

THE CLARENS

GOLF & LEISURE ESTATE

General Club and Course Rules

1. Code of Conduct

The Clarens Golf & Leisure Estate has established the following Code of Conduct as a Local Rule. All golfers are expected to adhere to the following guidelines:

- 1.1) **Play at a Good Pace:** Avoid slow play by applying the principles of Ready Golf. Allow faster players to pass, especially when searching for lost balls. Maintain a steady pace by keeping up with the group ahead.
- 1.2) **Dress Code & Rules:** Follow both the dress code and the R&A and local rules of the course.
- 1.3) **Fair Play:** Demonstrate fair play at all times, both on and off the course.
- 1.4) **Respect for the Course:** Always practice good golf etiquette. This includes repairing pitch marks, replacing divots, raking bunkers, and keeping golf carts at least 5 meters away from the greens.
- 1.5) **Respect for Fellow Golfers:** Show respect to fellow golfers at all times. Refrain from shouting, misusing equipment (e.g., throwing clubs in frustration), or engaging in aggressive behaviour.
- 1.6) **Sportsmanship:** Conduct yourself in a sportsmanlike manner. Never cheat, and always show respect for employees, officials, and other players.
- 1.7) **Mobile Phones:** Ensure mobile phones are switched to silent mode on the golf course.
- 1.8) **Golf Cart Rules:** Adhere to the club's rules regarding the operation of golf carts.

2. Dress Code

The Clarens Golf & Leisure Estate maintains a strict dress code to ensure that all members uphold a high standard of appearance while playing golf.

- 2.1) **Clubhouse Attire:** Smart casual or golf regulation attire is required in the clubhouse.
- 2.2) **Golf Course Attire:** Recognized golf attire must be worn on the golf course.
- 2.3) **Management Discretion:** Management reserves the right to determine the appropriateness of attire.
- 2.4) **Collar-less Shirts:** Collar-less golf wear is subject to management's discretion.
- 2.5) **Women's Golf Shirts:** Women's golf shirts should be appropriate fashion tops. T-shirts and tank tops are not permitted.
- 2.6) **Golf Shoes:** Only golf shoes with soft spikes are permitted. Metal spikes or open-toed shoes are not allowed.
- 2.7) **Prohibited Attire:** Bulky cargo shorts or trousers, elastic or drawstring waists, tracksuits, business socks, and denim jeans are not permitted.
- 2.8) **Trousers Length:** Trousers should not be cropped or end at the calf.
- 2.9) **Guest Compliance:** Members are responsible for ensuring that their guests adhere to the dress code. To avoid any issues, it is best to choose a collared golf shirt, smart trousers with a belt, and proper golf shoes. Don't forget to tuck in your shirt.

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3. General Rules and Conduct

3.1 Respect for the Game, Yourself, and Others

Golf is a great way to enjoy the outdoors, challenge yourself, and spend time with friends and family. However, it is important to remember that you are sharing the course with others. Please adhere to the following rules and etiquette:

3.2 Carts

Golf carts must not damage the course. Do not drive on or around greens or tees, and stay within the designated cart paths. Avoid driving on private property.

3.3 Safety

Ensure the group ahead is far enough out of range before hitting your ball. Wait until players are clear of the green before hitting onto it. Always check that your surroundings are safe before swinging.

3.4 Respect

Treat the game and fellow golfers with respect. Avoid swearing, throwing clubs, or any disruptive behaviour. Remain quiet when near other golfers who are preparing to play.

3.5 Putting Etiquette

When on the green, do not walk in the line between the hole and another player's ball. Footprints can interfere with the roll of the ball. Avoid standing directly in another player's line of sight when they are putting.

3.6 Food and Beverage

Outside food and beverages, including personal coolers, are not permitted on the estate.

3.7 Conduct

The Club reserves the right to refuse service to any member or guest who violates these rules.

3.8 Smoking

The Pro Shop and Clubhouse are non-smoking areas. Smoking is permitted only in designated outdoor areas. Please dispose of cigarette and cigar butts in the provided receptacles. As the estate is part of a conservancy, throwing cigarette butts on the golf course is strictly prohibited. Golfers are required to use the ashtrays provided on carts or the bins located throughout the course. A fine of R1500 will be imposed for violating this rule.

3.9 Pets

Only small dogs on leashes are allowed in the clubhouse and on the estate grounds.

3.10 Personal Belongings

The Club is not responsible for lost or stolen items. Any lost property will be kept in the Pro Shop for 14 days; after that, unclaimed items may be donated to charity or disposed of.

3.11 Vehicles

Vehicles must be parked in designated areas only. The use of bicycles, motorized scooters, mopeds, mini-bikes, go-carts, skateboards, rollerblades, or motorcycles on the golf course is prohibited. If these vehicles are used to transport members or guests to the Club, they must be parked in designated parking areas. Overnight parking is not allowed. Changing clothes, eating, or drinking in the parking lot is also prohibited.

3.12 Solicitation and Sales

The sale of products or services and the solicitation of funds are not permitted on Club property. No posters, advertisements, or publications may be displayed or distributed without prior approval.

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3.13 Safety and Accidents

The Club is committed to the safety and well-being of all members and guests. Any unsafe conditions should be immediately reported to a staff member. In case of an emergency, call 058 256 1270 for assistance. If a member or guest is injured or involved in an accident, they must notify the Club immediately so that an incident report can be completed.

3.14 Private Property

Members and visitors must not enter private property, including from the golf course, to retrieve lost balls. Any breach of this rule will result in disciplinary action. Balls that land on private property are considered lost, and retrieving them is not allowed. Please respect the privacy of residents. Pedestrians, runners, and cyclists must use designated cart paths and are not permitted near or on the greens.

3.15 Disclaimers

- Ensure that your vehicle is securely locked and valuables are kept out of sight. While security guards are on duty, the Club is not responsible for any loss or damage to personal property.
- Caddies are independent contractors and are not employed by the Club. The responsibility for the safety of personal belongings lies with the golfer.
- Do not leave valuable items in the Locker Rooms, as the Club cannot be held responsible for any loss or damage.

3.16 Arrival at the Course

Members should arrive at least 20 minutes before their scheduled tee-off time, fully prepared to play as soon as the group ahead is out of range. If you are unable to make your scheduled tee-off time, notify the Pro Shop or Starter as far in advance as possible to avoid affecting other players. Failure to do so may result in cart allocation being at Management's discretion. Players starting after 13:30 must have a clear fairway behind them and must receive approval from the Pro Shop.

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4. Golf Course Rules

All players are required to familiarize themselves with and follow the Rules of Golf.

4.1 Play at a Good Pace

While it's important to focus and enjoy the game, it's essential to be considerate of others. Long waits on the course due to slow play can detract from the experience for everyone. If your group is playing slowly, please allow faster groups (including singles, twosomes, and threesomes) to play through. Be ready to play when it's your turn, following the principle of "ready golf."

4.2 Pace of Play

Play is recommended to be at a pace of no more than 15 minutes per hole, or 4½ hours for 18 holes.

4.3 Keep Up with the Group Ahead

Maintain a good pace of play and keep up with the group ahead of you.

4.4 Lost Ball Search

Players should not spend more than 3 to 5 minutes searching for lost balls or balls in water hazards.

4.5 Allow Faster Groups to Play Through

As a courtesy, please allow faster groups, including singles, twosomes, and threesomes, to play through at the first available opportunity.

4.6 Management Discretion on Pace of Play

The Clarens Golf & Leisure Estate reserves the right to move groups into position if they are consistently failing to recognize pace-of-play concerns.

4.7 Rules of Play

All play is governed by R&A rules, except where amended by The Clarens Golf & Leisure Estate Local Rules.

4.8 Golf Club Sets

Each player is required to have their own set of golf clubs. Sharing clubs between players is not allowed unless approved by management in advance.

4.9 Five-Balls (Fivesomes)

Five-ball groups are not permitted without prior approval from the Pro Shop.

4.10 Winter Conditions

During winter, the Pro Shop will determine tee-off times based on when the frost has melted and it is safe to play.

4.11 Golf Cart Rules

When using motorized carts, players must adhere to the rules outlined in the rental agreement signed at the Pro Shop. These rules must be followed at all times.

4.12 Private Carts

Owners of private golf carts are required to follow the same rules as rental cart users.

4.13 Cart Path Usage

Golf carts must remain on designated cart paths where provided.

4.14 Cart Restrictions Near Greens

Carts are not permitted to travel within 5 meters of the greens or tee boxes.

4.15 Cart Consolidation

For groups of four players using carts, a maximum of two carts per group is allowed.

4.16 Cart Usage in Native Areas

Golf carts may not be used in native rough grass areas unless specifically authorized by management.

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4.17 Golf Cart Driver Requirements

All drivers of golf carts must have a valid driver's license.

4.18 Age Restrictions for Cart Operators

Persons under the age of 18 are not permitted to drive a golf cart unless approved by management in advance.

4.19 Supervision for Minors

Golfers aged 6 to 16 must be accompanied by an adult (18 years or older) who is responsible for their behaviour.

4.20 Responsibility for Damages

Members and guests are financially responsible for any damage caused to golf carts or property while in their possession. The cost of repairs will be charged to the member or guest.

4.21 Responsibility for Cart Damage

Members using club-owned golf carts are fully responsible for any damages to the cart or golf course during use. Members wishing to restrict children from driving carts should notify the Club in writing. Otherwise, the member is responsible for their children's actions.

4.22 Ball Mark Repairs

Players must repair all ball marks on the greens.

4.23 Bunker Etiquette

Players are required to rake all bunkers after use.

4.24 Divot Repair

When available, players should fill divots with the provided sand mixture or replace the divots.

4.25 Environmental Sensitivity

Players are not allowed to enter environmentally sensitive areas at any time.

4.26 Practice Range Etiquette

Players are not permitted to enter the driving range to retrieve balls or collect range balls from the 10th hole.

4.27 Practice Range Restrictions

Players must adhere to the meterage restrictions on the practice range at all times.

4.28 Scorecard Accuracy in Club Competitions

Players participating in club competitions must complete their scorecards correctly. Incorrect scorecards may result in penalties or disqualification.

4.29 HNA System Score Entry

Players are responsible for entering their scores into the HNA system and ensuring their scorecards are correct. If unsure, please ask for guidance.

4.30 Competition Score Entry

All scores for club competitions must be entered into the HNA system before scorecards are handed in for competition entry.

4.31 Conditions of Entry

The Golf Manager, in consultation with golf representatives, reserves the right to stipulate conditions for competition entry. Failure to comply with these conditions may result in disqualification.

4.32 Club Championship

The Club Championship will be held annually, subject to approval by the governing provincial golf bodies. The competition will include A, B, and C divisions, with a playoff in the event of a tie for the Championship. Other places will be determined by the R&A count-out rule.

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4.33 Monthly/Weekly Competitions

These competitions are open to members and their guests. Weekly competition formats are available online and posted on the notice board. Details of formats and rules are published on the entry forms.

4.34 Wednesday Competitions

Competition formats are available online and on the notice board every Wednesday.

4.35 Friday Competitions

The Ciglers Meat Competition is held every Friday, unless otherwise specified by management.

4.36 Other Competitions

Other club competitions are scheduled as needed, with alternative formats on fifth Wednesdays and Fridays. Suggestions and recommendations may be submitted in writing to the Golf Director or General Manager.

4.37 Weather Policy

- If a group tees off from Hole #1, they must complete at least 9 holes. If the group wishes to stop after 9 holes due to weather, each player will receive a rain check for half of their green fees (9-hole rain check).
- If play begins on Hole #10, the group is committed to completing 18 holes, and no rain checks will be issued.
- Suspension of play: The Pro Shop Manager and Greenkeeper will determine when the course is unplayable. In the event of lightning, players must suspend play immediately. If rain causes the course to close, no carts will be allowed, and play will resume at management's discretion.

4.38 Changing Tee Times Due to Weather

If players decide to reschedule their tee time due to weather before their designated start time, new tee times will be issued based on availability.

4.39 Tee Times and Reservations

- Advance reservations are strongly recommended to ensure course access.
- All guests must register at the Pro Shop before playing on the 18-hole course or driving range.
- Tee time bookings can be made via the Clubmaster App, which accepts reservations 24 hours in advance.

4.40 Cancellation Policy

Reserved tee times cancelled with less than 24 hours' notice may incur a cancellation fee.

4.41 Authority of Starters and Marshals

Starters and Marshals have full authority to enforce rules and regulations on the course. Any violations should be reported to Club Management.

4.42 Course Marshals

The Course Marshal ensures the smooth flow of play. They have the authority to address slow play and may remove players from the course for non-compliance.

4.43 Spectators and Caddies

Spectators and caddies are allowed to accompany players on the course.

4.44 Handicap Cards

Handicap cards are mandatory for all players prior to play.

Driving Range

4.47 Range Balls

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Players must purchase at least one bucket of range balls from the Pro Shop before using the driving range.

4.48 Range Stall Usage

One person per stall is permitted.

4.49 Safety Regulations

Walking beyond the hitting line is strictly prohibited for safety reasons.

4.50 Practice Swing Etiquette

Practice swings should only be taken within designated hitting stalls.

4.51 Child Supervision

Children under 12 must be supervised by an adult while using the driving range.

4.52 Footwear Requirements

Appropriate footwear is required. Open-toed footwear is not allowed.

4.53 Yardage Restrictions

Players should observe any maximum yardage restrictions on the driving range.

4.54 Range Ball Retrieval

Do not attempt to retrieve balls beyond the tee lines.

4.55 Golf Instruction

Only authorized Clarens Golf & Leisure Estate instructors may provide golf lessons unless prior arrangements have been made.

4.56 Range Balls

Range balls and buckets must not be taken off the property.

4.57 Theft of Range Balls

Any individual caught stealing range balls or hitting them outside the designated area will be reported to management, and the individual will be held responsible for the loss.

4.58 Range and Practice Facility Usage

The driving range and practice facilities are managed by the Golf Manager and are available for use by members and visiting golfers. All users must adhere to the instructions of the official on duty. The range will be open during designated times.

Additional Golf Course Etiquette and Information

- **Cart Restrictions:** Please keep golf carts at least 5 meters from greens and tee boxes.
 - **Distance Markers:** Permanent coloured distance markers on tee boxes are measured to the middle of the green, while all other distance markers are measured to the front of the green.
 - **Divots and Pitch Marks:** Please repair divots and pitch marks after use.
 - **Pace of Play:** Maintain a good pace of play and keep up with the group in front of you to avoid slow play.
 - **Golf Course Signage:** Always adhere to course signage.
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5. Harassment Policy

At The Clarens Golf & Leisure Estate, we are committed to fostering a work and recreational environment where all individuals—employees, members, and visitors—are treated with dignity, respect, and fairness. Our goal is to maintain a culture characterized by mutual trust, free from intimidation, oppression, and exploitation.

The Estate has a strict zero-tolerance policy towards unlawful discrimination or harassment of any kind. We are dedicated to ensuring that all instances of such behaviour are addressed swiftly and appropriately. This includes both internal and external harassment, and we aim to prevent, correct, and discipline any actions that violate this policy.

Scope

This policy applies to all employees, members, and visitors, regardless of position or status, and all individuals are expected to adhere to these standards. Each person is responsible for contributing to a harassment-free environment by taking appropriate action to prevent prohibited conduct from occurring.

Disciplinary Action

Any employee, member, or visitor found to be in violation of this policy will face disciplinary action. Depending on the severity of the offense, this may include:

- Verbal or written reprimands (Employees Only)
- Suspension
- Termination of employment or membership

Managers and Supervisors

Managers and supervisors play a key role in upholding this policy. If they knowingly tolerate or allow discrimination, harassment, or retaliation—whether by failing to report such behaviour or otherwise— they will be subject to disciplinary action.

The Clarens Golf & Leisure Estate is committed to maintaining a safe and respectful environment for all individuals, and we will take all necessary steps to ensure the enforcement of this policy.

Privacy and Protection of Personal Information Notice

In compliance with the Protection of Personal Information Act (POPIA), the Promotion of Access to Information Act (PAIA), and other applicable South African data protection laws, The Clarens Golf & Leisure Estate Homeowners Association (HOA) is committed to ensuring that your personal information is kept safe, secure, and used only for legitimate purposes as outlined below.

1. Purpose of Data Collection

As part of your membership application, we collect the following personal information for specific purposes:

- **Full Names and Surnames:** For the normal operations of the club, including membership records and identification.
- **Contact Details (Phone Numbers and Email Addresses):** Used exclusively for communication between the HOA and members.
- **ID Numbers:** For authentication, membership verification, and to register members on the Handicap Network Africa system.
- **Postal and Residential Addresses:** Used for invoicing purposes and to ensure accurate communication.

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- **Date of Birth:** To verify identity, particularly in relation to the Handicap Network Africa system, and to confirm membership eligibility.

2. Use of Personal Information

Your personal information will be used solely for the purposes outlined above. We do not share, sell, or distribute your data to any third parties for any purpose other than those necessary for the operation of the HOA and in compliance with the law.

3. Security of Personal Information

We take reasonable and appropriate measures to ensure that all personal information is kept safe and secure. All personal information is stored in a secure manner and is locked away when not in use. We maintain a high standard of security and access control to prevent unauthorized access to your data.

4. Retention of Personal Information

We will retain your personal information for as long as necessary to fulfil the purposes for which it was collected, in accordance with applicable legislation. Once the information is no longer needed, or upon the termination of your membership, your personal information will be securely destroyed.

5. Legal Compliance

In the event of a legal request, summons, or any other legal matter, we are obligated to provide your personal information to the relevant authorities as required by law.

6. Consent and Acknowledgment

By submitting your membership application, you provide explicit consent for The Clarens Golf & Leisure Estate HOA to collect, process, and store your personal information for the purposes outlined above. This consent is granted upon joining the club and remains valid for as long as you are a member. You acknowledge that you understand and accept our policies regarding the privacy and protection of your data.

If you have any concerns or queries regarding the handling of your personal information, please do not hesitate to contact us.