

GOLF CART POLICY

VERSION *1.0 July 2019*

POLICY

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1. Introduction

Yarrambat Park Golf Course (the “Golf Course”) is determined to establish a standard for the safe operation of all golf carts operated at the Club. The document also sets down the criteria to be applied and conditions to be met when the Golf Course considers applications for their use either from course members or members of the public wishing to use their own at the Club.

2. Purpose of Our Policy

The main objective of the Golf Course (“our”, “us” or “we”) Golf Cart Policy (“policy”) is to maintain responsible behaviour and ensure safe operating procedures are followed in relation to golf cart use at all times. Our policy informs everyone who uses golf carts at the Golf Course of their responsibilities and the standards of behaviour expected of them.

3. To Whom Our Policy Applies

This policy applies to everyone involved in golf cart use at the Golf Course.

4. Extent of Our Policy

Our policy covers all golf cart use directly related to the Golf Course and its activities. In particular, the policy governs dangerous actions, breaches of our code of behaviour and behaviour that does not comply with our Safe Operating Procedures.

5. Management Responsibilities

We will:

- adopt, implement and comply with this policy;
- ensure that this policy is enforceable;
- publish, distribute and promote this policy and consequences of any breaches of this policy;
- promote and model appropriate standards of behaviour at all times;
- deal with any complaints made under this policy in an appropriate manner;
- deal with any breaches of this policy in an appropriate manner;
- recognise and enforce any penalty imposed under this policy;
- ensure that a copy of this policy is available or accessible to all people and organisations to whom this policy applies (*during the membership onboarding process);
- review this policy every 12-18 months; and
- seek advice from and refer serious issues to our legal department.

6. Individual Responsibilities

Everyone associated with golf cart use must:

- make themselves aware of the contents of this policy;
- comply with all relevant provisions of this policy, including the standards of behaviour outlined in this policy and other adopted guidelines;
- consent to Management’s screening requirements set out in this policy,
- be responsible and accountable for their behaviour; and
- comply with any decisions and/or disciplinary measures imposed under this policy.

7. Safe Operating Procedures

7.1 Qualification

Any person who chooses to operate a cart on the Golf Course is deemed by so doing, to have the knowledge, training and skill to safely operate this vehicle and be fully accountable for their actions and the consequences thereof. The safe operation of golf carts on the course requires care and adherence to the minimum standards prescribed by this policy. Golf carts must be operated in accordance with the requirements of the Safe Operating Procedures.

7.2 General Use

Any person who chooses to operate a cart on the Golf Course must follow written and/or verbal instructions, including signage on course, as to where the carts may or may not travel.

Local rules to be followed at all times include the following:

- Carts can only be used for a maximum of two persons and two sets of golf clubs.
- Carts must keep a minimum of 10 metres away from tees and greens.
- Carts must stick to paths on all par 3 holes (i.e. 5th, 8th, 12th and 16th).
- Carts must stay outside of the designated ropes during winter/wet months.

7.3 Use in General Play and Competitions

Golf carts may be used during general, closed and open competitions unless stated otherwise by the Yarrambat Golf Club or Yarrambat Park Ladies Golf Club.

7.4 Golf Cart Safety Policy

The Golf Course has a duty of care to all users. It is the responsibility of both the Golf Course and the user of the golf cart to ensure the safety of golfers who do not wish to use golf carts, but who might be at risk from a mechanically defective golf cart or its careless use.

First of all, it is the responsibility of the Golf Course to provide adequately safe equipment. Second, it is the responsibility of the user of a golf cart to ensure their own safety and the safety of others during its operation. The topography of certain areas of the Golf Course is such that caution and prudence must be shown by the user of a golf cart at all times.

7.5 Safe Working Practice

- Essential

Golf cart operators must comply with conditions of the Golf Course liquor licence at all times and not be under the influence of BYO alcohol or drugs.

Only persons aged 16 years and over that hold a current Provisional or full Driving License for either a motorcycle or car may operate a golf cart. Children under the age of 16 are not permitted.

If you have a licence to operate your own golf cart, you must follow the rules imposed by the facility as to the safe parking of trailers.

- Before Use

Golf cart operators must not be under the influence of alcoholic drinks or drugs. If customers or members present themselves poorly at the entry point and the pro shop attendant is reasonably suspicious of their capacity to operate a golf cart, they will be denied the privilege of using a golf cart.

By hiring a golf cart, all customers agree to the following declaration imposed by the Golf Cart Hire Form (in Attachment 1):

"I agree that in hiring a golf cart, I accept total responsibility for the cart and I have read and understood the Golf Cart Policy and will comply with its terms or otherwise forfeit the use of the cart, the deposit and the round of golf.

Further I agree I am fully responsible for all the damage to the cart and golf course or injury to any third party and will reimburse Belgravia health & Leisure Group Pty Ltd for any damage to the cart incurred during the hire period. Should any damage occur, the deposit will be retained and I will meet the remaining cost of any repair or replacement resulting from my failure to obey the standards of behavior expected in the Golf Cart Policy.

I declare that I am fit and able to operate the golf cart and agree to hold Belgravia Health & Leisure Group Pty Ltd and its employees, contractors, or any of its agents, free and harmless from damages or claims whatsoever, that may arise through my use of the golf cart."

- During Use

Golf carts must not be used on the areas of the course where prohibitive signs are placed. The vehicles must not be driven within 10 metres of tees and greens. When approaching the green please keep the cart towards the rough and not on the closely mown greens surround. The golf cart should not be driven near the edge of waterways and bunkers, except when crossing designated points or bridges. Do not move off/accelerate until the occupants are seated. Always remain seated and hold on while the vehicle is in motion.

Hands, feet and head must be kept inside the golf cart at all times while the vehicle is in motion. Check the area behind the vehicle before reversing. Set the parking brake before leaving the vehicle (nb: our golf carts have an automatic break). Always consider the terrain, existing vehicular and foot traffic conditions as well as environmental factors that may affect your ability to operate the vehicle safely. Drive the vehicle only as fast as the terrain and safety considerations allow slowing down before corners. All turns must be executed at reduced speeds. Avoid sudden stops or changes of direction that may result in loss of control. Be extra careful and remain outside of the designated ropes on course during wet and muddy months for your own safety.

- **After Use**

When you have finished using the golf cart, please return it to the pick-up and drop-off point immediately. Do not park the golf cart at the café/terrace, as the golf cart may be reserved for a follow-up booking. Turn the operating key to the 'off' position, remove the key and return it to the pro shop attendant.

If you have a licence to operate your own golf cart, please return your cart immediately to its trailer.

8. Responding to Complaints

8.1 Complaints

The Golf Course takes all complaints about golf cart use seriously. We will handle complaints based on the principles of procedural fairness, and ensure:

- all complaints will be taken seriously;
- the *complainee* is given full details of what is being alleged against them and given the opportunity to respond to those allegations;
- irrelevant matters will not be taken into account;
- decisions will be unbiased; and
- any penalties imposed will be reasonable.

8.2 Complaint Handling Process

When a complaint is received by the Golf Course, the person receiving the complaint will:

- listen carefully and ask questions to understand the nature and extent of the concern;
- ask the complainant how they would like their concern to be resolved and if they need any support;
- explain the different options available to help resolve the complainant's concern;
- inform the relevant government authorities and/or police, if required by law to do so; and
- where possible and appropriate, maintain confidentiality but not necessarily anonymity.

Once the complainant decides on their preferred option for resolution, the Golf Course will assist, where appropriate and necessary, with the resolution process. This may involve:

- supporting the person complaining to talk to the person being complained about;
- bringing all the people involved in the complaint together to talk objectively through the problem;
- gathering more information (e.g. from other people that may have seen the behaviour);

8.3 Disciplinary Sanctions

The Golf Course may, at its complete discretion, take disciplinary action against anyone found to have breached our Golf Cart Policy.

Possible sanctions that may be taken include:

- a direction that the individual makes a verbal and/or written apology;
- counselling of the individual to address behaviour;
- withdrawal of any awards, placings, records, achievements bestowed in any tournaments, activities or events held or sanctioned by the Golf Course;
- suspension or termination of membership, participation or engagement in a role or activity;
- suspension or termination of their existing Golf Cart Licence Agreement;
- any other form of discipline that the Golf Course considers reasonable and appropriate.

Attachment 1: GOLF CART HIRE FORM.

Attachment 2: GOLF CART LICENCE AGREEMENT APPLICATION FORM

YARRAMBAT PARK GOLF COURSE

Section 1 - Details

Date:	
Name:	

Membership Number:		Contact Number:	
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Victorian Driver's Licence Number:	
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Licence Fee:	An \$80.00 tax deductible donation to the Belgravia Foundation (paid over the counter).
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Section 2 – Additional Golf Cart Operators

Name:	Victorian Drivers Licence Number	Signature
1.		
2.		
3.		
4.		

Section 3 – Golf Cart Specifications & Features

Please Provide the golf cart specifications and features for insurance purposes. Attach additional information if required.

Make/Model	Serial No.	Specifications	Recommended Retail \$