Hillcrest Golf Club Policies

Subject:	Member Policy Violation and Discipline Process	Policy #:	304
Last Reviewed:	September 11, 2026	Original Date:	Sept. 5, 2026
Approved:	September 22, 2026	Page:	1 of 3

I. PURPOSE

A. The purpose of this process is to address violations of the Hillcrest Golf Club's rules and policies in a fair, consistent, and practical manner. The process is intended to provide members with reasonable notice of an alleged violation and an opportunity to respond before significant discipline is imposed.

II. REPORTING A POSSIBLE VIOLATION

A. A possible policy violation may be reported by staff, another member, a visitor, or other credible source.

B. The General Manager (GM) or designated staff member will make a reasonable effort to determine what happened. Minor matters may be handled immediately by staff when appropriate.

III. FORMAL ACTION AND NOTICE TO THE MEMBER

A. The GM may, in the GM's discretion, request that the Executive Committee (EC) of the Board of Directors (BOD) consider formal disciplinary action. The GM will submit such a request to the EC. If the EC determines in its discretion that disciplinary action may be appropriate, the EC will direct the GM to provide written notice to the Member. The written notice will generally state:

1. The rule or policy allegedly violated;
2. A brief description of the conduct at issue;
3. The potential consequence being considered; and
4. A reasonable opportunity to provide an explanation.

B. Notice may be provided by email or other ordinary written communication used by the Club.

C. The Club does not need to conduct a formal investigation or hearing for every alleged violation.

IV. MEMBER RESPONSE

A. The member will ordinarily have seven calendar days after notice to provide a written response.

V. DECISION

A. After considering the available information and the member's response, the EC will determine whether a policy violation occurred.

B. The decision should be based on the information reasonably available to the EC. The EC is not required to apply courtroom-style rules of evidence.

C. Possible actions include but are not limited to:

1. No action;
2. Verbal or written warning;
3. Temporary loss of a particular membership privilege;
4. Suspension of membership privileges for a specified period; or
5. Termination of membership.

D. Discipline should generally be proportionate to the seriousness and circumstances of the violation, including whether there have been prior violations.

E. The member will receive written notice of the decision and any discipline imposed.

VI. APPEAL

A. A member who receives a suspension or termination may appeal the decision by submitting a written appeal within seven (7) calendar days after receiving the decision.

B. The appeal should briefly state why the member believes the decision should be reconsidered.

C. The appeal will be reviewed by the Board of Directors, or another person or committee designated by the Board who was not responsible for the original decision, when reasonably practicable.

D. The appeal decision will be final.

VII. IMMEDIATE ACTION

A. Nothing in this process prevents the Club from taking immediate temporary action when reasonably necessary to protect the safety of people, property, or the orderly operation of the course.

B. Examples include temporarily removing a member from the premises, temporarily restricting access, or placing a temporary hold on membership privileges while an incident is reviewed.

C. When immediate action is taken, the member should be given notice of the reason and an opportunity to respond as soon as reasonably practicable. Any longer-term discipline should be addressed through the normal process described above.

VIII. SERIOUS CONDUCT

A. For serious conduct, including violence, threats, significant property damage, theft, harassment, or conduct that creates a substantial safety risk, the Club may impose stronger discipline, including immediate suspension or termination where authorized.

B. The Club may also refer matters to law enforcement or other appropriate authorities when warranted.

IX. CONSISTENCY AND RECORDS

A. The Club should apply this process consistently while recognizing that discipline may differ based on the seriousness and circumstances of individual incidents.

B. The Club should maintain a basic record of formal complaints, notices, responses, decisions, and appeals. Records should be kept confidential to the extent reasonably practicable and permitted by law.

X. NO CONTRACTUAL LIMITATION

A. This process is intended as an internal administrative procedure and does not limit any rights or obligations established by applicable law, the Club's membership agreement, posted rules, or other governing documents.