



## Membership Information Sheet

Fort William Golf and Country Club

Membership Information	
<b>Membership General Information</b>	<p>The Member agrees to allow the FWGCC use of their personal information provided solely for purposes related to the normal administration of the club, per our Privacy Policy.</p> <p>All memberships must be paid in full before playing as a Member.</p>
<b>Membership Cancellations</b>	<p>All cancellation/refund requests <b>must be submitted in writing.</b></p> <ul style="list-style-type: none"> <li>• Requests received prior to May 1st will receive a full refund.</li> <li>• Requests received before July 15th will receive a 50% refund to be applied against a renewal of the next season's membership fee <b>(Request must be accompanied by a Medical Certificate.)</b></li> <li>• For requests received as of July 15<sup>th</sup>, no refund will be issued</li> <li>• The member can make a request in writing directly to the Board of Directors for consideration</li> </ul> <p><b>Fall promotion memberships</b> cancelled prior to the beginning of the golf season will lose the entire (100%) of fall payment.</p>
<b>Hours of Operation</b>	<p>The course is open daily, including all holidays during the golf season and hours of operation are weather and daylight dependent.</p> <p>The Pro Shop opens 30 minutes before daylight/first tee time and closes at dusk, depending on attendance, May through October.</p> <p>Office hours in season are Monday to Friday 9AM to 5PM.</p> <p>All power carts must be returned 30 minutes before closing.</p> <p>The lounge and kitchen hours will be posted in the Clubhouse and Pro Shop and will be adjusted to reflect seasonal trends for optimal service.</p>
<b>General Play</b>	<p>All golfers must report to the Pro Shop prior to their round to check in. Every player must possess a receipt from the Pro Shop during play.</p> <p>Golfers are required to use reasonable care to avoid injuring other golfers or damaging property due to errant golf balls. Golfers shall be responsible for property damage and injuries caused by errant golf.</p> <p>C.P.G.A. rules apply except where modified by local rules.</p>

	<p>No more than five players are allowed to play together at any time, unless during shotgun tournaments or otherwise directed by the Director of Golf and/or course Marshall.</p> <p>Each player must play out of their own bag and golf clubs.</p> <p>All carts must stay on paths around tees and greens.</p> <p>Handicap flags are available at the Pro Shop upon request. These flags allow for closer than normal parking of golf carts to tees on course for players requiring accessibility.</p> <p>Purchase of a green fee is for one (1) round of golf. Additional holes may be played with the purchase of a supplemental green fee.</p> <p>Golfers will be encouraged, or when necessary, required to play from tees appropriate to skill level or handicap in order to maintain pace of play.</p> <p>Golfers are highly encouraged to lock their vehicles and secure their belongings out of plain sight to discourage crimes of opportunity.</p> <p>Spectators and caddies are not allowed (exception for Thunder Bay District events).</p>
<b>Dress Code for Golfers</b>	<p>Appropriate traditional golf attire must be worn on the golf course at all times.</p> <p><i>Recommended</i></p> <ul style="list-style-type: none"> <li>- Collared golf shirts</li> <li>- Bermuda shorts</li> <li>- Golf skorts</li> <li>- Slacks and capri pants</li> <li>- Vests, sweaters, raincoat or windbreakers</li> <li>- Golf shoes or running shoes</li> </ul> <p><i>Not allowed</i></p> <ul style="list-style-type: none"> <li>- Strapped tank tops, halter tops or tube tops (sleeveless tops are acceptable, provided they have a collar)</li> <li>- T-shirts with offensive/vulgar language or symbols</li> <li>- Denim, sweat or jogging pants</li> <li>- Cut off shorts, spandex or jogging shorts</li> <li>- Bare feet, sandals, boots or high heels</li> <li>- Metal spikes</li> </ul> <p>Clubhouse attire is to be casual and respectful, keeping in mind we are a family friendly facility.</p>

<b>Pace of Play</b>	<p>Golfers are encouraged to play at a moderate pace. To help ensure a fun round of golf for all players, please use these speed tips:</p> <p>Golfers must keep pace with the group in front of them all the way around the course. <b>Slow players must allow faster players to play through.</b></p> <p>If a hole is open in front and you are holding up play for the group behind, let the group behind play through or skip the hole and catch up with the group ahead.</p> <p>Play ready golf - play your ball when ready regardless of being away after checking with other players. This includes honors on tee shots.</p> <p>Exercise a 3-minute limit searching for lost ball. Drop and play on.</p> <p>Be ready when it is your turn.</p>
<b>Basic Etiquette</b>	<p>Holes must be played in sequence. Golfer in the wrong fairway must give way to players playing that hole.</p> <p>Repair ball marks and divots. Rake sand traps/bunkers and leave rake in bunker.</p> <p>Use sand bottles provided to repair divots</p> <p>Place trash in containers available at most tee boxes and along the pathways.</p> <p>Keep carts in designated areas, carts must stay on paths around tees and greens.</p> <p>Please remember that noise and voices carry well on golf courses. Foul language is not appreciated by anyone.</p> <p>Be a good sport. Golf is still a game and should be enjoyed by all.</p>
<b>Rain-Check Policy</b>	<p>Rain checks are issued on the day of play and is at the sole discretion of the Pro Shop staff.</p> <p>If players play 5 holes or less – full round check issued  If players play 13 or fewer holes – 9 hole rain check issued  If players play more than 14 holes – no rain check issued</p> <p>NOTE: If you start in the rain, the rain-check policy is not applicable  The printed rain check is the only copy/record, do not lose it.  The rain check must be presented at time of redemption.</p>

<b>Golf Cart Rental</b>	<p>Possession of a valid G2 or G (or equivalent) driver's license is required to rent a golf cart. If a patron requires assistance with operation of a rented golf cart, the Pro Shop staff can assist.</p> <p>All golfers must sign a "golf cart rental waiver", assuming responsibility for damages done to carts.</p> <p>Pro Shop staff will notify golfers when golf carts must remain on the paths as a result of inclement weather conditions.</p> <p>Carts must be kept at least 30 feet away from greens and tees, and at least 10 feet away from sand bunkers, when not on paved cart paths.</p> <p>All seats must be paid in advance of play in the Pro shop. Pro Shop staff will record the cart number and player in the Pro shop on the sign out sheet.</p> <p>No more than two golfers will be allowed to use or occupy a golf cart at one time, and golf bags shall be limited to two bags per cart.</p> <p>Pull carts must not be taken over aprons, greens, tees, sand bunkers, or areas between the greens and traps surrounding the green.</p> <p style="text-align: center;"><b>Seasonal Cart Seat Passes are non-transferrable.</b></p>
<b>Tee Time Reservations</b>	<p>Members can reserve tee times in advance through online booking at <a href="http://www.tee-on.com">www.tee-on.com</a> or <a href="http://www.fwcc.ca">www.fwcc.ca</a> or by calling the Pro Shop.</p> <p>The membership category purchased will determine the number of days in advance. Advance reservations are available up to one week in advance for members and three days in advance for guests.</p> <p>Golfers <b>will not be allowed</b> to begin play on the course before the opening hours or the first available tee time. Golfers will start play at their reserved tee time unless otherwise directed by the Director of Golf or their designate.</p> <p>Golfers are <b>not permitted</b> to jump in front of other groups unless under the direction of the Director of Golf or their designate.</p> <p>All play must commence from the 1<sup>st</sup> tee unless otherwise directed by the Director of Golf.</p> <p><b>Please review membership application document on <a href="http://www.fwcc.ca">www.fwcc.ca</a> for membership details and playing privileges.</b></p> <p>Scheduling for leagues and tournaments may be made in advance by contacting the General Manager or the Director of Golf.</p> <p>Advance reservations may be restricted on days which have been reserved for another Club event at the discretion of the General Manager and Director of Golf.</p>

	<p>Reservations are <b>not transferable</b> to another player. If a reservation is canceled, the starter will offer the time to the next golfer, or if the time is open on the day of play, it will be filled with names from the Tee Sheet in the order listed. A reservation may be forfeited when only one member of a group having a reserved time is present ten minutes prior to starting time.</p> <p>The Pro Shop will make every effort to get all players on the course as soon as possible.</p> <p>Players unable to begin at their assigned starting time due to inclement weather will be reassigned starting times at the discretion of the Pro Shop. The golfer may request to reserve another time/date if their reservation is lost due to weather delay.</p> <p>In order to maximize utilization and maintain pace of play, twosomes and single players may be asked to join at the discretion of the Pro Shop, Marshall or starter.</p> <p>All players on the course must have their name entered on the tee sheet prior to play.</p> <p>Any member abusing the tee sheet is subject disciplinary action which may include suspension of membership privileges.</p>
<b>Tee Time Restrictions</b>	<p>Tee time Blocked Periods include:</p> <ul style="list-style-type: none"> <li>• Men – tee times are restricted on Tuesdays</li> <li>• Ladies - tee times are restricted on Wednesdays</li> <li>• Juniors – tee times are restricted to weekdays and after 2PM on weekends and holidays</li> </ul> <p>Other restrictions may apply as per the <i>Membership Application Form</i>.</p>
<b>Case for Removal or Refusal of Playing Privileges</b>	<p>Golfers may be refused playing privileges and/or removed from the course with no refunds for:</p> <ul style="list-style-type: none"> <li>• Playing golf without paying a green fee or registering/checking in with the Pro Shop.\</li> <li>• Golfing during restricted times.</li> <li>• Driving a golf cart recklessly and speeding along cart paths.</li> <li>• Inability to maintain pace of play, at the discretion of the Director of Golf</li> <li>• Intoxication, disorderly conduct, use of abusive/profane language, or other behavior detrimental to the normal and orderly operation of the golf course, lounge or clubhouse.</li> <li>• Failure to comply with the existing rules and regulations governing golf play, practice, operation of carts or pull carts, personal conduct, and appropriate dress.</li> <li>• Failure to comply with food and beverage policy (ex. no outside food or beverage).</li> <li>• Intentionally hitting errant balls.</li> </ul>

<b>Membership Payment Options</b>	<p>Membership Payment options are:</p> <ul style="list-style-type: none"> <li>• <b>Pay in full</b></li> <li>• <b>Pay in 5 equal installments</b> (if application received by posted deadline) <ul style="list-style-type: none"> <li>○ First installment paid for immediately at time of membership purchase</li> <li>○ Subsequent installments are processed on or about the 20<sup>th</sup> of each following month</li> </ul> </li> </ul> <p><i>FWGCC requires up to 2 business days to process applications; membership confirmation will be sent</i></p> <p><b>Membership is confirmed with an email from the FWGCC; not upon online purchase</b></p>
<b>Additional Services:</b>  <b>Locker Storage</b>  <b>Power Cart Seat Rental</b>  <b>Club Storage</b>	<p>Additional Services include: lockers and seasonal power cart seats and can be added to any membership.</p> <ul style="list-style-type: none"> <li>• Payment for any Additional Services are available online in our online store and can be purchased at anytime prior to opening day</li> <li>• Member riders on a cart who have not purchased a seasonal cart seat rental will be required to pay the daily Member cart seat rental fee</li> <li>• Cart Seat rental does not entitle rider to sole occupancy of a cart</li> </ul> <p><b>No outside carts are permitted on the course except paraGolfer all-terrain power wheelchairs.</b></p> <p>Club storage is reserved for members who have purchased a full membership.</p>
<b>Food &amp; Beverage Minimum</b>	<p>All members are required to meet a minimum food and beverage spend based on their membership category. If the minimum spend is not reached by the end of the season, the remaining balance will be charged to the credit card on file.</p> <p>Items from the Pro Shop do not count against the food and beverage minimum.</p>
<b>Loyalty Points</b>	<p>Loyalty points are earned on a 1:1 ratio – 1 loyalty point for every \$1 of Food &amp; Beverage charges (excluding HST, gratuities, and food and beverages as part of private events or tournaments).</p> <p>Once a member (or couple Family account) has earned 500 points, a Member Rewards 18-Hole Golf pass is earned and can be requested at the Office.</p> <p>Please note that all green fee passes sold at our club are subject to an expiry date. In accordance with Ontario's Consumer Protection Act, gift certificates for specific services, including green fee passes, may have an expiration date.</p>

<b>Capital Improvement Fees</b>	As part of our commitment to maintaining and enhancing the quality of our golf course and facilities, we have introduced a "Capital Improvement Fee" as part of our membership structure. This fee is collected annually from all members and is specifically allocated to fund major capital projects, such as course renovations, infrastructure upgrades, and other long-term improvements that benefit the club as a whole. By establishing this dedicated fund, we ensure that resources for capital improvements are set aside separately from daily operational expenses, which are covered through our regular membership dues. As a not-for-profit organization, we rely on this fee to maintain and enhance the property for future generations of members, allowing us to invest in the future of the club while keeping annual operating costs stable.
<b>Insurance Statement</b>	Fort William Golf and Country Club (FWGCC) is not responsible for items lost, stolen or damaged while members and their guests are on/use the premises. A Golf Canada Membership, purchased by Members, provides individuals with insurance coverage.
<b>Code of Conduct</b>	All members and their guests must abide by the FWGCC's  <i>*Code of Conduct Policy, available online</i>
<b>Death of a Member</b>	Membership will be terminated in the event of death. Membership fee refunds may be issued at the discretion of the Board of Directors/General Manager. Some fees may be non-refundable.
<b>Outside Food &amp; Beverage</b>	Food and beverages may not be brought to the Club for the purpose of consumption anywhere on Club property unless previously approved by management.  Bringing personal alcohol onto the golf course property is strictly prohibited under liquor laws. Any violations will result in the confiscation of the items, possible removal from Club property, and notification of local authorities.  The Alcohol and Gaming Commission of Ontario (A.G.C.O) regulates the Club's alcohol service to members and guests. As per this legislation, the Club is prohibited from selling or serving alcohol to anyone if doing so would likely result in intoxication or pose a safety risk to the individual or others.  The Club will not serve alcohol to anyone below the legal drinking age (19). To enforce this policy, staff may ask for identification from members and their guests, and we expect full cooperation in this regard.  To safeguard the Club and its members, all employees serving alcohol are Smart Serve Certified and are required to refuse service to anyone appearing to violate the law. Staff are entrusted to use their judgment and discretion in such cases. Members are expected to respect these decisions, even if they disagree, and uphold the decorum expected within the Club.
<b>Suggestions/ Complaints</b>	Please email any suggestions, concerns and/or accolades to the General Manager, or scan the QR codes found throughout the clubhouse to submit via our online platform.

<b>Interaction with Staff &amp; Management</b>	<p>Members and guests of the golf course are expected to demonstrate respect and patience towards the staff and management. It is important to understand that members do not have the authority to instruct staff on their duties or job performance, nor should they discipline or disrespect any staff member.</p> <p>If a member or guest has concerns regarding a staff member, they should direct these issues to the General Manager.</p> <p>Any aggressive behavior or use of vulgar language towards staff will result in disciplinary action.</p>
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