



## **Niagara Parks Golf Stay & Play Policies**



### **Guest Code of Conduct:**

Niagara Parks Golf is committed to providing a safe, welcoming environment for all. Niagara Parks Guests and staff have the right to be treated professionally, courteously, and with respect. Guests are responsible for their own behaviour and are expected to follow these standards.

- We encourage guests to enjoy our facilities responsibly and respectfully:
  - Treat staff and other guests with courtesy and respect
  - Avoid disruptive, inconsiderate or aggressive behaviours
  - Do not use profane language or obscene gestures towards staff or other guests
  - Obey the law if consuming alcohol (refer to Alcohol Policy below)
- All guests must maintain proper **golf etiquette** by:
  - Adhering to and maintaining proper pace of play (refer to Pace of Play below)
  - Adhering to Niagara Parks Golf Dress Code (refer to Dress Code below)
  - Raking bunkers, filling divots with provided sand, and repairing ball marks.
  - Not hitting into or confronting other guests. Course staff will monitor slow play and/or unruly behaviour and will deal with these guests directly.
  - Keeping music to an appropriate volume to not disrupt other guests.
  - Obeying the daily cart rules and on-course signage.
  - Not littering; please use on-course receptacles to dispose of any garbage.
  - Not playing after dusk. Playing after dark is unsafe and not permitted.

All Niagara Parks Golf guests are expected to adhere to this general Code of Conduct. Non-adherence / cooperation could result in removal from the property without refund.

### **Package Payments:**

- Group Leader will be charged for his/her portion of the package at confirmation.
- Remaining individuals will call in with their credit card information at least 2 weeks in advance of the package arrival date.
- The credit cards of these individuals will be processed 2 weeks prior to arrival.
- If any individual(s) have not called in with their credit card at least 2 weeks prior to the package date, the credit card of the Group Leader will be charged.

### **Package Modifications:**

- ONLY ONE change / modification will be allowed to your package details.
- If a change / modification is required, it must be completed up to 2 weeks (14 days) in advance of your arrival date.
- After one change / modification has been made (if necessary), the package details will be considered FINAL.

**Cancellations:**

- Packages (or individuals within) may be cancelled up to 2 weeks (14 days) in advance of your arrival date without penalty.
- Cancellations made within 2 weeks of the package date are non-refundable.

**Pace of Play:**

Pace of play is extremely important to ensure the enjoyment of all players. Our properties have been paced very fairly to ensure golfers of most skill levels can complete 18 holes within our rated 'time par'.

- The **maximum** time to complete 18 holes at Niagara Parks Golf is **4 hours and 30 minutes**.
- Pace of play will be monitored by on-course staff marshals and by in-cart GPS monitors.
- Groups falling out of position and behind pace will be issued a warning.
- Groups that do not improve their pace after being issued a warning will be moved to the appropriate position on the course by an on-course marshal.
- For the enjoyment of all golfers, pace of play is taken seriously and must be adhered to.

**Dress Code:**

Niagara Parks Golf requests that all golfers dress in appropriate golf attire. Niagara Parks Golf staff have discretion to advise any golfer if their attire is unsuitable. The following guidelines are recommended:

- Men should wear a collared or mock neck shirt with Bermuda length shorts or tailored pants.
- Women should wear a collared shirt or crew neck with Bermuda length bottoms or tailored pants.
- Appropriate footwear must be worn. Soft spike golf shoes or running shoes to be worn.
- Denim jeans, cut-offs, track pants and tank tops are not recommended attire.

**Alcohol Policy:**

Ontario Liquor Law prohibits anyone from bringing personal alcohol on any premises that holds an Alcohol & Gaming Commission of Ontario (AGCO) Liquor License.

- All alcohol must be purchased on-site (beverage cart, halfway house, clubhouse, pro shop).
- Unauthorized personal alcohol on the property will be confiscated.
- Personal coolers are not permitted.
- Guests with unauthorized personal alcohol will be asked to leave the property without refund.

**Golf Carts:**

Walking is available at all Niagara Parks Golf properties. For golfers who choose to rent a power cart, the following rules apply:

- Cart fees are based on two people per cart. Single rider requests will pay premium rate.
- Guests must have a valid driver's license to rent/operate a golf cart.
- Operator/renter assumes all risk of loss or damage to golf carts rented from Niagara Parks Golf.
- Operator/renter assumes all risk of injury or death to the operator or other persons AND damage to other property arising from use of the golf cart.
- Operator agrees to obey daily cart ruling and obey on-course cart directional signage.
- Golf carts **MUST** be returned immediately following play. Please **DO NOT** stage your cart around the 18<sup>th</sup> green while waiting for your other groups to finish. The carts need to be returned following your round for cleaning / re-renting to other guests.

**Rain Check Policy:**

- Rain checks are issued to golfers who decide to stop mid-round due to inclement weather.
- Rain checks will have a dollar value to be redeemed towards future green fees only.
- Rain check amounts are calculated based on the price paid vs holes missed due to weather. Except for twilight rounds of golf which are not guaranteed 18 holes of play.

- Rain checks are issued for inclement weather only. (not issued for darkness)
- Rain checks remain valid for 2 years from the date of issue.

**Group Size / Being Paired Up with Other Golfers:**

- Niagara Parks Golf staff will pair groups of less than 4 players with other player(s) when possible, to maximize each tee time as efficiently as possible.
- If your stay & play group is not divisible by 4, Niagara Parks will pair other golfer(s) with your group.
- To ensure that nobody is paired with your golf group, the unused spots (within foursomes) must be paid for and arranged in advance of play with your Niagara Parks Package Specialist

Niagara Parks Golf Policies are designed to protect Niagara Parks from revenue loss, property/asset damage and liability while ensuring a safe, enjoyable, and memorable experience for every guest. We appreciate your familiarity, understanding and adherence to these policies and look forward to hosting you.

