Room Facilities

Members with locker room access will be given the entry code upon renewal of their membership. This code will gain you access to our locker facilities which include lockers, showers, steam room and towel service. This touch pad number is not given out to non-Willows members and is changed periodically to ensure ongoing security. Please check with the Pro Shop for the current access codes. Please note that use of the steam room is prohibited to anyone under the age of 17 without a parent present.

Club Cleaning and Storage

Members with club storage and cleaning will have their clubs cleaned at the conclusion of their round and their golf bag stored in our Back Shop. Your club storage stall number will be printed on your member bag tag. We would appreciate that all members refrain from entering the Back Shop area and allow our staff to retrieve your clubs. This area is manned during hours of operation and has video surveillance and a security system for the safety of your equipment. Please limit extra items that are attached to your golf bag to ensure they can be stored properly in the stall. If you have any issues regarding club storage and cleaning, please bring this information to the attention of our General Manager, or one of our Pro Shop staff.

Driving Range Usage

Access to buckets of balls for use on our driving range and/or putting green can be obtained using your range card which will be provided to you by our Pro Shop staff. Those with Unlimited Driving Range usage as part of their membership are entitled to as many balls as they wish, however, in accordance with our Member Code of Conduct, we do ask that you be respectful of other members looking to utilize the area and complete your practice in a timely manner. Should the Pro Shop staff determine a need to limit range use due to business levels, the limit will be 2 large buckets per member. The range balls are for your personal use on the driving range only, and we ask that you refrain from supplying balls to public players and/or guests. Please help us to keep the practice facilities clean by not leaving excess range balls on the driving range. When you are finished practicing, we ask that you return your basket to the ball dispenser.

Membership \$500 Credit

Members who purchase one of our Pass memberships have the option to forgo two of the three amenity options (Locker, Club Storage, and Driving Range) in exchange for a \$500 credit on their member account. This credit can be used for any good and/or service with the Club, excluding membership purchase for next season. The credit is good for the current season only and will expire as of Dec. 20th of that year.

Pro Shop Member Pricing

Members enjoy a discount of 25% on any soft goods sold in the Pro Shop including mens & ladies clothing, shoes, golf bags, and outerwear. A discount of 10% will be provided for any hard goods such as clubs or range finders. Discounts will not be offered on balls, tees, or gloves. Members will also receive a discount of 10% on any lessons provided by one of our PGA of Canada professionals. Member discount cannot be combined with any additional discounts or be applied to already reduced items.

The Irons Kitchen + Patio Member Pricing

Members enjoy a discount of 10% on food (before tax) purchased in our Irons Kitchen + Patio. Discounts will not be offered on alcoholic beverages and items purchased in our Watering Hole or through our Beverage Carts. Member discount cannot be combined with any additional discounts or be applied to already reduced items.

Advanced Booking

Full Privilege members are allowed eight-day advanced booking access to our tee sheet, with all other membership categories receiving seven days advanced access, our Flex pass holders receiving six days, and our public golfers receiving five days advanced access. Access will become available at 7am, on the applicable day out. We do host tournaments that may interfere with some access to our tee sheets for our members, to which the Club will do our best to schedule

tournaments during less popular tee times and will provide members with as much notice as possible through our email newsletters when tournaments that will interrupt play are scheduled. We appreciate our membership's understanding in this matter.

Golf Check in Process & Member Guest Rate

All members must report to the Pro Shop before each round to check-in and receive a receipt to present to the Starter Booth. The Member Guest Rate is when members bring non-member guests out to play. This rate is only accessible when you, the member, are checking in and playing with your guests. Please ensure that it is clearly communicated to our Pro Shop staff that they are your guests and that you accompany them inside for check in and payment to confirm they are member guests. Bulk packages of Member Guest rounds are only valid for the current season, as they are tied to your seasonal membership.

Unlimited Pull Cart Use

Pull Cart use is included as part of your membership and are available for use during your round or practice sessions. Please inform Back Shop staff that you wish to use one and return the Pull Cart back to our Back Shop upon completion of your round/practice. We ask that you please notify Back Shop staff of any damage or issues you have with the pull carts.

Members have the option to purchase a seasonal unlimited power cart seat as part of their membership. The carts are assigned in the staging area near our Back Shop by our staff when the member has presented their receipt from the Pro Shop for their round which will state their access to a cart seat. Power carts will not be used for visiting the practice facility only. We ask that you keep power carts on the cart paths at all times, except when your ball is adjacent to the fairway, at which point, you are able to move at a 90-degree angle off the cart path for your next shot. Please keep power carts out of the mounds at all times. Around the tees and greens, your cart must be kept on the path. Rain and wet conditions on the course may dictate that carts are required to stay on cart paths for the entire round. This will be communicated to you by our staff prior to the start of your round and will be monitored by our on-course Ambassadors. These guidelines are to protect the course from unnecessary damage and ensure the best possible conditions for our members.

Golf Canada Membership

Your membership to the Willows includes a membership with Golf Canada (exclusion to Flex pass holders who have not signed up for this addition). This gives you access to participate in many sanctioned events across the country. Your handicap is essential for access to these events. Handicap cards will not be distributed to the members this season. More information would be available to you should you want to log into your Golf Canada Network account. You will also get the following benefits:

You will also get the following benefits:

- An official Golf Canada Handicap factor
- Equipment ID labels
- Personal equipment insurance up to \$2500
- Window or Cart damage insurance up to \$1000
- Free home delivery of Golf Canada magazine
- Internationally recognized membership card
- Online rules education access

Using the Golf Canada Handicap System

Willows members are automatically added or renewed through Administration with an email coming directly from Golf Canada to those new to a Golf Canada membership. Should new Willows members have a previous membership with a different golf course, we will transfer you over to the Willows and once completed, members will be able to access their account with their previous scores still intact.

Golf Canada provides 2 options to submit your score, either as a Post Total or Post Hole by Hole. By providing a hole-by-hole account of a round, Golf Canada will be able to provide more in-depth analysis of your golf game.

GOLF CANADA HANDICAP NETWORK: [HTTPS://SCG.GOLFCANADA.CA/LOGIN](https://scg.golfcanda.ca/login)

Charge Account

Members have the option to set up a Charge Account for the season which can be used to make quick purchases through our Pro Shop, the Iron's Kitchen + Patio, Watering Hole or Beverage Carts. Your Charge Account will be activated once you have provided a credit card to store in our encrypted Chronogolf system. You will receive a monthly statement notice from Chronogolf showing your balance.

Payments can be made online by logging into your Chronogolf account under your House Account or by setting up an autopayment that will clear your account on the 2nd of each month.

Payments through e-transfer or cheque are accepted, but a reminder that payment is due at time of statement posting and we will still require a card on file.

Should your outstanding balance reach over 30 days, the Willows does reserve the right to use the card provided to clear off the outstanding balance, add an additional 10% fee for declined payments, and/or temporarily suspend golf privileges until payment has been made.

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COURSE MAINTENANCE ETIQUETTE

Our course maintenance staff have the important task of caring and maintaining our beautiful course each season. With that, we have a few points to remember when you are out enjoying your round that can be beneficial to you as a golfer and to our maintenance staff that are working to prepare the golf course each day:

The maintenance staff are advised to be aware of the golfers for their safety and try to avoid interfering with your round best they can. As a golfer, please know that the workers need to perform their duties in a set amount of time so they can prepare the golf course for each day's play. There are certain jobs that must be done with the golfers out on the course and if you come up to a worker doing their tasks, please be patient allowing them to finish and wait till they acknowledge you with a wave to play through.

The use of golf carts is one of the most damaging factors to the quality of turf and we try and limit that damage by providing cart paths, cart traffic signs and barriers. We ask that you please obey the cart rules and help preserve the condition of the golf course. Please park the cart on the path by the tee and green areas, as these areas see the most damage throughout a season. You may notice that this is where we have the most amount of signs and barriers out on the course, and it is to avoid the damage from the traffic caused by golf carts. It is important to have all four wheels on the path as with time damage occurs and can be quite difficult to repair.

Our hope is that there are not many days in a season where we restrict cart use due to wet weather, however, when this happens it is to protect the golf course from unnecessary damage. During these times of cart restriction, we ask you to please follow the directions regarding cart usage provided by the Golf Operations staff.

At The Willows, we take pride in maintaining our golf course to the highest standards, and we rely on our members to help preserve its quality. One way you can contribute is by fixing ball marks on the greens. When your ball lands on the green, it may leave a dent that affects the playability of the surface. Please take a moment to repair these marks by gently repairing the turf with a divot tool and smoothing the surface.

Additionally, when playing from a bunker, be sure to rake the sand after your shot to leave it in good condition for the next golfer. Finally, when you take a divot from the fairway, please replace the turf as best you can to help preserve the area for the season. These small efforts by each member go a long way in keeping the course in top shape for everyone to enjoy.

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OUTSIDE ALCOHOL ON COURSE

Any alcoholic beverages that are not purchased through the Club are strictly prohibited. The Willows can sell alcoholic beverages on the course via a Special Use Permit through SLGA. This permit can be revoked with the Club (and the individual) receiving fines up to \$10,000, should we be found to be not operating within the parameters of the permit, which includes outside liquor being brought in, selling alcohol outside of designated hours, overserving patrons, and patrons consuming alcohol off the course (including the parking lot). Members are asked to respect the effect this would have on the Club and inform us if they witness behaviour that could put our SLGA permits in jeopardy.

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ATTIRE ON COURSE

It is expected that members will choose to dress in a manner appropriate for the surroundings and atmosphere provided at the Club. We also ask that members advise their guests of the attire deemed appropriate before guests arrive. Sponsor or sponsors of an outside tournament must also advise their participants and volunteers to dress in line with appropriate club attire.

Guidelines for Men

- Men's shirts need a collar or mock collar with sleeves
- Shorts and pants should be in good condition with no visible rips or tears.

Guidelines for Women

- Ladies' shirts should have a collar when sleeveless, and no collar is needed when shirt has sleeves
- Pants should be in good condition with no visible rips or tears with shorts and skirts/skortis in an appropriate length as dictated by current style

All clothing, whether in the clubhouse, or on any of the Club's property, should be clean and avoid having noticeable tears, rips, or fraying. While we understand elements of workout attire have been acclimated into golf, please provide some distinction from actual gym attire, and avoid items such as sweatpants, cut-offs, spaghetti strap tank tops, tube tops, logos that are offensive, and tops that expose the midriff.

Review and Amendments

This handbook will be periodically reviewed to ensure its effectiveness and may be amended based on member feedback and evolving circumstances. Members will be notified of any updates or changes to the policy in a timely manner.



Our purpose here at the Willows is to provide an enjoyable day out on the course and an overall positive experience when using our facility. By outlining the above policies and procedures regarding use of our course and facility, our intention is for members to enjoy their time here and protect the overall operation of the Club.

Any concerns or questions regarding the above document can be directed to:

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