



GOLF CART POLICY

VERSION 1.1 *January 2020*

POLICY

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1. Introduction

Keilor Public Golf Course (the "Course") has determined a standard for the safe operation of all golf carts operated at the Club. This document also sets down the criteria to be applied and conditions to be met when the Course considers applications for cart use either from course members or members of the public wishing to use their own cart at the Club.

2. Purpose of the Policy

The primary objective of the policy is to ensure responsible behaviour and safe operating procedures are followed in relation to golf cart use at all times. The policy informs all users of golf carts at the Course of their responsibilities and the standards of behaviour expected.

3. To Whom the Policy Applies

This policy applies to all drivers, passengers and owners of Golf Carts, and Course staff responsible for cart use, whilst at the Course. For the purposes of the policy, the Course includes all areas of play or practice and all car parking areas and surrounds.

4. Extent of the Policy

The policy covers all golf cart use directly related to the Course and any activities conducted in or around the Course. In particular, the policy addresses breaches of the code of behaviour, dangerous operation and behaviour that does not comply with the Safe Operating Procedures.

5. Course Responsibilities

The Course will:

- adopt, implement and comply with this policy;
- ensure this policy is enforceable;
- publish, distribute and promote the policy and consequences of any breaches of the policy;
- promote and model appropriate standards of behaviour at all times;
- deal with any complaints made under this policy in an appropriate manner;
- deal with any breaches of the 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 the policy applies (*including during the Course membership onboarding process);
- review the policy every 12-18 months; and
- seek advice from and refer serious issues to our legal department.

6. Individual Responsibilities

Everyone associated with golf cart use must:

- be aware of the contents of the policy;
- comply with all relevant provisions of the policy, including the standards of behaviour outlined in the policy and other adopted guidelines;
- consent to any cart operation screening requirements set out in the policy,
- be responsible and accountable for their behaviour; and
- comply with any decisions and/or disciplinary measures imposed under the policy.

7. Safe Operating Procedures

7.1 Qualification

Any person who chooses to operate a cart on the Course is, by so doing, deemed to have the requisite knowledge, training and skill to safely operate the cart and will be fully accountable for their actions and any injury or damage arising from the operation of any cart under their control. The safe operation of golf carts within the course precinct requires due care and attention and adherence to the minimum standards prescribed by the policy. Golf carts must be operated in accordance with the requirements of the Safe Operating Procedures.

7.2 General Use

Any person who chooses to operate a cart on the Golf Course must follow all written and/or verbal instructions, including course signage, as to where the carts may or may be operated.

Local rules to be followed at all times include the following:

- Carts can only carry a maximum of two persons, seated within the cart, and two sets of golf clubs.
- No person is permitted to stand on any part of the cart, either whilst stationary or in motion

- Carts must keep a minimum distance of 10 metres away from tees and greens.
- Carts must remain on the paths on all par 3 holes (i.e. 5th, 8th, 12th and 16th).
- Carts must stay outside of the roped areas during winter/wet months.
- All carts must be speed limited to a maximum 15 km/h

7.3 Use in General Play and Competitions

Golf carts may be used during general, closed and open competitions unless stated otherwise by, the Course, Golf Australia, the Victorian Golf Association, the Victorian Golf League, or the Keilor Golf Club

7.4 Golf Cart Safety Policy

The Course has a duty of care to all users. It is the responsibility of both the Course and the user of the golf cart to ensure the safety of golfers who might be at risk as the result of a mechanically defective golf cart or from careless use.

It is the responsibility of the Course to ensure any carts offered for hire are adequately maintained and safe. It is the responsibility of the user of a golf cart to ensure their own safety and the safety of others during cart operation. The topography the Course is such that caution must be shown by the user of a golf cart at all times.

7.5 Safe Working Practice

- Mandatory

Golf cart operators must comply with conditions of the Course liquor license at all times and must not be under the influence of alcohol or drugs. No BYO alcohol is permitted on course.

Only persons aged 16 years and over who hold a current (Provisional or full) Driver License for a motor vehicle may operate a golf cart. Persons under the age of 16, unless authorised by the Course, are not permitted to operate a cart at any time.

Authorised owner/operators must follow the conditions imposed by the Course for the safe parking of cart trailers.

- Before Use

Golf cart operators must not be under the influence of alcohol or drugs. If Course staff suspect on reasonable grounds that any person is incapable of safe operation of a cart, that person will be prohibited from using a golf cart.

By hiring a golf cart, all customers agree to the following declaration outlined by the Golf Cart Hire Form (see *Attachment 1*):

"I agree that by hiring a golf cart I accept total responsibility for the operation and condition the cart. I have read and understand the Golf Cart Policy and will comply with its terms or will otherwise forfeit the use of the cart, any deposit paid and the round of golf.

Further I agree to be wholly responsible for any damage to the cart and golf course or injury to any third party and am liable to Belgravia Health & Leisure Group Pty Ltd for any damage to the cart incurred during the hire period. Should any damage occur, any deposit will be retained and I will meet the remaining cost of any repair or replacment resulting from my failure to obey the standards of behavior expected in the Golf Cart Policy.

I declare that I am fit and able to operate the golf cart and agree to hold Belgravia Health & Leisure Group Pty Ltd and its employees, contractors, or any of its agents, free from any damages or claims whatsoever, that may arise through my use of the golf cart."

- During Use

- Carts must not be used on the areas of the course where prohibitive signs are placed.
- The cart must not be driven within 10 metres of tees and greens. *When approaching the green please keep the cart towards the rough and not on the closely mown greens surround.*
- The cart must not be driven near the edge of waterways or bunkers, except when crossing at designated points or bridges.
- Do not move off/accelerate until the occupants are seated.
- Always remain seated and hold on while the cart is in motion.
- All body parts must be kept inside the cart at all times while the cart is in motion.

- Check the area behind the vehicle before reversing.
- Set the parking brake before leaving the cart (*nb: Course hire carts have an automatic brake*).
- Always consider the terrain, conditions, vehicular and pedestrian traffic as well as any environmental factors that may affect your ability to safely operate the vehicle.
- Drive the cart at a speed that is safe for the terrain and conditions, slowing down before all corners.
- All turns must be executed at reduced speeds.
- Avoid sudden stops or changes of direction that may result in loss of control.
- Be careful and remain outside of the designated ropes on course during wet and muddy months
- Avoid driving on steep slopes or traversing across any slopes as this may cause the cart to tip over.
- Do not drive in any bunkers.

- **After Use**

When you have finished using the golf cart, please return it to the pick-up and drop-off point immediately, as the cart may be required for a further booking.

Turn the operating key to the 'off' position, remove the key and return it to the pro shop attendant.

If you have a Course authority to operate your own golf cart, please return your cart immediately to its trailer after your round.

8. Responding to Complaints

8.1 Complaints

The Course takes all complaints about golf cart use seriously. Complaints will be dealt with based on the principles of natural justice and procedural fairness to ensure:

- all complaints are taken seriously;
- the *respondent* is given full details of the complaint and is given the opportunity to respond to those allegations;
- irrelevant or trivial matters will not be taken into account;
- decisions will be unbiased; and
- any penalties imposed will be reasonable.

8.2 Complaint Handling Process

When a complaint is received by the Course, the person receiving the complaint will:

- listen carefully and ask questions to understand the nature and extent of the concern;
- ask the complainant their desired outcome and if they need any support;
- explain the different options available to help resolve the complainant's concern;
- inform any 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 resolution outcome, the Course will assist, where appropriate and necessary, with the resolution process. This may involve:

- investigating the complaint
- supporting the complainant to talk to the person being complained about;
- facilitate mediation by bringing the parties involved together to talk objectively through the issue;
- gathering more information (e.g. from other people that may have seen the behaviour);

8.3 Disciplinary Sanctions

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

Possible sanctions available include:

- a direction that the individual makes a verbal and/or written apology;
- counselling of the individual to address behaviour;
- withdrawal of any awards, placings, records, achievements bestowed in any tournaments, activities or events held at, or sanctioned by, the Course;
- expulsion or disqualification from any event in progress
- prohibition from participation or engagement in an event or activity
- suspension or termination of Course membership;
- suspension or termination of their Golf Cart Licence Agreement;
- any other form of discipline that the Course considers reasonable and appropriate.

Attachment 1: GOLF CART HIRE FORM.



CART HIRE SHEET



| Date | Name | Time | Cart # | Address | Phone # | Signature |
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I agree that in hiring a golf cart, I accept total responsibility for the cart and its condition. I have read and understood all the condition's associated with the hire of the cart and will comply with them and return the cart in the condition it was given to me, or else forfeit the right to use said cart, the round of golf and pay the penalty for damage defined hereunder.

I acknowledge and agree that I am fully responsible for the cart(s) hired and that I will be liable for any damage incurred. I agree that I will reimburse Belgravia Leisure Pty Ltd for any said damages, some of which are detailed bellowed.

Attachment 2: GOLF CART LICENCE AGREEMENT APPLICATION FORM

Valid for the current financial year or part thereof.



Section 1 - Details

| | | | |
|-----------------------------|--|------------------|----------------|
| Date of Application: | | Valid to: | 30 June 20____ |
| Name: | | | |
| Address: | | | |

| | | | |
|---------------------------|--|------------------------|--|
| Membership Number: | | Contact Number: | |
|---------------------------|--|------------------------|--|

| | | | |
|-------------------------------|--|--|--|
| Driver Licence Number: | | State/ Territory or Country of origin | |
|-------------------------------|--|--|--|

| | | | |
|---------------------|--|--|--|
| Licence Fee: | \$120.00 tax deductible donation to the Belgravia Foundation | | |
|---------------------|--|--|--|

| | |
|------------------|--|
| Signature | |
|------------------|--|

Section 2 – Additional Golf Cart Operators

| Name: | Driver Licence Number | Signature |
|--------------|------------------------------|------------------|
| 1. | | |
| 2. | | |
| 3. | | |
| 4. | | |

Section 3 – Golf Cart Specifications & Features

Golf cart specifications and features **for insurance purposes**. Attach additional information if required.

| Make/Model | Serial No. | Specifications | Recommended Retail \$ |
|-------------------|-------------------|-----------------------|------------------------------|
| | | | |