

Willesley Park Golf Club	
Vision:	To provide a high-quality golf course and associated facilities, managed in an effective and sustainable way, whilst supporting the traditions of a recognised golf club and offering value- for-money golf, competitive and social experiences.
Mission:	<p>Our Vision will be achieved by having:</p> <ul style="list-style-type: none"> ➤ A golf course which is a challenging test of golf for competitors yet enjoyable for golfers of all abilities ➤ A clubhouse which facilitates the provision of first-class hospitality and a variety of social events ➤ A well populated board with skills to efficiently manage the business on sound financial principles ➤ A rolling five-year business plan to drive financial stability, improving course conditions and club infrastructure ➤ Passionate and talented staff committed to providing high quality customer experiences. ➤ Community access strategies designed to support and attract community engagement, membership and opportunity.
Values:	<p>Our Values follow the principles and spirit of golf and are therefore based upon: Honesty, integrity and respect for:</p> <ul style="list-style-type: none"> ➤ Each other ➤ Our staff ➤ Customers ➤ Neighbours and the community. <p>Our values will be recognised though the following:</p> <ul style="list-style-type: none"> ➤ Friendly, inclusive, relaxed and welcoming environment, behaviour and facilities ➤ Open, transparent and accountable decision making ➤ Safe and healthy environment, facilities and behaviour ➤ Passionate high class customer service, provided by well trained and talented staff.

Willesley Park – Members Behaviour Code

General Standards of Conduct:

All members of Willesley Park Golf Club (WPGC) and visitors are required, whether playing, on the Club's premises or representing the Club, to conduct themselves at all times in accordance with the accepted standards of playing etiquette and generally accepted standards of behaviour established by the Club which incorporates a commitment for consideration, high standards, respect and honesty as follows.

<i>Expected Behaviour / Commitment</i>	<i>On the Course</i>	<i>Off the Course</i>	<i>to our Neighbours</i>
<u>Consideration</u>	For others through: <ul style="list-style-type: none"> ➤ The pace of Play ➤ Ready for Golf Principles ➤ The rules of Golf ➤ Repairing Pitch Marks ➤ Replacing divots ➤ Raking Bunkers ➤ Switching mobile phones to silent 	For Staff, club officials and others though: <ul style="list-style-type: none"> ➤ No swearing ➤ Awareness of impact of behaviour ➤ Awareness of demands / customer needs ➤ Appropriate use of mobile phones / computer technology / Social media. 	<ul style="list-style-type: none"> ➤ When arriving or leaving the club premises
<u>High Standards</u>	By : <ul style="list-style-type: none"> ➤ Observing the dress code ➤ Committing to the rules of golf and the rules of Willesley Park Golf Club. ➤ Undertaking fair play at all times ➤ No cheating ➤ No aggressive or inappropriate behaviour to staff, playing partners or others on the course ➤ 	By committing to: <ul style="list-style-type: none"> ➤ The designated dress code ➤ Appropriate language, humour and critique at a given time. ➤ No smoking unless in a designated area 	By committing to: <ul style="list-style-type: none"> ➤ Refraining from engaging in matters of dispute ➤ Reporting incidents which may cause conflict ➤ Being polite and non argumentative

<i>Expected Behaviour / Commitment</i>	<i>On the Course</i>	<i>Off the Course</i>	<i>to our Neighbours</i>
<u>Respect</u>	For: <ul style="list-style-type: none"> ➤ All Genders, (race, religions etc) ➤ All Categories of Membership ➤ For Greens staff ➤ The rules of Golf 	Through: <ul style="list-style-type: none"> ➤ No harassment ➤ No Discrimination ➤ No Intimidation Of staff, Members or visitors.	By Observing: <ul style="list-style-type: none"> ➤ Rules of the day on the course. ➤ Club Boundaries and no trespass signs.
<u>Honesty</u>	By Observing: <ul style="list-style-type: none"> ➤ Rules of Golf ➤ Rules of Play on the day By Not: <ul style="list-style-type: none"> ➤ Knowingly cheat ➤ Taking performance enhancing substances 	By: <ul style="list-style-type: none"> ➤ Observing clubhouse rules ➤ Refraining from illegal acts in respect of alcohol, drugs or substance misuse 	Reporting health and safety incidents (Golf Balls in gardens)

The Behaviour code is not intended to create a bureaucratic, regulatory environment, but rather to create and promote a culture which enhances and adds to the clubs ethos and values. The code should be read in conjunction with the clubs vision, mission and values document.

Where issues cannot be dealt with informally members should refer to the Willesley Park Golf Club, Members Disciplinary Policy.