



## GOLF CART POLICY

VERSION 1.0 December 2022

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## 1. Introduction

Cobram Barooga Golf Club is determined to establish a standard for the safe operation of all golf carts operated at the Club. The document also sets down the criteria to be applied and conditions to be met when the Golf Course considers applications for their use either from course members or members of the public wishing to use their own at the Club.

## 2. Purpose of Our Policy

The main objective of the Golf Course Golf Cart Policy is to maintain responsible behaviour and ensure safe operating procedures are always followed in relation to golf cart use. Our policy informs everyone who uses golf carts at the Golf Course of their responsibilities and the standards of behaviour expected of them.

## 3. To Whom Our Policy Applies

This policy applies to everyone eligible to operate a motorised golf cart and applies to the operation of any cart on CBGC property, including personally owned or CBGC owned carts.

## 4. Extent of Our Policy

Our policy covers all golf cart use directly related to the Golf Course and its activities. In particular, the policy governs dangerous actions, breaches of our code of behaviour and behaviour that does not comply with our Safe Operating Procedures.

## 5. Management Responsibilities

We will:

- adopt, implement, and comply with this policy.
- ensure that this policy is enforceable.
- publish, distribute, and promote this policy and consequences of any breaches of this policy.
- Always promote and model appropriate standards of behaviour.
- deal with any complaints made under this policy in an appropriate manner.
- deal with any breaches of this policy in an appropriate manner.
- recognise and enforce any penalty imposed under this policy.
- ensure that a copy of this policy is available or accessible to all people and organisations to whom this policy applies.
- review this policy every 12 months. However, the club holds the right to make changes whenever appropriate; and
- seek advice from and refer serious issues to the golf committee and board of directors.

## 6. Individual Responsibilities

Everyone associated with golf cart use must:

- make themselves aware of the contents of this policy.
- provide a copy of photo ID with the pro shop when requested (hirers)
- comply with all relevant provisions of this policy, including the standards of behaviour outlined in this policy and other adopted guidelines.
- consent to Management's screening requirements set out in this policy,
- be responsible and accountable for their behaviour; and

- comply with any decisions and/or disciplinary measures imposed under this policy.

## 7. Safe Operating Procedures

### 7.1 Qualification

Any person who operates a cart on the Golf Course is deemed by so doing, to have the knowledge, training, and skill to safely operate this vehicle and be fully accountable for their actions and the consequences. The safe operation of golf carts on the course requires care and adherence to the minimum standards prescribed by this policy. Golf carts must be operated in accordance with the requirements of the Safe Operating Procedures.

### 7.2 General Use

Any person who operates a cart on the Golf Course must follow written and/or verbal instructions, including signage on course, as to where the carts may or may not travel.

Local rules to be followed always include the following:

- Carts can only be used for a maximum of two persons and two sets of golf clubs.
- Carts must keep a minimum of 10 metres away from greens.
- Carts must stick to all cart paths where provided.
- Carts must stay outside of the designated ropes during winter/wet months.
- Do not drive carts through water
- Do not drive carts near or into bunkers

### 7.3 Use in General Play and Competitions

Golf carts may be used during general, closed, and open competitions unless stated otherwise by the Cobram Barooga Golf Club Committee or Management Team.

### 7.4 Golf Cart Safety Policy

The Cobram Barooga Golf Club has a duty of care to all users. It is the responsibility of both the Cobram Barooga Golf Club and the user of the golf cart to ensure the safety of golfers who do not wish to use golf carts, but who might be at risk from a mechanically defective golf cart or its careless use.

Firstly, it is the responsibility of the Cobram Barooga Golf Club to provide adequately safe equipment. Second, it is the responsibility of the user of a golf cart to ensure their own safety and the safety of others during its operation. The topography of certain areas of the Golf Course is such that caution, and prudence must be always shown by the user of a golf cart.

### 7.5 Safe Working Practice on our Property

#### 7.5.1 Essential

- a) Golf cart operators must always comply with conditions of the Golf Club liquor licence
- b) BYO alcohol is not permitted under our Liquor Licence
- c) Golf cart operators must always comply with NSW Police Laws
- d) Operating a cart while intoxicated is not permitted
- e) Obey Speed signs within pedestrian precincts
- f) Operating a cart before sunrise or after sundown is not permitted
- g) We have permission from the local NSW Police for two road crossings only:
  - i. Opposite the Pro Shop
  - ii. West Course Starters Hut

- h) Use of designated entry/exit points to Golf Course property only are permitted
  - iii. From Golf Course Rd
  - iv. From Sporties Carpark to Pro Shop
  - v. From Caddy Place to Pro Shop

#### 7.5.2 Minors

- a) Persons aged 16 years and over that hold a current Australian Driver Licence may operate a golf cart on Cobram Barooga Golf Club property.
- b) Cobram Barooga Golf Club reserves the right to exempt employees from 7.5.2 (a) for the purposes of fulfilling their work obligations only

#### 7.5.3 Sporties Carpark

- a) Cart Trailer parking at the rear of the carpark
- b) Obey all Carpark directional signage for everyone's safety
- c) Obey all Carpark Speed Limits for everyone's safety
- d) Refrain from loading and unloading golf bags in vehicle thoroughfares
- e) Refrain from loading and unloading golf bags near designated disabled car parks
- f) Refrain from leaving carts unattended in the Car Park, unless trailered

#### 7.5.4 Before Use

By hiring a golf cart, all customers agree to the following declaration imposed by the Golf Cart Hire Form:

***"I agree that in hiring a golf cart, I accept total responsibility for the cart, I agree to provide photo ID and I have read and understood the Golf Cart Policy and will comply with its terms or otherwise forfeit the use of the cart and the round of golf.***

***Further, I agree I am fully responsible for all the damage to the cart and golf course or injury to any third party and will reimburse CBGC for any damage to the cart incurred during the hire period. Should any damage occur, I will meet the cost of any repair or replacement resulting from my failure to obey the standards of behaviour expected in the Golf Cart Policy.***

***I declare that I am fit and able to operate the golf cart and agree to hold CBGC and its employees, contractors, or any of its agents, free and harmless from damages or claims whatsoever, that may arise through my use of the golf cart."***

#### 7.5.5 During Use

Golf carts must not be used on the areas of the course where prohibitive signs are placed:

- Carts must not be driven within 10 metres greens. When approaching the green please keep the cart towards the rough and not on the closely mown greens surround.
- Carts should not be driven near the edge of waterways and bunkers, except when crossing designated points or bridges.
- Do not move off/accelerate until the occupants are seated. Always remain seated and hold on while the vehicle is in motion.
- Hands, feet, and head must be always kept inside the golf cart while the vehicle is in motion.
- Check the area behind the vehicle before reversing.
- Set the parking brake before leaving the vehicle.

- Always consider the terrain, existing vehicular and foot traffic conditions as well as environmental factors that may affect your ability to operate the vehicle safely.
- Drive the vehicle only as fast as the terrain and safety considerations allow slowing down before corners.
- All turns must be executed at reduced speeds.
- Avoid sudden stops or changes of direction that may result in loss of control.
- Be extra careful and remain outside of the designated ropes on course during wet and muddy months for your own safety and to avoid damage to the course.

If hiring a cart from the Cobram Barooga Golf Club;

- this cart is not to leave the perimeter of the Golf Course property or the Sporties Car Park.
- Failure to abide by said perimeter restrictions will result in the forfeiture of both the use of the cart as well as the right to continue any round of golf.
- Hire carts are unregistered for road use and only allowed to cross the road in the two designated areas
- Local law enforcement can issue fines to any carts outside these perimeters

#### 7.5.6 After Use

When you have finished using the golf cart, please return it to the pick-up and drop-off point immediately, as the golf cart may be reserved for a follow-up booking. Turn the operating key to the 'off' position, remove the key and return it to the pro shop attendant and collect your photo ID.

## 8. Responding to Complaints

### 8.1 Complaints

The Golf Course takes all complaints about golf cart use seriously. We will handle complaints based on the principles of procedural fairness, and ensure:

- all complaints will be taken seriously.
- the accused is given full details of what is being alleged against them and given the opportunity to respond to those allegations.
- irrelevant matters will not be considered.
- decisions will be unbiased; and
- any penalties imposed will be reasonable.

### 8.2 Complaint Handling Process

When a complaint is received by the Cobram Barooga Golf Club, the presiding officer receiving the complaint will:

- listen carefully and ask questions to understand the nature and extent of the concern.
- ask the complainant how they would like their concern to be resolved and if they need any support.
- explain the different options available to help resolve the complainant's concern.
- inform the relevant government authorities and/or police, if required by law to do so; and
- where possible and appropriate, maintain confidentiality but not necessarily anonymity.

Once the complainant decides on their preferred option for resolution, the Golf Club will assist, where appropriate and necessary, with the resolution process. This may involve:

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- supporting the complainant
- bringing all the people involved in the complaint together to talk objectively through the problem
- gathering more information (e.g. witnesses, CCTV)
- If Management deem that the complaint is best governed by the Golf Club Committee, it will pass along all relevant information to be addressed at their next scheduled meeting.

### 8.3 Disciplinary Sanctions

The Golf Club may, at its complete discretion, take disciplinary action against anyone found to have breached our Golf Cart Policy.

Possible sanctions that may be taken include:

- a request for an explanation of the unacceptable behaviour and reasons as to why a sanction should not apply
- counselling and/or education of the individual to address behaviour
- suspension or termination from the right to use a motorised cart on Cobram Barooga Golf Club property
- suspension or termination of membership, participation or engagement in a role or activity and use of all Barooga Sports Club facilities
- any other form of discipline that the Cobram Barooga Golf Club considers reasonable and appropriate