



# Island View Golf Club

## *Club Guidelines and Code of Conduct*

### **MANAGEMENT TEAM:**

Allen Cole – Club Manager  
Kurt Knox – Golf Course Superintendent  
Arick Neisen – Assistant Superintendent  
Johnny Schwaller – Head Golf Professional  
Mac Saby – Teaching Professional  
Hahnah Schwaller – Golf Shop Manager  
Corey Vanderhoff – Food & Beverage

### **CLUB TELEPHONE NUMBERS:**

Main Number.....952-442-6116  
Golf Shop.....ext. 2  
Vandy’s Grille.....ext. 3  
Head Golf Pro.....ext. 4  
Club Manager.....ext. 5  
Course Superintendent.....ext. 6

### **VISION AND MISSION OF THE CLUB:**

OUR VISION is to be a top-rated golf club in the region that enhances the love for the game of golf. We do this by delivering a rewarding and memorable experience consistent with our core values by providing high quality golf, facilities, services and programs for the enjoyment of our members and guests in a welcoming environment.

### **CORE VALUES**

#### **Heritage:**

We honor, appreciate and desire to preserve the rich history of the golf club and golfing community in the region.

#### **Pursuit of Excellence:**

We focus on continuous improvement of our golf course, services, facilities, and programs by consulting regularly with our members and staff to seek out new ideas.

#### **Welcoming:**

We promote the game of golf with a welcoming and family friendly atmosphere to current and future golfers of all ages and abilities.

#### **Accountability:**

We provide a high-quality golf experience while keeping value at the forefront.

#### **Respect:**

We provide a friendly, caring, and respectful environment for all of our members, guests, and staff.

### **ISLAND VIEW CODE OF CONDUCT**

As authorized by the Articles of Incorporation, Bylaws and rules of the club, the Board of Directors is responsible for the establishment and enforcement of rules that are consistent with the club’s guiding principles (mission, vision and core values). This responsibility includes the development and execution of this Code of Conduct, along with the related Enforcement Procedures and Appropriate Consequence for violations of the code of conduct.



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While it is impossible to establish precise elements of each code violation, the Board of Directors will use this Code of Conduct, the Enforcement Procedures and Appropriate Consequence Guidelines to ensure that Member and Member-Guest behavior at Island View Golf Club is consistent with the guiding principles and expectations of the club.

Members are responsible for their guests. Members with Guests that violate these policies will be subject to the consequences determined by the Board. Guests will also be subject to the consequences determined by the Board.

### **MEMBER RESPONSIBILITY**

The Code of Conduct has been established to provide expectations for acceptable behavior.

These expectations will allow for enjoyment of Island View Golf Club by members and guests, protect the safety and welfare of our employees and project a reputation consistent with our guiding principles.

Upon joining the membership of Island View Golf Club, each member commits to the following expectations:

- Be familiar with and support the Club Vision, Mission Statement, and Core Values.
- Respect others and our golf course and honor the game of golf and its traditions.
- Know and comply with Club policies, procedures, bylaws and rules, and ensure that family members and guests do the same.

### **TREATMENT OF OTHER MEMBERS, GUESTS AND CLUB EMPLOYEES.**

Members are expected to:

- Treat all fellow members, guests, and employees with courtesy and respect, in person and in all verbal or electronic communications.
- Treat all Club property with respect and ensure that all family members and guests do the same.
- Enhance the Club's reputation by communicating and acting with integrity and honor.
- Treat all Club, Grounds Crew and Restaurant employees with courtesy and respect. They shall not reprimand, use profanity, or give any corrective direction to an employee as to how to correctly perform their duties.

The Board shall institute the following consequences for a failure to comply with these expectations:

**First Offense** - Email Notification from Management. Depending on circumstances, the Board of Directors reserves the right to consider further action.

**Second Offense** - Board of Directors considers Suspension of Member privileges or expulsion.

### **INAPPROPRIATE BEHAVIOR INFLUENCED BY ALCOHOL OR DRUGS**

As suggested above, the Club will not tolerate inappropriate actions or behaviors that demonstrate disregard for employees and other members or guests in any manner. This is particularly true when actions are behaviors are



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based on the irresponsible use of alcoholic beverages or drugs of any kind.

The Board shall institute the following consequences for a failure to comply with these expectations:

**First Offense** - Email Notification from Management. Further action to be determined by Board of Directors

**Second Offense** – Board of Directors considers Suspension of Member Privileges.

**Final Offense** – Board of Directors considers Expulsion of Member.

### INDECENT ACTS

The Club will not tolerate indecent acts of this nature. We are also obligated to obey the Laws of Decency as it relates to minor aged children of members and Guests in accordance with Minnesota State Statutes.

If an incident requires notification to local law enforcement, the Board will delay any internal investigation until notified by local law enforcement.

The Board shall institute the following consequences for a failure to comply with these expectations.

**First Offense** - Email Notification from Management. Further action to be determined by Board of Directors

**Final Offense** - Board of Directors considers Expulsion of Member.

### COMPLAINTS

Formal complaints need to be submitted in writing to the Club Manager, Club Professional or Course Superintendent referred to as “Club Management”. The Board of Directors will discuss complaints that are brought to their attention by management. The Club discourages anonymous complaints and will generally not consider them.

Any formal complaint investigated by Club Management, or a Board member(s) will involve the Personnel Committee of Island View.

### INVESTIGATION

The complaint will be reviewed by Club Management and in accordance with Club Guidelines. Club Management will provide the 1<sup>st</sup> level of investigation to a formal complaint. If a complaint is deemed too severe or sensitive, Club Management may forward the complaint to the Board of Directors for investigation. Any necessary disciplinary action such as written warnings may be taken by Club Management with notification to the Board. If an offense warrants a suspension or greater of a Member, then the Club Management will make a recommendation for Board review and approval.

IF the complaint involves a contractual staff member from the restaurant or other contracted service, then the appropriate leader from the contract will be a part of the investigation process.

For any offense, Club Management reserves the right to forward the investigation process to the Board of Directors.



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### **ENFORCEMENT**

Operating under the authority of the Board of Directors, Department Managers and Staff shall be primarily responsible for enforcing the Club's Code of Conduct, Rules and Policies. When done respectfully, it is acceptable for Members to remind each other of the rules and, when appropriate, inform management about Members who violate the rules.

### **APPEAL**

If a Member, Staff, Contracted Staff or Guest would like to appeal a ruling during this process, then the appeal process will start with the investigating body and move to the higher authority as follows.

1. Club Management
2. Board of Directors
3. 2<sup>nd</sup> Review of the Board of Directors with Legal Counsel.

### **RETALIATION**

Island View Golf club takes great pride in fostering an environment of mutual respect and collaboration among all members. As such, it is imperative that we uphold our club policies with integrity and fairness. In line with this commitment, it is essential to emphasize that any form of retaliation against individuals who bring forth concerns or grievances regarding club policies will not be tolerated under any circumstances. Retaliation, whether direct or indirect, undermines the trust and safety within our community and runs counter to our core values of respect, welcoming, and accountability. We encourage open communication and constructive dialogue as the preferred avenues for addressing any issues or disagreements. Should any member experience or witness retaliation of any kind, we urge them

to come forward and report it promptly to club management for swift and appropriate action by the Board of Directors. Together, we can create a supportive and welcoming club environment where all members feel valued and respected.

### **ACCOUNTING & RESPONSIBILITIES:**

A "Member" refers to stockholders of Island View Golf Club.

#### Payment of Account

Every member is liable for the payment of dues by the member, their spouse, children and guests, together with all state and federal taxes required.

### **MEMBER RESPONSIBILITY FOR GUESTS:**

Members shall be responsible for their guest's conduct in the Clubhouse and on the Golf Course in accordance with the IVGC Code of Conduct, as well as all debts due to the Club which may be incurred to them.

### **ANTI-DISCRIMINATION POLICY**

Island View Golf Club is open to all people without regard to race, religion, national origin, or gender.

### **PERSONAL EFFECTS**

The club will not recognize a liability for the loss of or damage to property of the members or their guests to include locker room, storage facilities, personal effects, and golf equipment.



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### **MEN'S AND LADIES LEAGUE:**

Contact: Johnny Schwaller 952-442-6116 Ext 4

The driving range will be open at 7:00 a.m. - weather permitting. Closing hours will be posted in the golf shop and will vary throughout the season.

### **PARKING INFORMATION:**

The Club will not assume any responsibility for any damage or losses that may occur due to parking or leaving a vehicle on the premises. The Club will look to you or your insurance carrier to pay for such losses or damages.

### **CLUB RULES:**

#### **REGISTRATION**

All members and guests must register in the Golf Shop before playing.

### **LOST & FOUND:**

Items that are found may be turned into the Golf Shop. The Club assumes no responsibility for the safekeeping of valuable and other property.

### **BAG TAGS**

Bag tags must be attached to the bag and displayed for easy identification by IVGC team members.

### **PETS:**

Apart from service animals, pets are not allowed in the Clubhouse, on Clubhouse grounds or on the Golf Course.

### **FORETEES TEE TIME RESERVATION SYSTEM AND WEBSITE**

Each member must be entered into the ForeTees system and website. Contact the Club Manager to be entered.

### **GOLF SHOP:**

The Golf Shop is the focal point of all golf activities. Please call the Golf Shop at 952-442-6116 Ext. 2 regarding all matters involving golf programs, events, course availability or services provided.

### **CLOSED MONDAY**

The Golf Course superintendent and the Head Golf Professional reserve the right to close the course on Mondays and not allow any play.

### **PRACTICE FACILITY RULES:**

Appropriate attire is required as stated under Golf Course Rules. Please observe sign postings and roped areas to protect the range and ensure your safety. Soil stations are to be used to repair your divots.

### **HAZARDOUS WEATHER**

Please note that the golf course is a high-risk lightning area. At the first sign of impending bad weather, all golfers should stop play and seek shelter immediately. It is the responsibility of each golfer to be aware of changing weather conditions and to seek shelter.



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### **STARTING TIMES:**

Members may reserve starting times up to one week (7 days) in advance of the date they wish to play. This may be done by registering at or calling the Golf Shop or using the ForeTees tee time reservation system during regular business hours. Nonmembers are allowed to reserve starting times three (3) days in advance of play. All reserved starting times will be honored.

Please call immediately to cancel your starting time. The Club reserves the right to fine or restrict members for abuse of reservation privileges. If unable to play, failure to cancel your tee time will result in a **NO SHOW**.

### **NO SHOW POLICY:**

In order to maximize the opportunity for our members and guests to enjoy our wonderful golf course, it is important no-shows be kept to a minimum.

The Golf Committee's goal is to educate the members on the negative effects of a no show. Failure to cancel your reservation in ForeTees or notify the Golf Shop **PRIOR** to your tee time will result in the following:

- Three 'no shows' – Written Warning
- Five "no shows" – Final Warning
- Six "no shows" – ForeTees account deactivated for two weeks.

It is the member's responsibility to check in at the golf shop prior to your round. Groups that use placeholder names on the tee sheet are responsible for providing an accurate account of who has committed to play. If a member is used as a place holder, that member is responsible for their name on the tee sheet.

These are some steps you can take to do your part:

1. If a player cannot make a tee time, the player must remove themselves from the tee sheet at least 24 hours in advance.
2. In the event of a last-minute cancellation, you must inform the golf shop immediately.
3. If a player on your tee time has informed you they can no longer make it, do your playing partner a favor by letting the golf shop know when you check in.
4. It is a member policy to check in at the golf shop before you play. Let the attendant know you are heading to the first tee and inform them of all players on the tee time. Although a starter may be at the first tee, it is imperative that you check in at the golf shop to ensure accuracy.
5. Larger groups must know that an accurate account of players is required 24 hours before the tee time. Groups are encouraged to email Head Professional, Johnny Schwaller, the list of players that will play. Ultimately, the individual's name on the tee sheet has the responsibility to check in or inform the golf shop if they cannot make the tee time.

### **MEN'S AND LADIES' DAY:**

#### ***LADIES' DAY - WEDNESDAY***

Wednesdays are restricted to women members and their female guests from 12–2:30pm. Women members and their female guests **ALSO** have priority on starting times from 4–5:30pm. Ladies guest privileges are unrestricted.





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### **MEN'S DAY - THURSDAY**

Thursdays are restricted to men members and their male guests from 10am to close. A member may bring only one (1) male guest on Men's Day. A male guest may only play one (1) time per month on Thursdays. Only adults including graduates can play in men's events or on men's day.

### **GOLF COURSE RULES:**

USGA rules govern all play except where superseded by local rules. All members and guests must register in the Golf Shop before playing. Specific approval from the Golf Shop is required to start on a tee other than number one.

The Professional staff will combine players in threesomes and foursomes during periods of heavy demand for starting times. Fivesomes will only be allowed at the discretion of the Golf Shop. If more than four players are approved, at least three carts are mandatory and there must be three member players in that group.

All golfers must have their own set of clubs. Standard golf etiquette will apply. Use proper language and conduct at all times.

### **ATTIRE:**

Members and guests (including public patrons) age 18 and older, are responsible for appropriate attire that must be worn on the golf course and practice areas.

The following are not allowed on either the golf course or in practice areas: cutoffs, short shorts, sweatpants, tank tops, halter or bare midriff tops.

Island View Members and guests are encouraged to adhere to the following guidelines regarding golf attire on the golf course:

### **MEN'S ATTIRE**

Shirts with collar (mock collars are acceptable) and sleeves, slacks, jeans or Bermuda length golf shorts.

### **WOMEN'S ATTIRE**

Golf-specific shirts, tops or blouses, dresses, skirts, slacks, jeans or shorts.

### **SPIKELESS GOLF SHOES REQUIRED**

Members and guests are required to wear approved spikeless shoes when playing at Island View. Members and guests acknowledge that all golf shoes are dangerous and agree to assume full responsibility for injuries related to wearing golf shoes. Members and guests are cautioned to be especially careful on wet slopes.

### **PACE OF PLAY:**

Island View's Pace of Play Policy is four hours or less. Confine "practice" to putting green, driving range and chipping area.

Play "ready golf". The first player ready to hit should do so if the player with honors is not ready. Be ready to play when it's your turn. As you approach your ball or wait for others to play, plan your shot, and select a club. Mark your score card on the next tee, not on the green.

To help with the search for a ball, watch the ball all the way until it stops and then line it up with a visual marker. If a ball appears to be out of bounds or lost, play a provisional ball to avoid delay. Help others find lost balls, but do not spend more than three (3) minutes looking. If others are waiting, do not retrieve balls out of water, ponds, or wet areas. Do not leave course property to look for lost balls.



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Be aware of your time and make adjustments if necessary. If you are playing slow, notice if it is affecting others and work to improve your pace. Excessive delay between nines is cause for losing your playing position. Continued play can only be rescheduled by the Golf Shop or starter.

Slower groups must allow faster groups to play through when there is room ahead. Please keep pace with the group in front of you, not in front of the group behind you.

By selecting an appropriate starting time, following the pace of play guidelines, and adhering to the helpful tips below, all groups should be able to easily maintain position on the course and complete the round at an enjoyable pace.

In the event that a group is out of position or causing undue delay, a Player Assistants will:

1. Provide an initial friendly reminder and a specific expectation for the group to regain position.
2. Act as a forecaddie to assist groups in regaining position.
3. If a group is unable to regain position, the Player Assistant will provide that group with options to move back into position, such as skipping shots / holes, providing a rain check, or restarting their round behind the last group.

### TIPS TO MAINTAIN PROPER PACE

- **Choose the appropriate tees** for your skill level. *Playing from a tee too difficult will not only add strokes to your game but will increase the time it takes you on every hole.*
- **Play ready golf.** *When you are walking to your ball think about your shot. Have*

*a look at the line and determine which club you are going to use. When you get to your ball and are ready, take your shot. There are not penalties for shooting out of turn.*

- *When you are taking a power cart on cart path only days, take a **couple of clubs** with you to your ball. This will save you time walking back and forth.*
- *Always carry an extra tee and ball with you. You never know when you are going to need one.*
- *When you have finished putting make your way to the next tee to write down your score. The group behind will be allowed to take their next shot.*
- **Listen to the course marshals.** *They are not there to pester you; they are there to help you. If they ask you to pick up the pace, they are just doing their job to ensure everyone (including you) enjoys their game. They will even help you look for your lost ball, just ask.*

*The best way to ensure you are on pace is to “**Keep up with the group in front of you.**” If there is no one in front of you holding you up, but there are behind you, either speed up or allow them to play through.*

### HANDICAPS:

A score must be posted for each completed round. Scores may be posted using your GHIN account on the app/website or by submitting a scorecard to the golf shop.

Score posting is monitored by the Handicap Committee. If a score is not posted within 48 hours of a completed round, you will receive a





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friendly reminder from the Handicap Committee. Repeated “no posts” are subject to a penalty score. The penalty score will equal ½ of your course handicap from the player’s most commonly played tee, plus 72.

**EXAMPLE:** A player with a handicap of 18 is penalized with an 81. Course Handicap (18): 1/2 Course Handicap (9) + 72 = 81. In this case, the player’s net score is 63.

### **EQUITABLE STROKE CONTROL (ESC)**

For handicap purposes, you are required to adjust your hole scores when they are higher than the maximum number that can be posted. There is no limit to the number of holes on which you can adjust your score.

### **CARE OF THE GOLF COURSE:**

**Ball marks on the green** - please repair your ball mark and one other on each green using a tee or divot repair tool. Divots - replace displaced turf and step it down firmly or fill divot area from sand/seed bottles provided on carts.

**Sand Bunkers** - before leaving bunker, carefully fill up and smooth over all holes and footprints, leaving the rake out of the bunker away from green side.

**Golf Bags and Handcarts** - please do not pull handcarts or lay golf bags on the putting green surface. Handcarts must not be pulled across tees or greens.

**Litter** - please help keep your golf course clean and put litter in cans provided on each tee.

### **JUNIOR GOLF RULES:**

#### ***CHILDREN UNDER 5 YEARS OF AGE***

Not allowed on the course at any time. Practice Facility access at the discretion of the Golf Shop.

#### ***JUNIOR GOLFERS: Grades K – 5<sup>th</sup>***

Any time after 5pm on Monday, Tuesday, Wednesday and Friday. Any time after 3pm on Saturday and Sunday. Children **MUST** be accompanied by an adult and keep up with the pace of play.

#### ***JUNIOR GOLFERS: Grades 6<sup>th</sup> – 12<sup>th</sup>***

Full playing privileges other than on Thursdays. On Saturday and Sunday before 10:00am, they must be accompanied by an adult.

\*\*As with other golf courses rules, the Golf Shop has discretion on all play

### **CART RULES:**

Keep golf carts on cart paths when possible. Follow appropriate signs. When signs are not provided, avoid driving over previously made cart tracks. No more than two (2) riders are allowed in any golf cart. No more than three (3) sets of clubs are allowed on any one golf cart. Children under sixteen (16) are not allowed to drive golf carts.

### **MEMBER-OWNED GOLF CART RULES:**

All reference herein to golf carts implies member-owned carts. All reference to “The Club” denotes established club rules as directed by the board.



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Only stockholders and/or spouses may operate member-owned carts. Children of age can operate member-owned carts only while playing with a parent. Joint ownership of golf carts is prohibited. A member may not loan his or her cart to other people. The only exception to this rule will be at the discretion of the club during special events.

Storage space is not transferable with cart sale or stock sale. Storage space assignments may be made by contacting the club manager. Storage space will be assigned only for a member's personal cart. The Club will keep a roster of members who are assigned storage space and those who have applied for space. As space becomes available, it will be assigned to the member who is first on the waiting list.

The owner is solely responsible for his or her cart and all personal belongings while on Club property. The Club may deny cart privileges to members whose cart is involved in breaches of club rules and/or reckless and irresponsible operation. Only registered golf carts will be allowed on the course. The Club may authorize members to use non-registered carts for special events. Written approval by the Club is mandatory. Only fully paid-up members will be allocated storage space. If all fees are not paid by May 15, the member's storage allocation may be revoked.