



Code of Conduct

The Sanctuary Lakes Club Code of Conduct has been developed to ensure a safe, friendly and respectful environment for Members and Visitors to gather socially in the spirit of cooperation, relaxation, good will, enjoyment and friendly competition and to provide a safe and enjoyable workplace for staff and contractors. The Code applies to all areas of the Club.

Minimum standards of behavior:

In addition to compliance with the Club's Constitution and By-laws and Regulations as provided in the Club Syllabus, each Member, Lessee, Guest or Visitor shall:

- a) Act in a proper, professional, non-aggressive and non-abusive manner at all times;
- b) Not act or engage in misconduct that may be detrimental to the interests of the Club;
- c) Comply with all applicable laws, including liquor laws and responsible service of alcohol standards;
- d) Comply with and adhere to all reasonable directives and requests of Club staff, Club representatives, Board Members or contractors; and
- e) Comply with and adhere to any penalty imposed by the Club.

Complaints regarding behaviour:

All complaints shall be made to the General Manager or Club Captain who, if unable to deal with them, shall refer them to either:

- a) The Discipline & Governance Committee; or
- b) The Board.

Actions regarding inappropriate behaviour:

Depending on the circumstances and nature of any behavior deemed inappropriate by either the General Manager, Discipline & Governance Committee or Board, actions may include any of the following:

- a) Verbal warning;
- b) Written warning;
- c) Banning from premises/golf course;
- d) Suspension from membership; and/or
- e) Termination of membership.