



Vespra Hills Golf Club

# Member Handbook 2024

Springwater Township, 2694 Wilson Dr, Minesing, ON, L9X 1K9, Canada

Phone: 705-721-3303

Golf Shop: 705-721-5831

Website: [www.vesprahillsgolfclub.com](http://www.vesprahillsgolfclub.com)

“A Unique Concept In Private Golf”

HISTORY OF VESPRA HILLS GOLF CLUB	4
CONDITIONS OF MEMBERSHIP	5
RATES & FEES	6
REGULATIONS & GUIDELINES	6
CODE OF CONDUCT	6
MEMBER CARD	7
GUESTS	7
TEE TIMES	7
CANCELLATION/NO SHOW POLICY	8
PRACTICE FACILITIES	8
POWER CARTS	8
PACE OF PLAY	9
RAIN CHECKS	9
PLEASE “KEEP IT BEAUTIFUL”	9
DRESS CODE REGULATIONS	10
CELL PHONES	10
DESIGNATED NON-SMOKING	11
GOLF SHOP	11
LESSONS BY THE TEACHING PRO	11
ON COURSE WASHROOM	11
SNACK BAR/LAWN SERVICE	11
SPOUSAL PRIVILEGES	11
CLUB STORAGE	12
LOCKER RENTALS	12
MEMBERSHIP RENEWAL	12
MEMBERSHIP REFUNDS	12
EXPULSION AND SUSPENSION OF MEMBERSHIP	13
HOLDING POLICY	14
MEMBER ACCOUNT	14
DINING ROOM	14
MUSIC ON THE COURSE	14

GOLFER SAFETY & ETIQUETTE	15
SAFETY IS A PRIORITY	15
FOR EARLY MORNING GOLFERS	15
DURING YOUR ROUND	15
YOU NEED TO KNOW	15
SAFETY TIPS	15
WEATHER SAFETY	16
MEDICAL EMERGENCY	16
FIRE EMERGENCY	16
AODA	17
ALCOHOL POLICY	17
PERMITTED LOCATIONS FOR ALCOHOL USE	17
UNDERAGE CUSTOMERS	18
CUSTOMER ALCOHOL USE	18
FOOD & NON-ALCOHOLIC DRINKS	19
MANAGING THE INTOXICATED	19
TRANSPORTATION	19
WAIVER, VARIATION AND INTERPRETATION OF RULES & REGULATIONS	19
QR CODE	20

## A BRIEF HISTORY OF VESPRA HILLS GOLF CLUB...

The Frost family built and operated Vespra Hills Golf Club until 2022. The land which is the core of Vespra Hills was once the home of the Pratt family. The Homestead 9 is where Mac Frost's wife, Beth (nee Pratt) grew up.

Mac and Beth's daughter, Cinder, managed the Club from 2003-2013. Dave Caldwell, who had been the Club's superintendent since 2003, took over the management of Vespra Hills Golf Club.

In February 2022, Dave Caldwell, along with his business partner Tom Jarvis, purchased the club from the Frost family.

Dave, along with Cinder, was involved in the design and construction of the Still Valley nine, the Golf Shop, and the Clubhouse which opened for the 2010 season. Dave intends to continue many of the traditions that Cinder had and honor her efforts of a "Family Business" with a warm, welcoming atmosphere at Vespra Hills.

## CONDITIONS OF MEMBERSHIP

1. Members assume no financial responsibility for the operation of the club and agree to pay fees and dues as set out. Membership is granted concerning access to the facilities and golf course but does not impart any ownership or equity in the facilities or land.
2. Members agree to pay for all charges incurred by them and their guests at the club. The member also assumes responsibility for damages (i.e., cart or course damage) for themselves and their guests.
3. Members agree to keep their payment information up to date. A \$50.00 fee will be charged for NSF and/or declined account payments.
4. Memberships are not transferable, and Entrance and Annual fees are non-refundable if the member resigns from the club.
5. Members and their guests will abide by the dress codes and observe the rules of the club.
6. Management shall have the sole right to terminate any membership upon a pro-rata refund of annual fees paid. Upon termination, entrance fees (that have been paid in full) would be refunded on a prorated basis up to the end of the third year of membership including the year in which the entrance fee was paid. No refund will be made if the member abandons /resigns membership or violates the conduct regulations.
7. For the application of charges made at the club, all members must have a Visa or MasterCard attached to their member's accounts. The club will charge the member's account on the 15<sup>th</sup> and 30<sup>th</sup> of each month to keep the member's account in good standing. Members may also add money to their member account (up to \$1000.00) to draw from throughout the season. Any credit balance remaining in this account at the end of the golf season will remain in the account for the following golf season at Vespra Hills Golf Club.
8. Each member must re-apply by January 15<sup>th</sup> of each year or may be deemed to have resigned with a new entrance fee required to rejoin.
9. Members are responsible for keeping their membership in active status and good standing. Effective September 1<sup>st</sup>, 2022 - Members wishing to change their membership type may be subject to a \$75.00+ HST administration fee.
10. The Club officially opens and closes on May 1st and October 31st each season.

## RATES & FEES

See the 2024 Membership Package for more details.

## REGULATIONS & GUIDELINES

The following policies are designed to produce a club atmosphere that serves the needs of our members courteously and efficiently. Please take a few minutes to read and comprehend them. This will help to make things run smoothly during the season.

### CODE OF CONDUCT

Vespra Hills Golf Club strives to provide a “Conflict-free” environment for all its recreational, social, and business activities. The code of Conduct refers to the personal and interpersonal behaviour of members and staff. Mutual respect, cooperation, and understanding must be the basis of interaction among all members, guests, and employees of the club.

Vespra Hills Golf Club will neither accept nor condone behaviour that is likely to undermine the dignity or self-esteem of an individual or create an intimidating, hostile, or offensive environment.

1. Members are not permitted to reprimand club staff. Comments and suggestions may be brought to the attention of the General Manager or Department Head.
2. Members shall not approach/reprimand another member who they believe may have contravened the Code of Conduct or the Dress Code.
3. Members who observe what they believe to be an infraction of the Code of Conduct or Dress Code may report their concerns to the General Manager or Department Head.
4. Members are expected to inform their guests about the Code of Conduct, Dress Code, and other Club Rules.
5. Cell phones. members and guests should ensure that their use of cell phones in the clubhouse and on the course is respectful of others and does not interfere with the enjoyment of others.
6. Music on the course. Listening to personal music in the clubhouse or on the course must be done respectfully so as not to interfere with the enjoyment of others.

## **CODE OF CONDUCT CON'T**

7. Alcohol Beverage Service. The Golf Club and its facilities are intended for the enjoyment of all club members and their guests. It is the responsibility of all members to ensure they and their guests always conduct themselves accordingly while on the club premises. The goal of the club is to successfully provide responsible, courteous, and professional service of alcohol. Alcoholic beverages consumed on club property must be purchased from the club. The club has the responsibility to undertake a duty of care regarding the sales and service of alcohol to members and their guests. Members should be aware that servers have been instructed not to serve any member or guest who, in the view of the server, is intoxicated. The server is to immediately notify the senior staff member on duty and will immediately stop serving alcohol to that member or guest. The club will make every effort to ensure that no intoxicated person drives a vehicle away from the club's premises.

## **MEMBER CARD**

Member cards will be required for all check-in and club purchases. Members must present their cards and register in the golf shop before each game. Each member must present their card. Members will also present their membership card before ordering food or beverages. Lost or stolen cards are subject to a card replacement fee of \$10.00 + HST.

## **GUESTS**

The same guest may be hosted by a member up to six times per season. This restriction applies to the actual guest, meaning that another member may not host the same guest an additional six times. A member may bring a maximum of three guests at a time, unless they have arranged in advance, such as for a member-hosted shotgun event. Guest names must be added to the tee time during the booking process. Members are ultimately responsible for their guests. We ask that members arrive before their guests and act as their hosts for the duration of their visit. Guests will not have access to the club's amenities, such as locker rooms and practice areas until the hosting member has arrived. Members, please advise guests of our dress code, as well as inform them that they will not be able to use the driving range or the golf course until a hosting member has arrived and assisted with checking them in. For safety and liability reasons spectators and walk/ride-along guests are not permitted on the course except by prior clearance and the signing of a waiver for liability, this waiver can be found in the golf shop and on our website.

## **CANCELLATION/NO SHOW POLICY**

Non-weather-based cancellations must be made no less than 24 hours before the booked tee time. Email messages will not be accepted as a form of cancellation.

**No-Show Fee in Effect:** The Main Reserver will maintain full responsibility for the reservation. Should the group not show, or if a reservation is made for more players than the amount that show up to play, the No Show Fee of \$100.00 + HST per missing player will be billed to the Main Reserver.

**Power Cart No Show or not canceled before 24 hours from booked time:** If power carts were part of the reservation and not canceled 24 hours before the tee time, the full power cart fee(s) will be billed to the Main Reserver of the time. Members with cart plans are subject to this penalty as well.

## **PRACTICE FACILITIES**

Vespra Hills Members may use the practice facilities at any time that they are open. Practice must be confined to the designated practice facilities. Range balls are provided for use only on the range. The driving range will be open 30 minutes before the first tee-off time. The driving range may be closed one or two mornings per week for maintenance. The range will close 30 minutes before dark to allow for final cleanup to prepare for the next day. The driving range may be closed one or two evenings per week for maintenance. Guests who are registered to play golf may use the practice facilities with the host member before teeing off. Please ensure your member bag tag is visible on your golf bag to assist the employees in verifying members versus visitors. Spectators or non-registered guests are not permitted on the practice facilities. This applies to family guests as well.

## **POWER CARTS**

Cart drivers must have a valid driver's license and be 19 years of age or older. Juniors may not operate power carts at any time. Members are responsible for and will be charged for all damage to carts assigned to them or their guests, any injuries resulting from cart operation, or damage to the course or property of the club resulting from the use of a cart. No more than two golf bags will be carried on one power cart, and no more than two people may ride at one time. Keep power carts on cart paths near all greens and tees. Please keep carts out of the fescue grass. power carts must be returned to the golf shop area before dark. If necessary, our staff will go onto the course to retrieve carts if the players have not returned carts as darkness approaches. Under no circumstances may a pull cart be towed by a power cart. Pull carts are available at no charge. The golf course is closed for play 2 1/2 hours after the last available tee time. You may be asked to end your game early and come in from the golf course if you are still on the course beyond this time.



## **PACE OF PLAY**

Members should attempt to play fast enough to keep up with the group ahead without crowding or hitting into them. We suggest you play "Ready Golf". After putting out, do not linger at the green to mark your scores but proceed to the next tee and hit when ready if the group ahead is clear. The golfer who is "away" is the one who is ready to hit, not necessarily the one with the lowest score on the last hole. If there is an open hole ahead of you and the group behind you catches up, stand aside, allow them to play through, and don't start again until they are clear (This applies even if it is a twosome or single that catches up). A foursome should play 18 holes in no more than 4 hours. Twosomes or single players should not expect to play through multiple foursomes at busy times when the field is full, provided that the foursome is keeping up with groups ahead, as outlined above. Club Matches are not exempt from the Pace of Play Policy.

## **RAIN CHECKS**

If rain causes an 18-hole round to be given up after nine holes or less have been played, a rain check for nine holes will be issued. If a player does not tee off but has already signed in, a rain check for 18 holes will be issued. Rain checks do not apply to prepaid members. Guest rain checks will be issued to their representing members.

## **PLEASE "KEEP IT BEAUTIFUL"**

Repair ball marks on greens,

Repair all divots

Avoid scuffing the greens, (Always pick up your feet)

Don't use your putter to scoop the ball out of the cup. Please take care when replacing flags.

Don't take multiple divots or practice swings on the tee

Rake sand bunkers and place (not throw) the rake into the bunker. Please leave rakes outside of the bunkers, in an area that will be less likely to affect play.

## **DRESS CODE REGULATIONS**

The golf attire that members and their guests wear for playing or practicing golf directly influences our club's image, atmosphere, and culture. Vespra Hills is a progressive club that thrives on its relaxed atmosphere while maintaining a healthy respect for the game. We expect our members and their guests to dress and act in a way that does not offend our fellow members. Typically, clothing that is for sale in the golf shop, or current PGA/LPGA Tour fashions would be considered good examples of how to dress for your round of golf. Hats are to be worn forward and men's shirts are to be always tucked in.

Smart denim pants may be worn in the clubhouse and on the adjacent patios, but not on the golf course or practice facilities. Vespra Hills reserves the right to refuse privileges if a person's attire is not in keeping with Vespra Hills standards. Hats are not allowed to be worn in the dining room.

Members are reminded that they are responsible for the dress code of their guests.

### **Here are some examples of inappropriate attire:**

- Hats on Backwards
- T-shirts
- Beach Wear
- Crop or Halter Tops
- Spaghetti Strap Tops
- Leggings
- Metal Spikes
- Tracksuits
- Cargo
- Shorts/Pants

## **CELL PHONES**

As a courtesy to all members and guests of the club, cell phones should be silenced when on the golf course, or in the dining room. If it is necessary for you to be on-call, please use the vibrating feature and don't raise your voice when responding to the call. Please, be aware of and considerate of those around you.

## **DESIGNATED NON-SMOKING**

All Vespra Hills buildings are designated Non-Smoking. Members and guests must be 9 meters away from all patios. Please be very careful when smoking on the golf course and do not leave cigarettes or cigar butts on the course.

## **GOLF SHOP**

The golf shop will open one hour before the first tee time. The golf shop is now located in the Clubhouse. Merchandise will be available for purchase, and we would like to remind members that clubs, or any other merchandise not stocked may be ordered.

## **LESSONS BY THE TEACHING PRO**

Members may book lessons with our Teaching Pro in advance. Lessons must be booked directly with our Teaching Pro by email: [sue@vesprahillsgolfclub.com](mailto:sue@vesprahillsgolfclub.com). Lesson rates are available upon request from Sue Westwood. All lessons must be paid for through the golf shop. Cash or E-Transfers are not accepted for lessons and will not be acknowledged by the club.

## **ON COURSE WASHROOMS**

Washroom/rain shelters are available on the fourth tee Sand Hills, fifth tee Homestead, and fourth tee Still Valley. These facilities will automatically lock approximately 3 1/2 hours after the last 18-hole tee-off.

## **SNACK BAR/LAWN SERVICE**

The Snack Bar is located on the lawn. The lawn hours vary throughout the season and are reflective of play and/or daylight. The lawn hours will be communicated through email.

## **SPOUSAL PRIVILEGES**

A member's spouse is a guest and has no membership privileges. If a member's spouse would like to be able to use the food and beverage facilities independently, they should consider a Social Dining Membership. Details are available at the office or on our website.

## **CLUB STORAGE**

The club storage area is strictly for staff only. The club storage area is the first building on the right when driving towards the parking area.

## **LOCKER RENTALS**

Please enquire at the office for availability, sizes, and fees for seasonal locker rentals for members, and daily locker rentals if desired for guests.

## **MEMBERSHIP RENEWAL**

Membership renewal forms for the following year will be available starting the month of September. Members have the option of paying their membership dues at discounted rates before November 15<sup>th</sup> of the current year. All membership dues are stated on an annual basis. Members wanting to register for any in-house events will have to pay in full by March 15<sup>th</sup>. Members not returning or indicating their intentions by January 15<sup>th</sup> will be deemed to have resigned.

Membership changes will be prorated on a biannual basis only. Members are responsible for keeping their membership in active status. No reminders will be issued in advance of these dates. For renewing members with outstanding entrance fees, these fees are due on the date of renewing. Members are encouraged to ensure their entrance fee status is up to date to remain in good standing.

## **MEMBERSHIP REFUNDS**

Vespra Hills Golf Club relies on membership fees as its primary source of revenue to fund its operations year over year. Annual operating budgets are established based on projected memberships.

Upon receipt and processing of an applicant's registration and placement on the membership registration list, it is the position of Vespra Hills Golf Club that there are no refunds of membership fees.

## **Exceptional Circumstances**

Certain circumstances may dictate that the above statement may be reconsidered.

### **What exceptional circumstances may be considered for a refund?**

- 1 Any member that sustains an injury or illness before July 1<sup>st</sup> of the current golfing season and is incapacitated for the balance for the season may receive a refund of 50% of their membership. No refunds will be considered for any injury occurring on or after July 1<sup>st</sup>. No administration fee will be incurred.
- 2 Any renewed member who decides to withdraw their renewal before the March 15<sup>th</sup> renewal date may receive a full refund. A \$75.00 administration fee will be incurred.

### **How do I request a refund?**

Requests must be submitted in writing to Nancy Buchanan at  
[nancy@vesprahillsgolfclub.com](mailto:nancy@vesprahillsgolfclub.com)

## **EXPULSION AND SUSPENSION OF MEMBERSHIP**

If a Member or their guests, at any time, does not comply with the rules and regulations of the club as are in force, or if the conduct or behavior of any such person, whether inside or outside the club, is in the opinion of the club, injurious or detrimental to the character, reputation, and image of the club and its members, the club may call upon the member to resign.

If the member refuses to resign within seven days of a request to do so, the club may expel the member and upon expulsion shall cease to be a member of the club and the membership shall be forfeited.

Instead of calling on the member to resign, the club may, at its discretion, suspend the offending member from use of the club and all the rights and privileges of membership for such a period as determined by the club.

It is specifically provided and acknowledged that non-compliance with the rules and regulations of the club shall be cause for the club to expel or suspend the member.

## **HOLDING POLICY**

The Holding Policy is only available for members who have paid their entrance fee in full. For more information, please refer to our website or ask the main office.

## **MEMBER ACCOUNT**

Vespra Hills processes charges on account purchases for our members through The Moneris Vault. Members must set up an account that is linked to their credit card with a limit set by you and payments are processed by Vespra Hills on the 15th and 30th of each month. Your member card is linked to your account and can be used for making purchases for green fees and merchandise in our golf shop, Food & Beverage in our snack bar, or dining room. Sign-up forms are available in our main office. Contact [nancy@vesprahillsgolfclub.com](mailto:nancy@vesprahillsgolfclub.com) or [deb@vesprahillsgolfclub.com](mailto:deb@vesprahillsgolfclub.com) for more information.

## **DINING ROOM**

Dining Room hours of operation vary throughout the season. Reservations are recommended for groups with over 8 Guests. Reservations can be made by calling the Dining Room at ext. 231. Reservations are required on Fridays and Saturdays. Our Dining Room menu can accommodate dietary concerns and restrictions; please ask your server for details on these items.

## **MUSIC ON THE COURSE**

Members and their guests are welcome to enjoy music on our golf course. We request that members and their guests use discretion to respect the needs of others who may not wish to hear music on the course and manage the volume of their devices accordingly. Music should be at a volume that can only be heard by your group. All members and their guests should be mindful of areas on the course where your music can be easily overheard by other golfers.

# GOLFER SAFETY & ETIQUETTE

## SAFETY IS A PRIORITY

At the Vespra Hills Golf Club, we are committed to the safety of our employees and to ensuring a safe environment.

## EARLY MORNING GOLFERS

Our maintenance staff begin work early in the morning and they are committed to providing a quality product for your golfing enjoyment. To accomplish this task, our greens mowers and hole changers need to work efficiently and stay ahead of the players. If you are an early morning golfer and you encounter our staff cutting a green or changing the flagstick location for the day, we ask that you have some patience, wait a few moments, let them finish their task, and move out of the way. Once our workers are out of the way or have waived you up it is safe to hit.

## DURING YOUR ROUND OF GOLF

Maintenance equipment and workers have the right-of-way on the golf course. The equipment operator will stop the machine and wait for your shot. If there seems to be some confusion, please wait for the worker to wave for play to continue or move away from the area.

## YOU NEED TO KNOW

Golfers will be held responsible for any personal injury or damage to equipment and property (Vespra Hills or privately owned) because of not adhering to these safety procedures.

## SAFETY TIPS

If at any time you or another member of your group loses control or sight of a shot, warn others by shouting, *FORE*. If you hear someone yell *FORE*, take appropriate steps to protect yourself as quickly as possible. Always stand well behind the person hitting their ball. Take the time to know how far you tend to hit a ball with each club in your bag. Do not hit until the group ahead is safely out of range. Be aware of blind spots and doglegs. Try to remain visible to those waiting on the tee until your group is moving forward.

## **WEATHER SAFETY**

Vespra Hills posts the daily forecast in the golf shop so members can be aware of potential weather. Members should be knowledgeable of the day's forecast and be prepared to seek shelter under their judgment.

During inclement weather and lightning risk, the following areas should be avoided:

- Bodies of Water
- Golf Carts
- Open Areas
- Isolated Trees
- Wire Fences
- Hilltops & High Places

Please be advised that under wet conditions the ground may become slippery and appropriate precautions should be taken.

## **MEDICAL EMERGENCY**

In the event of a medical emergency dial 911. If you call 911, please inform the golf shop staff of arriving Emergency Personnel. There are four Automatic External Defibrillators on site; they are in each of the course washrooms (3) as well as the main area outside of our office, next to the north exit of the clubhouse (1).

## **FIRE EMERGENCY**

In the event of a fire please call 911 and proceed to the nearest exit of the building. Please make your way to the reassembly area across the driveway to the east of the old golf shop. Emergency route maps showing the nearest exits are posted throughout the building.



## AODA

(Accessibility for Ontarians with Disabilities Act) As per Ontario Regulation 420/07 of the Accessibility for Ontarians with Disabilities Act 2005 Vespra Hills Golf Club has policies and procedures in place governing the provision of goods and services to persons with disabilities.

More information regarding Vespra Hills Golf Club AODA policies and procedures can be requested by email, written letter, or verbally at the Vespra Hills office.

## ALCOHOL POLICY

A part of our business is selling food and beverages in a bar, restaurant, banquet hall, and golf course setting. We are dedicated to our members' pleasure and satisfaction. However, when it comes to the sale and service of alcohol, by law, we will not permit drunkenness, nor will we serve patrons who are troublesome, dangerous, or under the legal drinking age. To support this position, our house policy is as follows:

All alcohol must be purchased from Vespra Hills Golf Club.

No Outside alcohol will be permitted anywhere on the Vespra Hills Golf Club property.

### PERMITTED LOCATIONS FOR ALCOHOL USE

**Alcohol can only be consumed in the following licensed locations:**

The Dining Room

The Banquet Hall

The Attic

The Snack Bar

The Lawn

The Balcony

The Golf Course

All locations outside of the above listed are unlicensed locations. For reference, alcohol cannot be consumed in but are not limited to the following locations:

Parking Lot  
Driveway  
Golf Shop  
Clubhouse Locker Rooms  
Clubhouse Storage Areas  
All Washrooms

and all other areas that are not licensed for alcohol use.

If any Member or Guest does not follow our Alcohol policy, they may be asked to leave, and disciplinary action may be taken.

### **UNDERAGE CUSTOMERS**

- You must be 19 years and older to be served alcohol.
- ID will be checked.
- The following forms of ID will be accepted: Ontario Drivers License, Canadian Armed Forces I.D. Card, Canadian passport, or a Canadian Citizenship Card.
- Parental declaration of their child's age is not valid.

Parents or the age of majority escorts are prohibited from purchasing, giving, or sharing alcoholic drinks with underage Guests.

### **CUSTOMER ALCOHOL USE**

Staff will not serve anyone to the point of intoxication. Staff will not serve anyone who appears intoxicated. Drinking any beverage is not permitted on the dance floor. In the last hour of an event, only one standard drink per person will be permitted.

There may be no last call. A posted bar schedule will be made available at the start of each event. The Use of illegal drugs is prohibited by law.

## **FOOD & NON-ALCOHOLIC DRINKS**

Staff will offer competitively **priced** non-alcohol and low-alcohol beverages.

Staff will encourage patrons to eat food when drinking alcohol. We always offer a wide variety menu.

## **MANAGING THE INTOXICATED**

If a customer becomes intoxicated or is acting dangerously, staff will carefully and politely deal with that person and if necessary, seek outside assistance from police

## **TRANSPORTATION**

Anyone deemed unsafe to drive will not be permitted to drive away from the golf course. Our staff will gladly assist patrons to find a safe way home. Please ask for assistance. Our staff are Smart Serve trained in the legal and safe service of alcohol. They recognize signs of intoxication and know how to intervene to keep customers safe.

## **WAIVER, VARIATION, AND INTERPRETATION OF RULES & REGULATIONS**

Notwithstanding, anything outlined 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 Vespra Hills Golf Club official or employee to whom such authority is delegated by the management is conclusive.

## QR CODE

Open your phone camera to scan the below code and access all of the documents mentioned in this handbook.

