

THE CANAL AT DELACOUR GOLF CLUB 2019

Golf Course Rules and Regulations and General Information



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The Canal at Delacour Golf Club

The following rules and regulations are to maintain decorum and to remind all golfers that golf is an honorable sport and should be played as such. All golfers and guests are expected to understand and adhere to the rules and regulations as listed below. This will assist us in providing the best golf experience while enjoying the course. Please refer to golf professional staff for clarification if needed.

The Canal at Delacour Golf Club Team is empowered to enforce the Club's Rules and Regulations. All golfers and visitors are required to respect this authority.

Hours of Operation

- During the golf season, the course is open from dawn to dusk each day. The pro-shop (in conjunction with the Superintendent) has full authority as to when the golf course is open and closed for play. Frost delays will be managed by our Superintendent and only after he gives permission the golf course will open.
- The Pro-shop and Clubhouse will open 45 minutes before the first tee time
- The Driving range will open 30 minutes prior to the first tee time
- The golf course is closed at dark. No night golf with glow balls allowed. Power carts must be returned before dark.

Registration, Starting and Group size

- All players must register in the Pro-shop before beginning play and guests must pay applicable fees. Please arrive 30 minutes prior to your tee time
- The Canal at Delacour Golf Club management team has the authority to control starting in any manner that will expedite orderly and enjoyable golf.
- Starting point for all play is #1 tee, unless permission from the Pro-shop or starter to commence elsewhere is granted. We do start on #10 tee on occasion throughout the season to accommodate Ladies League and Mens Night.
- Continuing groups always have priority of play.
- Unless special permission is granted by management, the maximum number of players in a group will be 4.
- The Pro-shop / Starter has the right and are encouraged to combine twosomes, threesomes and singles in order to maximize a tee-time.
- Each golfer must play with a bag and a set of clubs. Bags & clubs are available for rent in the Pro-shop for those individuals who do not have their own set.

The Practice facility (Driving Range, Putting Green)

- Driving range balls can be purchased in the pro-shop. Small basket is \$5, and a large basket is \$8.
- Hit from designated areas only. Mats only signs will be posted if the grass tee is closed.
- Personal practice balls are not allowed on the driving range, however encouraged on the practice green and at the short game area. Do not take driving range balls to the short game area.
- No pitching on the practice green. Putting and Chipping only!
- Range balls are not to be picked up or removed from the driving range.
- The driving range will be closed periodically in the evenings to allow our staff to do a clean pick. (Usually Wednesday evenings after Mens League has teed off)

Power Carts

- Golf carts are sold by the seat (\$18 per person). Each rider must pay the appropriate fee.
- Golf carts are not to be used by more than two passengers at any time.
- Only two golf bags are permitted on a golf cart at any time.
- You must have a valid driver's license to operate the cart. (Minimum age of 16)
- A cart waiver must be signed before playing the round of golf. All damages to the power cart must be covered by person or persons operating the cart.
- Power carts are optional except for tournament play where power carts are included in the tournament package to assist speed of play
- Carts must be returned to the staging area after use and are not to be left in the parking lot.
- Carts are for golfers only (riders, touring or sightseeing is not permitted).
- Golf carts are to be shared. We do not allow 3 carts per foursome.
- Users of power carts must follow paths and adhere to directional signs and cart rules of the day.
- The Golf Professionals, and /or the Course Superintendent are authorized to determine when the golf course is unfit for golf play or unfit for use of golf carts due to weather conditions or course maintenance programs.
- Power carts are not to be driven within 30 yards of the greens, aprons and shoulders unless they are on the cart path.
- Carts shall not be driven within 5 yards of tee boxes or sand traps.
- Carts are not to be driven on the mounds or in the fescue grass at any time.
- Anyone requiring a special assistance "blue flag" must register at the pro-shop prior to the round. The blue flag does not allow the cart to be driven in a destructive manner on or near tee boxes and greens.
- Any person abusing the power cart rules will have their privileges revoked immediately with no refund.

Pull carts

- Pull carts are \$6 for 18 holes and \$4 for 9 holes
- Do not take pull carts onto tee boxes or greens. Do not leave pull carts out on the course. Do not damage pull carts. If damaged, please let the pro-shop know.

Dress Code

- Proper golf attire must be worn on the golf course, driving range, and practice areas. (NO JEANS, tee shirts, tank tops, cut-offs.)
- Acceptable foot-wear includes soft-spiked golf shoes or rubber soled sport shoes.
- Golfers are reminded to inform their other guests of our dress code when inviting them to play to avoid them coming in inappropriate attire.

Rain-check policy

- Rain-checks for golfers will be issued based on the number of holes you have not completed
- Course management, at their discretion, will determine if conditions warrant a rain-check. In cases of thunderstorms, golfers will most likely return to the course after the storm has passed
- Further, if the weather radar or forecast indicates the probability of playable weather within the hour, rain-checks will not be issued
- Rain-checks for discounted round rates shall be pro-rated.
- VIP golfers are not eligible for rainchecks.

Children

- For safety reasons, children 14 years of age or under are not to be out on the property without a parent, or other responsible adult present.
- No strollers are permitted on the golf course.
- Parents must assume the responsibility of their children's behavior while on the club premises.
- Children must be 16 years or older with a valid driver's license to operate a golf cart.

Alcohol

- Alcohol NOT purchased through the golf course liquor license is prohibited by law from being brought onto the golf course property (parking lot, clubhouse, driving range or golf course). Illegal alcohol will be confiscated and will be returned to the customer upon exiting the golf course property after their round.
- Poor conduct resulting from overuse of alcohol is a serious offense. Any conduct that is determined as abusive or threatening to our staff or other guests will not be tolerated. Anyone that is considered impaired or abusive will be asked to leave the property immediately.
- Our employees have been trained to refuse to serve intoxicated patrons who appears to have consumed alcohol to the point of creating a potential inconvenience or danger to himself/herself, staff, or other guests. You will get a big glass of water!
- Any guest who feels offended by refusal by an employee of The Canal at Delacour Golf Club is asked not to take issue with the employee but to place his/her grievance in writing, through the office of the Director of Operations or the Head Professional.
- Driving home impaired after your round is **IRRESPONSIBLE** and **ILLEGAL**. The golf course staff are instructed to take keys from impaired drivers and will give you the option of taking a cab or arranging other means of getting home.
- The golf course assumes no responsibility for anyone ignoring our recommendations and chooses to drive home impaired. Authorities will be contacted if it is known that someone is impaired driving and putting themselves and others at risk.
- Any altercations or disturbances will be reported to the management team and suspension or termination of golf in the future will be considered.

Smoking

- Smoking is not permitted in the clubhouse or pro-shop or on the patios of either building.
- We provide ashtrays in front of the clubhouse and pro-shop.
- Ashtrays are available on power carts or pull carts upon request from our Starter.
- Please be courteous with your cigarette/cigar/other butts. Do NOT throw them on the ground.
- Remember, cigarette butts are not biodegradable and DO blemish the landscape. Flowerpots, power carts, pull carts, divot sand buckets are NOT ashtrays.

Tee times

- Tee times may be reserved by calling the Pro-Shop or by booking online on our website.
- Public golfers may book 5 days in advance.
- Tee times may be booked further in advance by paying a \$10 non-refundable per person charge at the time of booking.
- Golfers must ensure that they book the proper number of players and show up with that number of players. No shows or showing up with fewer players than your reservation indicates is a serious offense and the golfer that booked the tee time may be subject to loss of booking privileges.
- Cancellations and reduction in numbers must be received at least 24 hours prior to your scheduled tee time. Thank you for your understanding!

Lost and Found

- Guests are reminded not to leave golf bags or personal belongings unattended on golf course property.
- The Canal at Delacour is not responsible for lost or stolen property.
- Lost & Found items go to the pro-shop
- Please be respectful of others and return all items to the pro-shop if you find something that has been misplaced. Thank you!!

Rules of Golf

- RCGA rules govern all play except where modified by local rules that are posted on the scorecard or website.
- Golfers are expected to become familiar with the local rules as well as the 2019 RCGA Rules of Golf. Link <http://golfcanada.ca/rules-of-golf/>

Golf Etiquette

- It is always the responsibility of all golfers to know the rules and etiquette of golf and exhibit good sportsmanship. Good rule of thumb....be courteous.
- Instances of any breach of rules and or etiquette should be reported to the Player Assistant on duty, or the management team.
- Golfers showing disrespect to fellow players through gross violation of etiquette (failure to rake sand traps after use, failure to repair ball marks and replace or sand divots, excessive noise, repeated hitting into a group, or abusive behavior) shall be removed from the course.
- Players are reminded to take great care to repair all ball marks on greens, rake bunkers and replace divots. (Repair yours and one other)
- Excessive loud music is not appropriate on the golf course. Please respect others and turn your music down.

Pace or Play

- Golfers are expected to maintain pace of play. Groups failing to maintain the pace of play will be moved forward by our Player Assistants.
- Slow play will not be tolerated. Players should always play without delay and follow right behind the group ahead. To help overcome slow play, golfers are asked to consider the following points:
 - Ignore the honor system. Hit when ready but be safe!
 - Practice continuous putting
 - When you have completed a hole, pick up your ball and proceed to the next tee as quickly as possible
- Time par for The Canal at Delacour Golf Club is as follows
 - Open – 9am (4 hours or less)
 - 9am – 2pm (4 hours to 4 hours 15 minutes)
 - 2pm – later (4 hours 15 minutes)
- Slow play will be monitored hourly by our team. Action will be taken as considered necessary. The Player Assistants have guidelines to govern the pace of play and will take reasonable actions to correct any problems and in extreme cases we will ask the slow group to pick up their balls and move ahead until they are maintaining pace directly behind the group in front of them.

Employee Relations

- All Canal at Delacour Golf Club employees must be treated with respect and courtesy.
- Golfers may not abuse any employee verbally or otherwise. Speak directly to management after your round if you have a problem.
- The Canal at Delacour Golf Club does not condone or tolerate harassment of any kind. Harassment includes any conduct, comment, gesture or contact of an undignified or sexual nature that is likely to cause offense, humiliation or to be known to be unwelcome.

- Although the golfers may not perceive their comments or actions to be discriminatory or unwelcome because the employee did not communicate their discomfort, due to the employee customer relationship they may not feel comfortable expressing this. The Canal at Delacour Golf Club will make every reasonable effort to ensure that no employee is subjected to any type of harassment.
- Any guest who is found to be mistreating a Canal at Delacour Golf Club employee may have his or future playing privileges suspended or terminated.
- All employees of The Canal at Delacour have power to make decisions. You must always respect their authority.

No-shows and Reduced Numbers

- Golfers who do not show up for a tee time or show up with less players than booked will face the following penalties
- 1st offense – Verbal Warning
- 2nd offense – 2-week suspension of booking privileges
- 3rd offense - permanent suspension of booking privileges

Parking

- Vehicles may proceed to the front entrance to unload passengers and clubs at the bag drop, and then must proceed to the designated parking area.
- Please do not leave your vehicle idling, parked or unattended at the bag drop area in front of the Clubhouse.
- Do not leave pets unattended in vehicles in the parking lot.
- Please park respectfully in the stalls provided.

Pro-shop

- Check into the pro-shop upon arrival to the course so we can check you in. We have a fully stocked pro-shop to serve your golfing needs with competitive prices
- We have cheerful staff to answer your everyday questions about our golf equipment, products and services.
- Golf lessons can be booked in the pro-shop.
- We have demo clubs so you can try equipment before your buy

Repair Services

- Equipment repairs are available through the Pro-shop.
- Re-gripping service and minor repairs are available.

Food and Beverage

- Visit the Clubhouse for all your food and beverage needs.
- A beverage cart will be on course on busy days.
- Our facility is licensed, and alcoholic beverages not purchased from our facility are not to be consumed on our property.
- Any Guest found to be consuming alcohol not purchased from The Canal at Delacour Golf Club will be asked to leave the premises.

Suggestions and Feedback

- We welcome your comments and feedback. Please make all suggestions or comments to our management team so we can continue to improve our golf course and golf operation.

Tee Time Reservations

- Book tee times online through the Chronogolf booking system on our website
- Tee time reservation confirmations are emailed to you and can be managed through the Chronogolf booking system or by calling the pro-shop at 403 590-4515.

Website

- We encourage all guests to stay informed by using the website for information.
- If you see any issues with our website, please contact Bob Davidchuk.

Lessons

- Our Golf Professional, Bob Davidchuk offers a variety of lesson packages for all ages and abilities for your game improvement.
- Private lessons, group lessons, short game lessons, video swing analysis, coaching programs, and playing lessons are available.
- All lessons are booked by appointment at bob@thecanalatdelacour.com

Public Golf Events

- The Canal MasterTune Open (June)
- Fall Classic (Sept)
- The Ironman (Oct)
- Come join the fun!

Corporate Tournaments

- The Canal at Delacour Golf Club will host corporate tournaments throughout the season.
- Please call Scott Fraser or Bob Davidchuk at 403 590-4515 if you are interested in hosting an event at our Club.
- The Corporate tournaments schedule will be posted on the website, so please be aware of when the events are scheduled so you can book your tee times at alternative times.

Mens League (Wednesdays)

- Mens League takes place on Wednesday evening throughout the summer.
- 8-man teams compete in a year-round match play format
- Public may sign up after March 1st. Public is welcome if spots are available.

Mens Night (Mondays) (Public welcome)

- Mens Night will take place on Monday evenings from 5:00 – 6:30pm
- There will be a variety of games and formats

Ladies League (Tuesdays) (Public welcome)

- Ladies league runs on Tuesday evenings throughout the summer
- We will take a maximum of 60 ladies this year, so we encourage members to sign up early to ensure you get a spot.

Corporate Merchandise

- The pro-shop will be offering members corporate merchandise opportunities this year.
- If you own a business and would like to buy corporate merchandise with your logo on it, please contact the Bob or Scott at the pro-shop.

Changes to Rules and Regulations

- Management may, from time to time, amend the Golf Course Rules and Regulations.

Liability Waiver

All golfers voluntarily assume all risks of accident or damage to person or property while playing golf at The Canal at Delacour Golf Club.

All golfers waive all rights, claims, damages, actions and suits that they may have, and forever discharge, hold harmless and indemnify The Canal at Delacour Golf Club, its managers, partners, members and employees from all such damage, injury, claims or loss of any kind arising out of our use of the facility or equipment provided by The Canal at Delacour.

Golfers must take all reasonable precautions to play safely and are fully responsible for personal injury and/or property damage caused by their actions or by their golf shots. Damage to persons or property (including parked vehicles, vehicles on adjacent roads, buildings, houses, carts, employees, other golfers, or any equipment), on site, unless directly attributable to the actions of a golf course employee, are not the responsibility of the golf course or The Canal at Delacour Golf Club

- Any golfer or guest who willfully, or through negligence, damages golf course property or neighboring property will incur costs of repairs or replacement and is subject to possible suspension or termination of golfing privileges in the future.
- All property damage, whether intentional or not is to be reported to the Pro-shop upon the conclusion of the round or earlier.

WAIVER, VARIATION AND INTERPRETATION OF RULES AND REGULATIONS

Notwithstanding, anything set forth in any of the Rules and Regulations, the Management may, at its discretion, waive or vary any or all the said Rules and Regulations in any particular case.

Interpretation of these Rules and Regulations by the management or by any authorized The Canal at Delacour Golf Club official or employee to whom such authority is delegated by the management, is conclusive.

Golf Course Rules and Regulations Agreement

ALL Golfers playing at The Canal at Delacour Golf Club, agree to read and fully understand the Golf Course Rules and Regulations and Liability Waiver stated above and agree to follow these rules and regulations while golfing at The Canal at Delacour Golf Club.

Thank you from The Canal at Delacour Golf Club management team and please respect of our facility, our employees, and our other members and guests.

Doug McIntosh
Owner and president

Kelly Tetzlaff
Office Manager

Scott Fraser
Director of Operations
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Bob Davidchuk
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