

Elbow Springs  
GOLF CLUB



**MEMBERS GUIDE TO  
ELBOW SPRINGS**

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## Welcome

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We would like to welcome you to Elbow Springs Golf Club. On behalf of Elbow Springs Management, we are excited to have you and look forward to a successful golf season. If you have any questions, please feel free to reach out to Colin Presley, our General Manager.

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## Member Services

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The Golf Season is generally open from April to October. The exact dates are established each year pending weather and course conditions.

Members are provided with unlimited golf privileges, 10 day advanced booking, use of practice facilities, complimentary pull carts, play in Member activities, handicap tracking and a "Member Login" on the website that includes online booking capability. Green Fee rates are offered at a reduced rate for the guests of members. Discounts in the ProShop (10% on apparel, 5% on equipment) and Food (10% at the springsgrill) are available, restrictions may apply. Members are also provided with a Member Card which is required at the ProShop, kiosks and restaurant for proof of membership, to take advantage of discounts, and to charge to the member account. Hold on to this card as it is used year after year. See the Assistants in the ProShop to take advantage of these services. Members can collect loyalty points by bringing guests to play 9 or 18 holes. Loyalty points are redeemable for a free round of golf or a restaurant gift card. Loyalty points expire at the termination of the membership or after 2 years.

Club Storage (includes storage and cleaning of clubs), Member changerooms and lockers are available for adult members and are obtained from the ProShop. Clubs and locker contents must be cleared and emptied in October of each year.

A handicap is an allowance to enable golfers of different abilities to compete on an equitable basis. The Club Directors believe the honour system is the best means of maintaining a handicap. Members are therefore expected to record all scores accurately in accordance with [Golf Canada Rules of Golf](#) so that handicaps may be established and fair play promoted amongst all golfers. It is the duty of individual members to post all their scores online with [Golf Canada](#).

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## Facilities

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### ProShop

We offer a wide array of clothing, equipment and accessories. Our prices are competitive with local stores. We typically host club fitting days through our suppliers with our CPGA Golf Professionals by appointment. Demo and rental clubs are available. Special orders may be available, please inquire with the ProShop. We also offer equipment services, such as grip replacement and soft spike replacement.

Our CPGA Golf Professionals offer a variety of lesson formats and packages that are sure to suit your needs. Please feel free to reach out to any one of them to assess your needs.

### springsgrill

The [springsgrill](#) is our restaurant and patio that provides services to members and public. We offer breakfast, lunch and dinner, as well as to-go and curbside pickup. Our banquet facilities accommodate member events, tournaments, meetings, weddings and special events for up to 225 people. We'd be happy to chat about your upcoming event and how we might work together to bring it to the next level.

### On-Course Food & Beverage Service

Our team services the course from two kiosks located at the driving range and at the back of the clubhouse between Mountain 9 and Elbow 9, as well as on-course beverage carts. The Range Kiosk is open from dawn til dusk, and the Clubhouse Kiosk and Beverage Carts operate generally from 10am – 7pm, weather/season dependant.

### Indoor Golf

We operate an [Indoor Golf](#) experience on our GCHawk Golf Simulator from Foresight Sports. With over 50 courses to choose from it is the ultimate sim-golf experience with 4K resolution and true-to-life golf simulation using state-of-the-art object recognition and imaging technology. We offer individual or group play as well as lessons, practice and leagues. Hourly fees apply. Inquire with the proshop staff for details.

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## *Staff*

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Elbow Springs Golf Club Limited Partnership employs a team of dedicated and talented staff. Our leadership team:

Scott Allred | Executive Professional

Ryan Herbach | Head Professional

Colin Presley | General Manager

Cassidy Laidlaw | Events Manager

Geoff Strelow | Course Superintendent

Max Hoogveld | Head Chef

Tessa Sakamoto | Manager, Accounts +  
Administration

Kristin Wills | Restaurant Floor Manager

Amanda Greening | Kiosk Manager

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## *Dress Code*

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Elbow Springs Golf Club requires all golfers to be in appropriate golf course attire.

- Denim jeans, overly casual dress, clothing with excessive writing and/or insignias are not permitted.
  - Proper attire for men includes slacks, tailored shorts with pockets and a minimum 5 inch inseam, shirts with sleeves and collars.
  - Proper attire for ladies includes slacks, capris, shorts with a minimum 5 inch inseam, skirts, skorts, culottes or dresses. Collarless shirts must have sleeves; sleeveless shirts must have a collar.
  - Metal spikes are not permitted, shoes must have alternative spikes.
  - The dress code in the clubhouse is business casual.
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## *Alcohol, Tobacco and Cannabis Policy*

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- Absolutely no outside alcohol is permitted anywhere on the property. All alcohol consumed at Elbow Springs must be purchased from Elbow Springs as per AGLC legislation. Infractions put our liquor licence at risk.
- Cannabis is not permitted on property.
- Smoking is permitted outside the clubhouse in smoking areas. Cigarette butts must be snuffed out completely and put in the trash.
- Non-compliance will be reported to the Board for disciplinary action.

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### Booking Tee Times

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- Members may reserve tee times up to ten days in advance by phone or online (i.e. Thursday for Sunday). Members can book (a maximum of 1 tee time per day in shoulder seasons and 2 tee times per day in prime season) in advance and may “walk-on” if they wish to play again in the same day.
- Tee times are available to the public for booking seven days in advance.
- In the early spring and late fall there is risk of frost on the course. If there is a frost delay, the ProShop will attempt to accommodate everyone. However, if the tee times are heavily booked, players may be placed on the course at the hole that they would have been on had there been no delay.
- Members bringing guests are reminded that 9-hole play is restricted to certain times. These times may vary but are generally in the early morning and during twilight/evening. All other play is 18 holes only.
- Junior and Juvenile members may not reserve tee times before 2:00pm on weekends and holidays however they may play with members who have tee times booked during these hours.
- Elbow Springs reserves a set number of tee times per day for public players. Members are not permitted to golf in public times unless paying the public green fee rate or redeem loyalty points.
- All players are expected to golf in foursomes whenever possible and the member making the booking is responsible for all players booked. Members must register in the ProShop or at the self check-in kiosk 10 minutes prior to teeing off. If members book for less than four players, the ProShop staff will form foursomes whenever possible. The ProShop must be advised of any opening as soon as possible (24 hours' advance notice) in order to avoid no-show fees (see Cancellation Policy).
- **Cancellations must be made with a minimum of 24 hours' notice. A no-show will result in a fine of \$40 per player booked charged directly to the member account that the tee time is booked under. This applies to full foursomes that do not show and individual players within a booked foursome that do not show (i.e. - A member books for 4 players, but only 2 show). If there are two or more no-show incidents from a member, the loss of booking privileges for two weeks in addition to the applicable fines will apply.**

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### *Golf Carts*

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- Pull carts are available from the ProShop at no charge to members. Guests and green fee players pay a fee.
- Power carts are available to golfers with a driver's license. There is a maximum of 2 riders per cart. The operator and passenger are responsible for any damage to the cart or the Club's facilities. Power carts are available on a first-come, first-served basis.
- Members who require a cart rental for medical reasons are eligible for a discounted rate through the ProShop with a doctor's note.
- Bulk buy discount tickets are available through the ProShop.

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### *Practice Facilities*

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Elbow Springs has a driving range, two putting greens and a chipping green (located behind the clubhouse). These facilities are available for use for members, guests and public players. Chipping is not permitted on or around the putting greens. Utilization of the chipping green requires members to get a basket of balls from the ball machine, bring them to the chipping green, and return to the range after they are finished.

The driving range hours of operation are 30 minutes prior to the first tee time to dusk. These hours are flexible based on season, weather and conditions. The range is closed for maintenance on Sundays at 6:00pm and holiday Mondays and Tuesdays following until 7:30am.

Members must provide their Member Card to operate the ball dispenser the range. The dress code applies at all practice facilities. A complimentary basket is provided to all guests and public players with a paid green fee upon presentation of the receipt from the ProShop.

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### *Pace of Play*

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In order to maintain an enjoyable pace of play, members are expected to consider the following:

- The expected maximum playing time at Elbow Springs for 18 holes is 4 hours 15 minutes.
- Follow the Marshal's directions at all times.
- Prepare for your shot as you approach your ball or the tee and hit when ready, whether or not you have the honour or are the furthest from the hole.
- When you hit the ball out of play, pick up your ball.
- Play at all times without undue delay and keep pace with the group in front of you.

Members should not hesitate to report slow players.

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### *Member Charge Accounts*

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Members with the privilege can charge to their account by showing their Member Card through the ProShop, restaurant or on course (carts & kiosks). Member events and tournaments are charged to member accounts as well. Annual, Annual LP, Intermediate and Junior Members are required to submit a credit card authorization form prior to the golf season for account activation and booking privileges. Members are liable for all charges to their account made by themselves, dependents or guests. Members are required to sign for all charges made to their accounts. Members who do not sign their food/beverage bill will be automatically charged 18% gratuity.

Accounts are due by the end of the following month. Accounts not paid by this date will be charged 2% interest per month (24% per annum). Statements and account balances are emailed at the end of each month or can be viewed online through the Member Login. Payment is accepted by credit card online through your Member Login, by cheque, or in person by cash, debit or credit card. Accounts in arrears (unpaid after 30 days of statement date) surrender all club privileges including booking and playing privileges.

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### *Loss or Damage & Insurance*

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The Club shall not be held responsible for loss, theft or damage to golf clubs, equipment, or personal items stored at the club facilities, including lockers. We recommend that members confirm that their property is covered by their personal insurance.

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### *Policy Enforcement & Feedback*

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The rules stated herein and in the Club By-Laws are to be strictly applied for the benefit of all members. It is expected that members will respect the authority of the General Manager and all club employees in applying these rules on the golf course and in the clubhouse.

Members with comments, suggestions or feedback can direct these items, in writing, to the General Manager or a member of the Board of Directors. The item will be addressed and a written response returned to the originator.



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## *Code of Conduct*

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The following Code of Conduct applies to all players including: Members and Associate Members of the Elbow Springs Golf Club (the "Golf Club"), their guests and non-member green fee players.

At the request of the Board of Directors and the Golf Club Management, the Golf Club Manager has been directed to ensure all players at Elbow Springs Golf Club abide by the requirements set out in this Code of Conduct. Repeat infractions or serious violations by Members or Associate Members of the Golf Club will be assessed by the Board of Directors in accordance with the By-Laws of the Elbow Springs Golf Club, and any such infractions may result in suspensions and/or cancellation of a Member's or Associate Member's playing privileges. Guests and non-member green fee players could have their playing privileges revoked by Club Management and be banned from future play at Elbow Springs Golf Club.

The Code of Conduct applies to all areas of the Elbow Springs Golf Club, including: the course, all practice areas, the clubhouse and the parking areas.

All players will:

- Conduct themselves in a sportsmanlike and courteous manner.
- NOT hit into the group in front of them.
- NOT harass, threaten, physically or verbally abuse other players or staff.
- NOT use inappropriate, foul or abusive language.
- Check in with the ProShop and the Starter prior to each round of golf.
- Obey all signs posted on the golf course.
- Maintain a pace of play consistent with four (4) hour fifteen (15) minute round.
- Follow directions given by ProShop staff, the Starter and Course Marshals.

All Members and Associate Members, their guests and non-member green fee players are expected to be familiar with the Code of Conduct. Members and Associate Members may advise or remind other players of the Code in situations where a player appears to be unfamiliar with, or is not following, the rules. However, under no circumstances shall a Member or Associate Member attempt to discipline other players with respect to infractions of the Code. Members and Associate Members are encouraged to report infractions to the ProShop, Golf Club Manager or a member of the Board of Directors.