

Club Policies & Rules

of

GlenOaks Country Club

Article 1.

Purpose of Club

GlenOaks Country Club, (hereinafter referred to as the "club") is wholly owned by A.G.C. Golf Properties, Inc., a Kentucky corporation whose purpose is to own and operate the Club for the recreation of its members and their guests.

Article 2.

Indemnification of Club Employees, Officers and Owners

Members and their guests shall indemnify and hold harmless against any and all claims the person or persons acting on behalf of the Club while in its employ, while as an officer of the Club, as a member of the Club or as a shareholder of the Corporation. The indemnity extends to all such claims whether or not they have been asserted in litigation and shall be against all liabilities asserted against or incurred by any such person acting on behalf of the Club for the Club and its members and their guests. Each such person shall also be indemnified against any and all costs, expenses and liabilities reasonably incurred by such person in connection with the defense or settlement of such matter.

Article 3.

Committees

The Club may appoint special committees from time to time as may be appropriate. These committees may act on behalf of the Club for purposes outlined in advance of the organization of the committee but may, in no circumstance, commit the Club or its owners and members to any fiscal or legal commitment. Any and all fiscal and/or legal issues must be handled by the owners or employees as appropriate.

Article 4

Guest Privileges

- 1. Guests of members may be extended guest privileges upon payment of the applicable fees and charges and must abide by the rules and regulations as to the use of the facilities as a guest.**
- 2. All guests must register at the applicable facility.**
- 3. Members are responsible for their guests, whether or not the members are present. Members are responsible for all charges made by their guests.**
- 4. Guest's privileges may be altered, denied, withdrawn or revoked at the sole discretion of the Club.**

5. **Guests may only play the golf course six times as a golfing guest.**

Article 5.

Dues

The Club reserves the right to set the amount of dues, charges and guest fees at the level it deems appropriate. Once a Membership is terminated, the member is not entitled to a refund of any prior dues paid. Members shall pay prorated dues, when appropriate.

Article 6.

Delinquencies

1. **Billing/Statements.** The Club is operated on a cash, charge, and credit (signature members only) basis. An itemized monthly statement of current charges shall be sent monthly and is considered past due if not paid by the 15th of the following month. At such time after the 15th of each month, statements are considered delinquent if not paid in full. Delinquent members are subject to such action as deemed appropriate by the club including, but limited to suspension and forfeiture of membership in the Club. For accounts that are 30 days past due, a 1.5% finance charge will automatically be billed to your account. For accounts that are 60 days past due, there will be a 10% late fee of the total past due along with the 1.5% finance charge automatically billed to your account.
2. **Liens.** The Club shall have a lien against each membership for any unpaid balance of any dues or charges incurred by any member of the Club or their guest, which lien shall accrue reasonable attorney's fees incurred by the Club to collect any outstanding balance, whether or not any proceedings are initiated.

Article 7.

Discipline

1. **Any member or family member or guest whose conduct is deemed inappropriate, improper or likely to endanger the welfare, safety, or good reputation of the Club or its members, may be reprimanded, fined, suspended or expelled at the sole discretion of the Club. The Club shall be the sole interpreter of what constitutes the behavior mentioned above.**
2. **The Club may suspend any or all of the member's privileges for up to one year. Dues will accrue during suspension and shall be paid in full prior to reinstatement.**
3. **Complaints, concerns and suggestions should be made in writing and addressed to the Club manager. Constructive suggestions and complaints or criticisms are welcomed but they must be submitted in writing. They will then be evaluated for appropriate action.**
4. **Violation of any provisions of these Club Policies and rules may subject the member to disciplinary action or suspension.**

5. Upon termination or suspension of membership privileges, the member is entitled to no refund of any installation fee or prior dues paid up to and including the termination or suspension date.

Article 8.

General Provisions

1. Members and their guests are expected to abide by all policies and rules of the club, as outlined herein.
2. Any member who conducts himself/herself in an unbecoming manner, or shall knowingly violate any Club policy or rule, may be denied service by the Club, may be fined, or may have his/her Membership suspended or terminated.
3. Good order, proper attire, decorum and consideration of the rights and comforts of others must be observed at all times in all places of the Club premises.
4. Attire. The Membership at large, guests, and associates when utilizing the Club facilities shall be appropriately and properly attired.

Main Dining Room. Casual, informal attire is acceptable in the main dining room (i.e. slacks, shorts, and collared shirts). Blue jeans, sweats, tee shirts, tank tops, cut-offs, or swimwear are not permitted in the main dining room.

Bar and Grille. Proper and appropriate informal attire is required in the bar and grille area. Slacks, shorts, collared shirts, and blue jeans of good taste will be permitted in the grille. At no time will you be allowed to dine in the grille area in swimwear or swimwear cover-ups. The only time swimwear cover-ups are allowed in the grille is when a member is picking up a to go order to take to the pool.

Management will make final decisions on what is proper and appropriate attire.

5. **Smoking.** No smoking shall be permitted on the GlenOaks Country Club premises.
6. **Children.** Children under the age of twelve must be accompanied by a parent or an adult at all times while at the Club. Under no circumstances are minors under twenty-one years of age permitted to sit at or upon bar stools in the bar and grille area. Parents are always responsible for the conduct of their children at all times while on club property. Too often children are allowed to run through the clubhouse and clubhouse grounds without adult supervision. Damaging of Club property will result in parent assuming the cost of repairs.
7. **Reservation Cancellation Policy.** For all major events requiring a reservation (i.e. various monthly events, Comedy Night, Valentine Day Dinner, Easter Brunch, Mother's Day Brunch, New Year's Eve, and Derby Events, etc.) a two day (48 hour) cancellation policy to the club office is required. If, for example, the event is on Saturday evening, cancellation must be made by 5:00 p.m. the Thursday preceding the event. If the appropriate cancellation is not made the member will be billed for the function. In the event of extenuating circumstances appeal can be made to the general manager. Please address appeals in writing to the general manager in care of GlenOaks Country Club.

Article 9.

Club Equipment

- 1. No property or furniture of the Club shall be moved from the room in which it is placed without approval of the Club.**
- 2. No article belonging to the Club shall be loaned or removed from the premises without written permission.**
- 3. Members shall be accountable for misuse and damage to Club property. Willful or careless damage to property shall render the person causing it liable to the full extent thereof.**
- 4. Members or guests shall not at anytime remove from the premises, towels, glassware, napkins, or any articles of value belonging to or charged to the Club.**

Article 10.

Off Limit Areas

The golf car storage area, golf club storage area, golf course maintenance areas, kitchen and bar areas are off limits other than employees or owners of the club.

Food and Beverage

- 1. All food and beverages consumed on the premises must be purchased from the Club. Members and guest shall not bring any food or beverage on the Club premises at anytime.**
- 2. Food service will be served only in the following designated areas. Main Dining Room, Private Dining Room, upstairs Oakleaf Bar, Bar and Grille and related outside patio areas including pool and snack bar. All food and beverage consumed on Club property shall be furnished by the club.**
- 3. All member food and beverage charges (member charge and credit card) will be charged an automatic 15% gratuity.**

Article 12.

Alcoholic Beverages

- 1. Alcoholic beverages may not be brought onto the Club premises at any time by a member or their guests.**
- 2. No intoxicating liquors shall be served or consumed on the Clubhouse premises in violation of the Commonwealth of Kentucky or Jefferson County liquor laws.**
- 3. All intoxicating liquors served or consumed at the Club or on Club property shall be purchased from the Clubhouse.**
- 4. No employees shall be permitted to accept intoxicating liquors from members on the Club grounds or in the Clubhouse, unless approved by the general manager.**

5. The Club will provide alcoholic beverages inside and around the immediate Clubhouse property.

Article 13.

Traffic and Parking

- 1. Members and guests should observe all traffic regulations that may be established by the Club or any authorities of the community.**
- 2. The parking areas are marked in a manner, which permits maximum use. Members who park improperly will be requested to park correctly, but repeated infractions will result in the removal of the offending cars.**
- 3. The Club shall not be responsible for any claims of loss or damage to vehicles or property.**

Article 14.

Solicitations and Subscriptions

- 1. No subscriptions, petitions or notices not concerning Club affairs shall be posted in the Clubhouse without written approval of the Club.**
- 2. No private business or solicitation of any kind shall be transacted upon the Clubstationary.**

Article 15.

Pets

No dogs, cats, or other pets are allowed at the Club or anywhere on its grounds. Members permitting dogs or other pets on the golf course are subject to suspension. Members are responsible for damage caused by pets or animals, which they own.

Article 16.

Children

- 1. Children under twelve (12) years of age must be accompanied by a parent or an adult who will assume responsibility for the behavior of the child or children while on clubhouse grounds.**
- 2. Children under the age of twelve (12) will not be allowed to dine in any of the clubhouse facilities unless accompanied by a parent or adult person who will assume responsibility for their behavior.**

Article 17.

Telephones

1. **Telephones are available for local calls. All long distance calls must be billed to your own credit card number.**

Article 18.

Members Property

1. **The Club will exercise reasonable care for the property of the Members, but will not be responsible for any type of damage or loss, unless while in possession or care of the Club.**

Article 19.

General Golf Rules

1. **All players must register in the Pro Shop and sign tickets for their appropriate charges prior to playing.**
2. **All play must start at Hole #1 unless permission to start elsewhere is received from the golf staff.**
3. **Proper attire is required at all times. Men must wear shirts with collars and sleeves. Women wearing halters or bare midriff tops will not be allowed on the course. Blue jeans, swimsuits, cut-offs and sweat pants are not acceptable attire. Shoes must be worn at all times on the course and in the clubhouse.**
4. **Each player must have his or her own set of clubs.**
5. **All players are responsible and liable for any damages resulting from their play to golf course property. Any damage should be reported to the Pro Shop.**
6. **Golf carts may cross at 90 degrees on designated holes only. Carts are not allowed to be driven on streets, except where necessary between holes. Carts are not to be driven on sidewalks. Only two riders are permitted per cart and no one under 16 is allowed to operate a golf cart.**
7. **The golf course superintendent or club golf professional shall make the final decision as to whether the course is open or closed.**
8. **Friday, Saturday and Sunday are considered weekend play. Guests will be charged accordingly.**
9. **Under no circumstances is anyone allowed to bring food, drinks, alcohol or coolers onto the Club grounds or golf course.**
10. **Fishing, wading or ball hunting is prohibited in any lakes or streams at all times, whether or not the course is closed.**

11. **Bike riding, jogging, walking, roller blading, or pet walking is not allowed on the course or cart paths.**

12. **Children are not to be on the course at any time unless they are playing golf and have registered at the Pro Shop. Children 12 through 17 years of age may play once they are certified by the club professional. Children under 12 years old may not play at any time except when accompanied by an adult and with permission of the club pro.**

13. **The golf course as well as the home sites along it is private property. Please treat them, as you would want yours treated. The golf course and those homes around it should not be used as a short cut. If you witness a violation of any of these rules please report them to the Pro Shop. We will take care of the problem at that time. Please do not try to handle these situations yourself, as that is the responsibility of our management staff.**

14. **DRIVING RANGE — Only range balls are allowed on the practice range, children under twelve (12) years old may not use the driving range facility at any time except when accompanied by an adult and with the permission of the golf pro. Contact the Pro Shop for Driving Range hours, as they change throughout the year.**

Starting Rules

1. **Tee times are accepted from members two weeks in advance for weekday play only. Tee times for weekends are accepted by using the following procedures.**

All member threesomes or foursomes can begin calling Tuesday morning at 8:00 to make a tee time. Beginning Thursday morning at 8:00 members who have guests in their threesomes or foursomes can call to reserve any available tee times that were not taken by all member threesome or foursomes. We will expect a member who makes a tee time for all members on Tuesday or Wednesday will have all members in their group. Failure to do so will result in loss of weekend tee time privileges.

2. **Tee times are suggested for all weekend and holiday play and for weekday play March through November. Players should check-in with the Pro Shop 20 minutes prior to their tee times. This will insure adequate time for paying any fees and being ready to go to the first tee when called. Those foursome not checked in 10 minutes prior to starting time may be bumped to a later starting time.**

3. **Tee Time Cancellation Policy. When canceling a tee time between March through November, members must call the Pro Shop within 12 hours of tee time reservation and cancel or be subject to the following:**

**** Being charged cart fees for the time not used.**

**** Loss of tee time privileges during March through November.**

The scheduling of more than one tee time must be authorized by the Golf Pro or Pro Shop staff and should be restricted to non-peak playing times.

4. **The golf staff reserves the right to allocate tee times during periods of peak plays based on the ability to maintain an appropriate pace of play. Continuous slow play may warrant later tee times only.**

5. **At peak playing times onesomes and twosomes will not be assigned tee times or be allowed to tee off unless authorized by the Golf Pro or Pro Shop staff.**

6. **When scheduling tee times:**

**** Identify yourself as a member and that you would like to schedule or request a tee time.**

**** Give us all the names in your group.**

**** Be at least 20 minutes early for your tee time to allow time to check everyone in. Those groups not checked in 10 minutes before their tee time may be bumped to a later time.**

Article 21.

Play of Course Rules

1. **All members are responsible for registering their guests, signing their tickets for appropriate charges, and making sure guests meet the club's dress code.**
2. **Always maintain your position, if you fall more than one (1) hole behind, let faster players play through.**
3. **The golf staff will monitor play and may ask your group to step aside and let faster groups play through.**
4. **Groups of three (3) and four (4) will have priority on the golf course. Single players and twosomes may play at certain times but have no standing and should not expect to be invited through.**
5. **Players should replace all divots, smooth all traps, and repair any ball marks on greens.**
6. **Practicing on golf course is not allowed at any time, you may play only one ball at a time.**
7. **Chipping is allowed only at large practice green behind tennis courts.**
8. **Personal practice balls are not permitted on the practice tees or chipping green.**
9. **Range balls must not be removed from the practice tee.**
10. **When the golf course is closed due to weather conditions, so is the practice facilities.**
11. **Post all scores in the handicap computer located in the Pro Shop in accordance with USGA rules. It is each player's personal responsibility to see that his/her score is posted.**
12. **Loud, boisterous or abusive language is not permitted and will not be tolerated on the Club grounds or in the clubhouse.**

13. **Trash receptacles and relief stations are placed on the course. Please use these properly.**

Article 22.

Rules of Play

1. **USGA rules govern all play unless modified by any local rules.**
2. **Observe proper golf etiquette at all times, including but not limited to the following:**
 - * **Always play without undue delay.**
 - * **Please replace all divots and repair ball marks.**
 - * **Rake all bunkers.**
 - * **Please put all trash in trash receptacles.**
 - * **Please observe all cart rules.**
3. **In the event of severe weather or lightning the pro shop will sound a warning Siren, at this time players should mark their ball and return to the clubhouse or if necessary take immediate cover. The shop staff will give an all clear when play can be resumed.**

Article 23.

Dress Code

1. **All players using the golf course, practice facilities must be appropriately attired.**
2. **Proper attire is similar to what is sold in the Pro Shop. Unacceptable items are the following:**
 - * **T-shirts or shirts without collars.**
 - * **Blue jeans, sweat pants, swim attire.**
 - * **Cut-offs, short shorts, or tennis shorts. Shorts must be mid thigh length or bermuda length.**
 - * **No halter tops or tank tops.**

Article 24.

Golf Carts

1. **Only two (2) bags and two (2) riders per cart.**

2. **Members and their guest are responsible for any damage done to a golf cart or or the golf course while the cart is in their possession.**
3. **Only players with a valid driver's license may rent a cart.**
4. **It's the renter's responsibility to obey all cart rules.**

Article 25.

Golf Outings

1. **The course and all practice facilities are closed on Mondays.**
2. **Play on Mondays is limited to our scheduled golf outings and play by our staff.**
3. **The golf professional will have the responsibility for the booking of all golf outings. The golf pro may use Monday (except holidays) and other tee times not being used by the members. Any golf outing that affects the members' available starting times must be approved by the golf professional and general manager.**

Article 26.

Golf Tournaments or Matches

1. **Entry fees, as determined by the golf committee, must be paid before any member can participate in any Club tournament. Members must also be current with dues to be allowed to play in any Club tournaments or matches.**
2. **All Club matches (including qualifying) are to be played with contestants using prevailing posted handicaps on the date match is played.**

Article 27.

Swimming Pool Rules

1. **Pool is open Tuesday through Sunday. The pool may close early on certain days for swim lessons swim meets or club function. Advance notice will be posted on the bulletin board.**
2. **Members and guests using the pool are required to register with the attendant on duty upon entering the pool area.**
3. **The guest fee is \$5.00 per person per day. If the pool becomes overcrowded the pool will be closed to guests for that day. Members who fail to register guests and pay the guest fee will be subject to a fine or disciplinary action.**
4. **Members and guests are expected to take proper care of pool furniture and equipment. Members will be held responsible for any damage to pool equipment or furniture. Pool furniture may not be removed from the pool area. Members and guests are expected to clean up the area they occupy around the pool.**

5. All swimmers must wear proper bathing attire, Cut-offs are not allowed. Objects that may clog the filters are not allowed in the pool. (I.e. bobby pins, rubberbands, etc.)
6. Running, pushing, dunking or other dangerous activities will not be tolerated. Only one person at a time on the diving board, limit of two springs. Do not sit or hang from the diving board. The lifeguard on duty will have the right to remove anyone from the pool that is acting in a dangerous manner.
7. Floats or rafts are not permitted in the deep end of the pool. Oversized rafts are not permitted at any time. On busy days no floats will be allowed. The guard will make determination on duty.
8. A ten-minute rest period will be observed every hour. During this time only those 18 and over will be allowed in the pool.
9. The lifeguards are not babysitters. Do not embarrass them or yourself by asking them to act in this capacity. Unchaperoned children who do not act responsibly will not be allowed to use the pool. Babysitters for members' children are required to purchase pool passes whether they swim or not.
10. Children under 8 years of age must pass a swimming test to be allowed to swim in the deep end of the pool.
11. No food or beverages are to be brought into the pool area. Food purchased at the pool is not allowed outside the designated snack area. Beverages purchased at the pool are allowed in the pool area but, not allowed within six feet of the water. No glass containers of any kind are allowed in the pool area.
12. Playing of loud music is prohibited.
13. The Club is not responsible for lost or stolen articles, accidents or injuries to members or guests. Do not hang towels or clothing on the pool fence. All personal belongings should be removed from the pool area at the end of each day.
14. The pool phone is not for social conversations. Calls will be limited to three minutes. This will be strictly enforced.
15. The guards on duty will enforce these rules. Their judgement in applying these rules must be obeyed or the offender(s) will be denied swimming privileges. Members who continue to abuse the rules as stated will be subject to further disciplinary action deemed necessary by the Club manager. This policy is necessary to insure the safety and enjoyment of everyone using the facilities.
16. All persons using the pool facilities do so at their own risk. The owners and management is not responsible for accidents or related injuries. The pool staff is employed to insure the safe operation of the swimming facilities. The guards' main responsibility is the safety of you and your children. We ask for your help and cooperation in abiding by the above rules.

Article 28.

Tennis Court Rules

1. Tennis courts are open daily from 8:00 a.m. until 9:00 p.m., weather and daylight permitting.
2. Tennis courts may be reserved up to two days in advance by calling the Pro Shop at 339-0272. Courts may be reserved for 90 minutes for singles or two hours for doubles. When playing with a reservation, please pick up a court slip at the Pro Shop.
3. Walk-on time is in effect whenever no reservations have been made or when those who have signed up do not arrive within 15 minutes of their start time. Players may play as long as they wish when the courts are not reserved. Please be courteous to those who have the courts reserved.
4. The tennis pro will reserve time in the same manner as everyone else. Please be patient when the pro is giving lessons.
5. Proper tennis attire is required. Shirts must be worn at all times. Tennis shoes only, no studded or "turf" type shoes are allowed. Playing in swim attire is not allowed.
6. The tennis courts are open to members and their guests of all ages. Anyone not using the courts for their intended purpose will be asked to leave.
7. Pets, bicycles, skateboards, roller skates or any other sport equipment (i.e. footballs, golf balls or clubs, and baseball bats) are not allowed in the fenced area. Those violating this rule will be held liable for any damages.
8. To insure a clean and safe playing area please dispose of all trash in the can provided. As a courtesy to other players do not leave cans or racket covers where someone may trip over.
9. Loud or abusive language will not be tolerated on the courts.

Article 29.

Transfer

Memberships at the Club are not transferable unless approved by the Club

Article 30.

Resignation Policy

Any member wishing to resign his/her membership shall notify the Club in writing thirty (30) days prior to the effective date of the resignation, but no event until all dues and other charges are paid in full. This includes all initiation fees, monthly dues, and any charges the member accrues.

Article 31.

Inactive Policy

In order to place your membership in an inactive status, we require a 30 day advanced written notice. Your balance must be paid in full and you have not gone inactive within the past five years. Any membership dues or other fees (i.e. pool, driving range, etc.) will not be charged on your account until your membership has been reinstated. The following is a list of our reinstatement fees to reactivate your membership. These fees are subject to change.

Social Membership

0-3 Months	\$300.00 reinstatement fee
4-12 Months	\$750.00 reinstatement fee

Golf Membership

0-6 Months	\$1,000.00 reinstatement fee
6-12 Months	\$1,500.00 reinstatement fee
12-18 Months	\$1,750.00 reinstatement fee
18-24 Months	\$2,000.00 reinstatement fee
After 24 Months	current initiation fee

Article 31.

Rules Violation Policy

If a member observes another member breaking an established Club rule, a complaint must be registered in writing with the general manager or Club professional. This complaint must specify the details of the violation and must be signed by the individual making the report.

Upon receiving the complaint, the general manager will send a post card to the individual that will list the details of the complaint and offer a date and time for the individual to appeal and offer an explanation to the general manager.

Penalties:

First offense - A warning is issued.

Second or subsequent offense - Disciplinary action which would include fine, suspension or termination from the Club.

**** Club policies and rules are subject to change from time to time at the sole discretion of the Club.**

Staff

General Manager	Randy Cordrey
F&B/Catering Manager	Leigh Johnson
Executive Chef	John Railey
Head Golf Professional	Alan Shelby
Assistant Golf Professional	Daniel Wilhem
Office Administration	Nancy Mitchell
Membership Director	Jason Lippy
Greens Superintendent	Jeremy Adkins
Project Manager	Chris Dayne

Phone Numbers

Business Office	339-0215
Reservations	339-0215
Pro Shop/Tee Times	339-0272
Pool House	339-0960
Maintenance Bldg.	425-5710