



## Niagara Parks Golf 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 ruling 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.

### **Pace of Play:**

Pace of play is extremely important to ensure the enjoyment of all players. Our properties have been pace rated 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 Whirlpool is **4 hours and 30 minutes**.
- The **maximum** time to complete 18 holes at Battlefield is **4 hours and 30 minutes**.
- The **maximum** time to complete 18 holes at Ussher's Creek is **4 hours and 30 minutes**.
- The **maximum** time to complete 9 holes at the Chippawa Executive Course is **2 hours**.
- 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 very seriously and must be adhered to.

### **Dress Code:**

Niagara Parks Golf requests that all golfers dress in appropriate golf attire. Golf staff have the sole 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.
- Denim jeans, cut-offs, track pants and tank tops are not recommended attire.
- Appropriate footwear must be worn. Soft spike golf shoes or running shoes to be worn.

### **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.
- Guests with unauthorized personal alcohol will be asked to leave the property without refund.
- Personal Coolers are not permitted.

### **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.
- Maximum of 2 people riding in the cart at one time for safety reasons.
- 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.
- Operator/Renter understands that Niagara Parks Golf and its employees are not liable/responsible for any loss, damage, injury or loss of life that may occur from operation of the golf cart; except if such incident is caused directly by the negligence of Niagara Parks Golf.
- Power carts are available on a first come first serve basis (based on availability) on the 9-hole Chippawa course.

### **Rain Check Policy:**

- Rain checks are issued to golfers who decide to stop mid-round due to inclement weather.
- During threatening weather, Niagara Parks Golf Staff will blow a horn to halt play. During these circumstances, guests may choose to wait for the threatening weather to pass and return to play or be issued a rain check.
- 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 inclement weather - exception 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.

### **Tee Time Reservations:**

- All tee time reservations must be made online: [Niagara Parks Golf Tee Times](#)
- Each year, March 15<sup>th</sup> is when the online booking portal opens for public reservations.
- Tee time reservations require a credit card to be entered during the online reservation process. Players within the group can still pay individually upon check-in in the pro shop. The credit card provided during the online reservation process will only be charged if:
  - The group does not show up for the reservation (refer to Tee Time Cancellations below)
  - The group shows up with less players than the reservation size (refer to Modifications)

**Tee Time Cancellations / Modifications:**

- All tee time cancellations or modifications must be made online through the Niagara Parks booking portal (the same online portal where the reservation was made).
- Cancellations or modifications must be made at least 48 hours prior to the scheduled tee time. The online booking portal will not allow cancellations/modifications within 48 hours.
- Exceptions will be made only for inclement weather and/or cart path only rulings.

**Junior Players:**

- Players aged 18 years of age or younger are deemed 'junior' golfers at Niagara Parks Golf.
- Junior players receive a discounted junior rate (as posted in Green Fees).
- Junior players must be at least 8 years of age to play the 18-hole championship courses.
- Junior players must be at least 13 years of age to play the 18-hole championship courses without the accompaniment of an adult.
- Junior players of any age may play the 9-hole executive course (Chippawa) with the accompaniment of an adult.

**Threesomes / Twosomes / Singles:**

- 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.
- For guests who want to play only as a twosome (for example), they must book and pay for a full foursome. This is the only way to ensure you are not being paired up with other players.
- Single players can only reserve times where a twosome or threesome is already reserved. The online Niagara Parks booking portal is set up this way intentionally to maximize tee time efficiency.

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.

