



## **Member Policy Handbook**

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**This is the official Membership Handbook of Dellwood Country Club, LLC. It is intended for the private use of the Members and not for solicitation purposes of any kind.**

29 East Highway 96, Dellwood, MN 55110  
Phone: (651) 426-3218

## **CODE OF CONDUCT**

Dellwood Country Club (hereafter the "**Club**") is dedicated to providing facilities for use by its members in pursuing their recreational, social and business entertainment objectives and to making available to its members an environment that is conducive to the achievement of those objectives. To that end, each member of the Club has a responsibility to the Club and their fellow members, guests, Club employees and others with whom the member has interaction on Club premises or in connection with Club matters to refrain from conduct that is inappropriate or threatens the safety of members. Inappropriate conduct includes, but is not limited to, conduct that (1) interferes with or adversely affects the ability of members or their guest (s) to enjoy the Club and facilities, (2) is illegal, (3) damages the Club's facilities or otherwise reduces the value of the Club's properties, (4) is in bad taste or is offensive to other members, their guests or Club employees, or (5) adversely affects the Club's reputation in the community, its ability to attract or retain members, or its ability to attract or retain quality employees. Members must also respect the privacy of others regarding social media. If you do not want to be included in social media posts regarding Club activities, please notify the office, otherwise we reserve the right to post photos of Club activities.

Compliance with this code of conduct and all Club Policies and Procedures is an essential requirement of membership, and integral to the membership contract applicable to every member of the Club. If a member or a member's guest fails to abide by this code of conduct, the member may be subject to disciplinary action up to or including termination of membership.

## **POLICY AGAINST DISCRIMINATION, HARASSMENT AND RETALITATION**

The Club strictly forbids unlawful discrimination or harassment of any and all members, guests, and employees because of that person's race, color, religion, creed, national origin or ancestry, citizenship, ethnicity, sex, age, familial status, disability, veteran or military status, pregnancy or childbirth, sexual orientation, gender (including gender nonconformity and status as a transgender individual), past, current, or prospective service in the uniformed services, genetic information, membership or non-membership in a labor organization, status with regard to public assistance, or other status protected by federal, state, local or other law (each a "Protected Class"). Any such unlawful discrimination or harassment is against the Club's policy and will not be tolerated in the Club or at Club-related events.

In furtherance of this prohibition against discrimination, the Club will make reasonable accommodations as required by law wherever possible for individuals with a qualified disability so they may have access to and use of the Club and participate in Club activities. If you believe that you need an accommodation, please contact Management Staff so they can work with you to better understand your needs and determine if a reasonable accommodation may be made to address your disability.

Violating this policy is grounds for corrective action, which may include termination of your employment.

### ***Sexual Harassment Policy***

**"Sexual Harassment"** is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- A. Submission to such conduct is made a term or condition, either explicitly or implicitly, of an individual's employment; and
- B. Submission to or rejection of such conduct by an individual is used as a factor in decisions affecting that individual's employment; or
- C. Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creates an intimidating, hostile or offensive working environment and the employer knew or should know of the existence of the harassment and fails to take timely and appropriate action.

Sexual harassment can also be in the form of non-sexual, offensive conduct that is directed at an individual because of their gender. Additionally, sexual harassment is not limited to conduct motivated by sexual attraction and may occur between members of the opposite sex or members of the same sex.

Examples of prohibited sexual harassment include but are not limited to:

- A. Written harassment – sexually suggestive or obscene letters, faxes, email messages, notes, or invitations;
- B. Verbal harassment – sexual comments, advances or propositions, derogatory comments, slurs, jokes, and comments about an individual's body or appearance, including comments made on voicemail or another recording;
- C. Physical harassment – assault, stalking behaviors, sexually suggestive touching, or body contact, and impeding or blocking movement; or
- D. Visual harassment – sexual gestures, leering, inappropriate display of sexually explicit objects, pictures, cartoons, or posters.

### ***Harassment Based on Other Characteristics***

The Club prohibits harassment based on an individual's membership in any Protected Class. In addition to sexual harassment, other forms of harassment may also occur when unwelcome conduct is directed at a person because of their membership in a Protected Class and unreasonably creates an intimidating, hostile, or offensive work environment.

Prohibited harassment may include, but is not limited to, epithets, slurs, derogatory comments or jokes, refusal to address an individual by the name and pronoun that corresponds to their gender identity, intimidation, negative stereotyping, threats, assault or written or graphic material that denigrates, shows hostility or aversion towards an individual or group because of their membership in a Protected Class.

### **Reporting & Investigation**

The Club expects cooperation from all member, guests and employees to prevent discrimination and harassment. All members, guests and employees must immediately report to Management Staff any and all violations of this policy that they observe or become aware of. Reports can be made verbally or in writing, which ever you find easier.

Once a report has been made, the Club will promptly initiate investigation

Any member, guest or employee found to have participated in any inappropriate conduct prohibited by law or this policy will be subject to corrective action up to and including termination of their relationship with the Club. Conduct that may not be illegal may still constitute improper conduct and be subject to corrective action.

To the extent possible, the Club will maintain the confidentiality of the investigation. However, some details may need to be disclosed as part of the Company's investigation.

### **No Retaliation**

Both federal and Minnesota state laws prohibiting discrimination also prohibit retaliation against anyone pursuing their rights under the statutes. The Club's policy incorporates the anti-retaliation provisions of federal and state laws. There will be no adverse consequences for bringing forth information demonstrating that the Club's discrimination and harassment policy has been violated.

The Club will not retaliate, or allow anyone else regardless of their position to retaliate, against an individual who in good faith reports a violation of this policy, or participates in an investigation thereof, or otherwise exercises other rights protected by law.

### **COMMUNICATIONS**

Communication to membership will be delivered through many forms including, but not limited to: Phone, Email, Club website, Social Media and Push Notifications. Management will do our best to ensure we communicate effectively and efficiently and respond to your inquiries and needs as quickly as we can. To stay up to date on what's happening around the Club, any changes in your contact details must be sent to the Office Manager or General Manager, or easily updated yourself by logging into the member portal of the Club website.

#### **Members Only Website & Club App.**

A member's only website and Club app are maintained so members have access to updated information. Information included on the site includes newsletters, event information, menus, golf league schedules and scores, announcements and more. To login to the Members Only page, visit <https://www.dellwoodcountryclub.com> and click on the Members Area link on the top right corner of the page. All members have the option to "Opt-In" to push notifications from the Club and are strongly encouraged to do so. These communications aid in our efforts to effectively communicate with our Membership.

## **MEMBERSHIP CATEGORIES**

### ***Diamond (Family & Individual) and Gold Golf***

Members and their family have access to all facilities and programs of the Club including golf, tennis, swimming and dining. The children in a family golf membership are covered under that membership if they are 22 years of age or under.

### ***Platinum Golf Membership***

For those individuals age 69 or older AND with 10 years of membership or more, based on availability (this category is capped at 40 members). This membership provides access to all facilities and programs of the Club. Dues are reduced and billed on a monthly basis. Additions to this Membership class occur annually on April 1. Additional details are available through the Club office.

### ***Corporate Diamond Golf Membership***

This golf membership is held in the name of a Principal Corporate Golf Member (PCM) representing a corporation. The company may designate up to nine (9) additional Associate Corporate Members (ACM) under the corporate membership and must have a minimum of three (3) ACMs. This membership provides access for all members of the family to all facilities and programs of the Club including golf, tennis, swimming and dining. Dues are billed on a monthly basis.

The PCM may change the designated ACM's annually and may add new ACM's at any time. The Principal Member must hold a full membership and demonstrate that they have the authority within the company to designate the ACM's. ACM's must demonstrate proof of full employment with the PCM.

### ***Legacy Golf***

An annual membership for those individuals 23 to 29 who are children of existing members. This membership provides access to all amenities and full membership privileges. There are no monthly dues or minimums, but billed up front at an annual fee. Membership expires each year on January 31st and may be renewed upon request annually.

### ***Silver Golf***

An annual membership for individuals 29 and under. This membership provides access to all amenities and full membership privileges. There are no monthly dues or minimums, but billed up front at an annual fee. Membership expires each year on January 31st and may be renewed upon request annually. This Membership is currently unavailable, but offered to those that have been "grandfathered" in.

### ***Athletic Members***

Athletic members have access to the Clubhouse, Pool Complex, Tennis facilities, Fitness Center, Tennis and The Vault, DCC's golf simulator. Athletic members may golf once per month with up to three (3) guests for a \$110 green fee per person.

### ***Clubhouse Members***

Clubhouse members have access to the dining facilities and social events of the Club as well as the Fitness Center and Tennis/Pickleball Courts.

**Non-Resident Golf**

This membership category is reserved for those individuals/families that have a permanent, primary residence that is more than 200 miles from the Club for at least 6 months of the year. Non-Resident Golf Members are subject to all rules and regulations and have access to all facilities, tournaments and programs of the Club.

**Dining Membership**

This Dining only membership extends dining privileges in the bar/grill area, as well as Club Events at the Club. This membership carries a Food-Only minimum.

**Requests for Inactive Status**

A request for inactive status, either due to a job transfer or personal reasons, must be submitted for approval to the General Manager. The inactive request must be submitted and approved by the 20th of the month for it to take effect the following month. Any notice given after the 20th of the month will take effect the subsequent month. You must remain inactive for 12 months. At the end of 12 months, there are 3 options: 1) reactivate; 2) request another 12 month term (requires approval from the General Manager) or 3) resign.

**MEMBERSHIP CHANGES OR TERMINATION**

A Member may resign or change their membership by submitting written notification to the Club office. All resignations or membership category changes must be submitted on or before the 20th of the month for it to take effect the following month. Any notice given after the 20th of the month will take effect the subsequent month. Notification of resignation or membership category change must be submitted in writing.

The Club reserves the right to terminate any membership with or without cause or advance notice.

If a Member decides to downgrade or terminate their Membership, they have a one-time option to rejoin their original membership level within twelve months of downgrade/termination. In lieu of an Initiation Fee payment, a payment equal to four months of back-dues will be collected (or less if the leave was less than four months). Once payment is received, the Membership is considered active.

**ACCOUNT CHARGES AND PAYMENTS****Account Statement**

Member account balances are payable upon presentation. A monthly statement detailing all Club charges, dues and fees is available on-line to each member after the end of each month. The Club accepts check, cash, and credit card (American Express, Visa, Master Card, and Discover – Service Fees Apply). You may also set up an ACH through your checking account by bringing a voided check to the main office.

If there is a discrepancy on an account, please contact the Office Manager as soon as possible. It is the member's responsibility to keep copies of their charge tickets. Undisputed amounts are immediately payable to avoid incurring late payment fees.

### ***Late Payment***

If payment in full is not made prior to the end of the month in which the statement is received the unpaid balance is delinquent. A late fee of 4% will be added to past due balances. The service charge for all returned payments will be \$30.

Any member whose account goes 60 days past due will be required to pay by automatic withdraw on the 15th of each month. Membership privileges will be suspended from any member who has not paid their statement in full including service charges and late payment fees within 90 days of the statement date. Membership will be terminated if there is any unpaid balance over 120 days. Membership privileges may only be reinstated with management approval and if the charges for all outstanding statements have been paid in full, plus any reinstatement fee in effect at that time. While under suspension all applicable dues, fees and charges continue to accrue. There will be no exceptions to this policy except at the discretion and direction of the owner or General Manager. Hardship situations will be referred to the General Manager for review and evaluation.

### ***Credit Card Policy***

We accept credit cards for purchases in the Golf Shop and Clubhouse. For all one-time credit card payments on your account, a 2.5% service charge will be applied.

## **FOOD & BEVERAGE OPERATIONS**

### ***Monthly Minimum***

The monthly food and beverage minimum is \$150.00 and includes all purchases made in the Bar, Grill, Pool Bar, Depot, Take-Out orders and Delivery orders. Catering purchases are not included in the food and beverage minimum. If a member does not meet the minimum spend during the period, the balance of the minimum and the amount spent will be added to their monthly statement. The billing cycle is based upon your last name:

- April through September:

Group #1

Last name starting with A-M to spend \$150 on food & beverage during the calendar month: 1st through the end of the month.

Group #2

Last name starting with N-Z to spend the food & beverage minimum between the 15th of the month and the 14th of the following month.

- October through March:

Group #1

Last name starting with A-M to spend \$300 on food & beverage in each two-month period: October 1st through November 30th, December 1st through January 31st, and February 1st through March 31st.

Group #2

Last name starting with N-Z to spend \$300 on food & beverage in each two-month period; October 15th through December 14th, December 15th through February 14th, and February 15th through April 14th.

\*Note that Dining Members maintain \$50 Food Minimums each month, and are on the 1<sup>st</sup> through the end of the month cycle, regardless of last name.

### ***Service Charge***

The Club has an automatic service charge of 20% which is added to all food and beverage charges (except Take-Out orders which have a 10% service charge). The service charge is not considered a gratuity, as it is held by the Club, then dispersed to Staff.

### ***Menu Pricing***

In accordance with Minnesota's Price Transparency Law, which requires businesses to advertise the total price of goods and services, including all mandatory fees and surcharges, the Club's menu for all food and beverage is inclusive of the 20% service charge explained above.

### ***Dining Policies***

#### **Grill / Bar**

This is the Club's casual dining facility. Seating is generally handled on a first come / first served basis. Reservations are encouraged, especially for those with large groups and/or special requests. Whenever possible, we will be happy to assist you with your requests.

#### **Ballroom / Fireside room**

The Ballroom is most regularly used by the membership during holiday brunches and larger special events. The Ballroom is also utilized by functions such as wedding receptions, school groups, golf outing dinners and the like. Please contact the Director of Banquets & Events to book a date for a special event you may have for business or personal reasons. Members of DCC receive member-pricing in all venue spaces, with more information available upon inquiry.

#### **Take Out & Delivery Food Service**

Take-Out includes the current Grill menu. You are welcome to call the Club to request and place a special order for food to take home or be delivered (within a seven-mile radius of the Club). Our team will be happy to accept special requests for off-menu items or catering items to be enjoyed off-site.

### ***Grill & Tamarack Rooms***

#### **Reservations**

While reservations are not required, they are encouraged. By making reservations, you assist the Club staff in scheduling and setup which enables the great member services the Club promotes. Reservations can be made through the Club's App, or by phoning the restaurant in advance.



## **Dining Hours of Operation**

### Peak-Season Hours (generally mid-April through December)

Monday	Closed
Tuesday-Friday:	9:00am to 9:00pm
Saturday:	7:00am to 9:00pm
Sunday:	7:00am to 9:00pm

### Off-Season Hours (generally January through mid-April)

Monday-Tuesday	Closed
Wednesday-Thursday	4:00pm to 9:00pm
Friday	11:00am to 9:00pm
Saturday	9:00am to 9:00pm
Sunday	9:00am to 3:00pm

\*Note all hours are subject to change and will be communicated appropriately.

## **HOUSE RULES**

### ***Member Responsibility***

It is the responsibility of the members of the Club to acquaint themselves with the Club Rules and Policies. Should a member observe a violation of a Club Rule or Policy, the violation should be reported to the manager on duty.

### ***No Contract Rights***

Nothing in this policy is intended to create, does create, or should be construed as creating any contractually binding obligations upon the Club. This policy handbook has been created to explain the Club's general rules regarding various member-related matters. The Club reserves the right to modify this handbook, in its sole discretion, at any time.

### ***Reporting Injuries at the Club***

The Club is concerned about the safety of all members, guests and employees. By observing safety rules and using common sense, most accidents can be avoided. Everyone should practice safety. If you are aware of an unsafe situation that may lead to an accident, you must report it immediately to Management Staff. In the event you are injured in any way at the club (no matter how minor it may appear), you must report the injury as soon as practicable.

### ***Ban of Firearm and Weapons***

The Club bans all weapons, including guns, on Club premises, at Club events and while conducting Club activities.

### ***Violence and Threats of Violence***

The Club does not tolerate any violence or threats of violence on the Club premises. If you engage in any violence, threaten violence, or engage in actions or behavior that could escalate into violence, the Club will take prompt action to address the situation, including reporting to law enforcement and taking disciplinary action, up to and including membership termination.

### ***Drug Free Environment***

Members are prohibited from the use, possession, sale, trade, or offer for sale of Illegal Drugs or intoxicants on Club premises and during Club activities. Violation of this policy will subject you to discipline, up to and including termination.

### ***Marijuana***

While Minnesota state law now permits the use of marijuana, Dellwood Country Club maintains a strict policy prohibiting its use, possession, or consumption on Club property. This includes all indoor and outdoor areas. Members and guests are expected to adhere to this policy to preserve the Club's standards and environment.

### ***Club Property***

Members who destroy, damage or remove Club property (including range balls) will be charged for such damage, destruction or removal occasioned by them or their guests and may be disciplined or terminated, at the discretion of management. Removal of range balls for personal use outside of the practice facilities will result in a charge of \$50 per occurrence.

### ***Prohibition of Outside Food & Beverages***

Members and guests are not permitted to bring food or beverages onto the Club premises for consumption thereon. This applies to the pool area, all outdoor dining areas and the golf course. A Corkage fee of \$20 will be applied for a bottle of wine brought in.

### ***Liability and Assumption of Risk; Personal Property***

Club members shall be liable for any injury or damage they cause by their acts or omissions, or which are caused by the acts or omissions of that member's designees, authorized guests or authorized users of member property. This includes personal injury and/or property damage at the club or to adjacent property or occupants thereof, or at any activity or function operated, organized, arranged, or sponsored by the Club, which is caused by a member or their guest/designee. The cost of repairing any such property damage shall be charged to the responsible member's account, and the Club shall not be liable for damages to or loss of personal property.

Any member, designee, authorized user, or guest who, in any manner, makes use of or accepts the use of any Club apparatus, equipment, facility, privilege, or service, or who engages in any tournament, game, function, special event, exercise, competition, or other activity operated, organized, arranged, or sponsored by the Club, either on or off the Club premises, does so at his or her own risk and agrees that the Club Owner and operator shall have no liability for personal injury or damage to personal property occurring in the course of or arising out of such.

### ***Proper Attire***

The intent of a dress code is to maintain an environment that is comfortable to all members and conducive to a private Club. It is a courtesy to others and a guarantee that any member, or their guests, can expect a respectable level of dress from others when attending the Club. The dress code applies to all members of the Club, their guests and members of the public attending events.

**Requirements for Each Area of the Club:**

Members' Bar / Grill	Country Club Casual
Tamarack Room	Country Club Casual
Outside Dining/Outdoor Deck	Country Club Casual
Fitness Center	Athletic
Locker Rooms	Athletic
Pool	Athletic
Golf Course	See Golf Section

**"Country Club Casual"**

Defined for men and women as dress denim (pants, skirt or jacket), tailored shorts or pants, smart casual shirt with or without collar, and casual footwear.

**"Athletic Attire"**

Defined for both men and women as workout shorts, t-shirts, athletic shoes, yoga pants, sweatshirts and pants, jogging suits, bathing suits, flip-flops and beachwear (no sandals or beachwear anywhere within the Clubhouse).

***Employees***

Employees of the Club or others acting under the direction of the management shall not be directed, interfered with or reprimanded by a member of the Club. All members must abide by policies intended to protect employees, including in particular the Club's Policy Against Discrimination, Harassment, and Retaliation in this handbook. To enable effective Club management, all complaints or concerns about employees, and any concerns about a member's violation of a policy intended to protect employees, must be directed to the General Manager either verbally or in writing.

***Advertisements and solicitation***

The Club is a private, recreational and social club. Accordingly, no person shall use the Club's membership roster for any non-Club purposes without the General Manager's prior written authorization. No person shall provide any portion of the Club's membership roster to anyone who is not a Club member or employee, as this Club document is provided to members for convenience only and remains the Club's sole property. Violation will lead to termination of membership.

**CELL PHONE POLICY**

We ask that members and guests limit the use of cell phones at the Club. Any use should be discreet and in a manner which will not disturb others or detract from their experience. At a minimum, switch the ringtone to silent and use text if possible. Cell phones should not be used for calls in the Grill, Tamarack Room or Member Bar and must be silenced while in the Clubhouse.

Whether on the course, at a practice area or in the Clubhouse, please find a secluded spot and help us all enjoy the luxury of a few cell-phone free hours. Since the play of golf requires concentration, please refrain from cell phone use around individuals who are actively either practicing or playing golf.

## **LIQUOR POLICY**

All alcoholic beverages must be purchased through the club and be consumed at the clubhouse or on the golf course. Consumption of alcoholic beverages in parking areas is prohibited. No sales of intoxicating liquor shall be made between 10pm and 8am daily.

Each member, their family and guests, are always expected to use good judgment in their consumption of alcohol on the Club premises and to comport themselves with due regard for the common good of the Club and the rights and feelings of others. The responsibility for the conduct of each member, their family, and guests, with respect to the consumption of alcoholic beverages on the Club premises and to operating motor vehicles following such consumption, lies with the individual. This responsibility is not, and cannot, be assumed by the Club. However, in the event of an individual becoming intoxicated, the club will arrange transportation.

Notwithstanding the above, those who serve alcoholic beverages will refuse serve to:

- A. Any person requesting service in violation of the law.
- B. Any person requesting service who has consumed an excessive amount of alcohol in a given time period. The determination not to serve liquor to persons who appear to be intoxicated is a judgment call of the server, bartender and/or manager on duty.
- C. Any person under 21 years of age. Identification cards will be requested of any persons (member and guests) who appear to be under 30.

Refusals to serve under this policy shall always be respected and complied with by the members, their families, and guests.

## **GOLF RULES**

### ***Reserving Tee Times***

Members are highly encouraged to make tee times in advance by calling the Golf Shop at 651-426-4733, on the Foretees App, or through our website. The Golf Shop starts taking tee times when the shop opens. It is imperative that all names, including guests, are registered when making a tee time. This enables the staff to pull the member's bag, place it on the cart, and/or fill in a player as needed. If you are unable to use your tee time, please give the Golf Shop advanced notice so they may fill the time.

Fivesomes are allowed provided the round is completed in 4 hours and does not hold up the play of other groups. The Pro Shop and management maintain and retain the ability to adjust tee times to optimize the Pace of Play. If you come to the course without a tee time, the golf professional on duty will try to arrange for you to play, either individually or in a group, but there is no guarantee.

### ***No-Show Policy – Tee Times***

In effort to maximize accessibility to the course, a defined No-Show Policy is enforced. To avoid any penalty for reserving a tee time and not utilizing it, cancellations are to be made 60-minutes in advance of the tee time. This No-Show Policy is also applied to Pool Cabana's and The Vault.

*1<sup>st</sup> Offense – Warning*

*2<sup>nd</sup> Offense - \$20 Fine*

*3<sup>rd</sup> Offense - \$100 Fine, Club access restricted, with terms decided upon by GM/Owner*

*\*Any and all fines will be donated to charitable or local non-profit establishments.*

### **Checking In**

All golfers are required to check in with Golf Operations no later than 10 minutes before their official start time, so we can provide the appropriate level of service and attention to you and your guests. The staff will advise you on when you may proceed and provide any information you may need before commencing play. Checking in also allows the Golf Shop to answer questions about your location and availability in case of an emergency.

### **Proper Golf Attire**

Men: Proper attire for men includes slacks, golf shorts no shorter than typical "golf attire" length, golf shirts with collars and sleeves. Golf shirts designed with crew neck collars are permitted. Fitness or workout attire is not acceptable. **Shirts are to be tucked in at all times.** Hats worn as designed with bills to the front.

Women: may wear golf shorts, Capri pants and golf skirts. Collarless and sleeveless shirts are permitted for women as well as blouses, razor back, and hoop sports styles. Women's tops must be tucked in at the waist unless they are designed to be worn untucked. All shirts are to extend below the waistband with no exposed midriff. Length of skirts and shorts should be consistent with current "golf attire" styles.

Softspikes or other acceptable golf footwear must be worn at all times during play or practice. Children are expected to abide by the men's and women's dress codes. Members are responsible for informing their guests of the proper golf attire and ensuring compliance. Improperly dressed golfers will be asked to change before playing.

Any misuse or disregard of these rules will result in:

*1<sup>st</sup> Offense – Warning*

*2<sup>nd</sup> Offense - \$20 Fine*

*3<sup>rd</sup> Offense - \$100 Fine, Club access restricted, with terms decided upon by GM/Owner*

*\*Any and all fines will be donated to charitable or local non-profit establishments.*

### **U.S.G.A. Rules**

U.S.G.A. rules, shall govern all competitive and recreational play, with the following local rules:

- Embedded ball rule in effect "through the green"
- Free relief is provided from mulched areas through the green
- In course out of bounds on #5 is defined by the cart path on #4
- In course out of bounds on #17 is defined by the cart path on #2

### **Golf Handicap**

Golf handicaps are a USGA formula-based system for making a "fair game" between players of unequal ability. Handicaps are required for most golf events. Any member may submit scores to receive a USGA handicap through the Club. Once a player is registered, it takes a minimum of 3 scores to obtain a handicap card.

Your USGA handicap is the average of the lowest ten (10) of your last twenty (20) scores with an adjustment applied to discount any unusually high or low score received for a hole. The score you post is therefore called your Adjusted Score. Each player is responsible for reporting their adjusted score of all 9 or 18-hole rounds. You should also note which tees you played. The

computer will combine these factors to determine your handicap which is recalculated daily and posted in the locker rooms.

Scores should be posted the same day the round is played and can be posted in the Golf Shop, on the Dellwood CC ForeTees app, or on the GHIN mobile app. When playing in MN, all scores between April 1st and October 31<sup>st</sup> must be posted. All adjusted scores outside of these dates should be posted when playing in other locations. Please contact the Golf Shop or the Club's Handicap Committee Chairperson if you have any questions.

### ***Guest Policy***

Members are welcome to bring guests with them to the golf course and other Club facilities and social events, provided the following nonexclusive requirements are adhered to:

- A. All members must register guests with Golf Operations before play.
- B. Members are responsible for their guest's adherence to the Club's dress code.
- C. It is the responsibility of the member when bringing guests, to monitor their pace of play.
- D. No member, spouse, or child may extend golfing privileges to the same guest more often than twice per month.
- E. Members are responsible for the fees and charges of their guests and fees will be billed on the member's statement, unless the guests provide payment in the Golf Shop prior to the round.
- F. 3 Guests are permitted anytime, with the exception of 1 guest per group within the following days:
  - Wednesday's & Friday's: 12:00-3:00
  - Weekends & Holiday's: Before 11:00 am

The Club reserves the right to limit the number of guests that accompany a member on any given day. It is our intention to accommodate as many guests as possible without inconvenience to the membership.

### ***Junior Policy***

**Parents are responsible for the actions of their children at all times when those children are on Club property.** "Adult children" of members are children between the ages of 16 and 22. They have the same course access as the category to which their parents belong. Children who are 15 years old or younger are "junior members," and their parents must be within the immediate vicinity of their children at all times when those children are on the golf course or practice facilities

### ***Grandchild Policy***

The Grandchildren of Golf Members may use the Club's recreational facilities without guest fees until the age of 16.

## Golf Fees

### Guest Fees

	18 Holes	9 Holes
<b>Guest of Members</b>	\$110.00	\$55.00
<b>Junior Guest (17 and under)</b>	\$27.50	\$27.50
<b>Immediate Family (Sons, Daughters, Mothers, Fathers)</b>	\$55.00	\$27.50

### Guest Cards

	Price
Unlimited guest cards <i>(up to three guests per day, except during restricted times or at special events or guest events)</i>	\$2,600.00
"6-Pack" <i>(one pass per year available to each membership)</i>	\$375.00

### Cart Fees

	18 Hole	9 Hole
Full Cart (2 players)	\$50.00	\$25.00
Electric Golf Cycle	\$30.00	N/A
Power Push Cart	\$5.00	\$5.00

### Cart Passes

	Price	
Unlimited season pass <i>(Golf Cycle not included)</i>	\$1,500.00	Individual
	\$2,500.00	Couple
Additional Bag Storage	\$60.00*	
Additional Locker	\$85.00*	
Additional Handicap	\$45.00	

\*pending availability

**\*Note that all fees are subject to change.**

### Member Golf Services Fee

An annual golf services fee of \$690 is assessed for one club storage, driving range, club cleaning service, one locker, shoe cleaning service, hole-in-one insurance, discount pricing in the Golf Shop, and one MGA handicap. A couples' golf service fee is also available which provides two lockers, two bag storage, and two MGA handicaps for \$840 annually. The annual fee is billed in thirds on your January, February & March statements. Additional lockers, club storage, and MGA handicap service for children are available for an additional annual fee (lockers—\$85; club storage—\$60; MGA Handicap—\$45).

### Hole-in-One Insurance

Hole-In-One insurance is included in the annual golf services fee. This provides **\$1,000** to any golf member making a Hole-In-One at the Club between April 1st and October 31<sup>st</sup> (after

completing an 18-hole round). Members receive \$500 in Golf Shop credit and a \$500 credit on their next monthly statement (which may be used to offset purchasing drinks after the round). Upon completion of the round, speak with the manager about purchasing drinks for other members. Should the number of hole-in-one payouts exceed the amount in the fund an additional charge of \$10 will be applied to all Golf Members to replenish the fund.

### ***Practice Facilities***

The practice range is generally open at 7:30 am and closes 1 hour before sunset on weekdays (closed Mondays) and opens at 6:30 am and closes 1 hour before sunset on Saturdays and closing 2 1/2 hours before sunset on Sundays for maintenance purposes. Open times may be delayed during shoulder seasons with later sunrise times. The practice area may be closed temporarily for maintenance or during extremely wet conditions.

Practice balls are supplied on the practice tee during these times for use by members and guests. Hitting from the practice tee to the chipping green is prohibited. Range balls are the property of the Club and may not be taken from the practice area. Taking range balls from the practice area will result in a \$50 charge, per incident, to the member's account.

### ***Golf Carts***

Each person using a cart must have Golf Operations authorization and does so at their own risk. Each person renting or driving a cart is responsible for any personal injury or property damage caused, including (without limitation) injury to themselves and their guests, or damage to the cart and agrees to indemnify the Club against all loss, claims or expenses resulting from the use of any carts rented by the member and their guests.

Only golf carts supplied by the Club are allowed on the golf course grounds, and only two riders are allowed per golf cart. Golf carts can only be driven by members and guests in possession of a valid driver's license. No one under the age of sixteen (16) is allowed to operate a golf cart.

We recommend using a 90-degree rule at all times to enhance the experience of using a cart and protecting the golf course. No cart should be driven on any tee or within 30 feet of any green or through any bunker. Directional signs and ropes for the traffic control of carts are to be observed. Golf carts must be returned to the Golf Shop prior to dark.

Anyone who disregards these rules will have golf cart privileges revoked for a minimum of 30 days. All members are asked to report violations of golf cart regulations to the Golf Shop as soon as possible. Repairs to a damaged cart will be charged to the member.

### ***Golf Shop***

#### **Hours and Tee Times during the golf season**

Tuesday through Friday:	8:00 am - 6:00 pm
Saturday, Sunday and Holidays:	7:00 am - 6:00 pm

The Golf Shop is closed on Mondays, unless a National Holiday falls on a Monday.



### **Member Discount Pricing**

The merchandise plan we have at the Club offers great value to our members. Members get 25% off on all apparel and equipment at 25% above cost.

In addition to a well-stocked Golf Shop, we also offer special-order services. If there is something you don't see in your size, we will get it for you. The same great prices apply plus shipping.

### ***King of the Wood & Derby Tournaments***

All male members are automatically entered into the Men's **King of the Wood Shoot-Out** tournament and qualify to play in the tournament. The fee of \$20 can be removed by contacting the office if you do not want to participate. There are three Mini-KOWs Shoot-Outs, with finals taking place in September. Earn qualifying points by participating in Club event, with higher points awarded based on performance. Qualifying events begin late-May and run through late September, weather pending.

All women members are automatically entered into the Women's **Derby** tournament and can qualify to play in the Derby by having a minimum of four (4) rounds played on Tuesday morning or Thursday evening events. The fee is \$10 (contact the office if you do not want to enter). Your scores from Best Ball, Match Play, Guest Day, The Challenge, Traveling Team, and any Shotgun Events that are not standard play rules do not apply to the Derby Tournament.

### ***Children's Safety and Etiquette***

We want children to have an educational, safe and fun experience on our golf course. Safety and etiquette are always a priority. Thank you for following these guidelines:

- A. Children under the age of 16 are not allowed to operate golf carts.
- B. Children should not play in the sand traps, play with the flagstick, and must be careful not to damage the greens.
- C. If you are with children on the course and not staying well ahead of the golfers behind, you are expected to let them play through. • If children take divots with their Clubs, you are responsible for repairing them. The same applies to ball marks on the green.
- D. Most importantly, be safe and have fun!

### ***Pace of Play Expectations***

**Golfers must keep pace with the group ahead and play in four hours or less. Keep up a brisk and comfortable pace and be ready to hit when it's your turn.**

Golf members at the Club place a premium on maximizing the enjoyment of golf for everyone on the course. To minimize or eliminate waiting or inordinately long rounds of golf, a maximum of 4 hours has been established as the expectation for a round of golf, and all players are expected to keep pace with the group ahead at all times.

- A. Play "Ready Golf".
- B. When others are preparing to hit, you should prepare to play as well.
- C. Walk briskly toward your ball as long as you are not in, or near, the line of the player who will hit next.

- D. Assist other players in finding their ball—watch where their ball lands. If your companions are looking for a lost ball and they are not in your way, go ahead and hit before joining the hunt.
- E. Should your group fall behind a warning will be issued to keep pace. If your group does not get back into "position" within a reasonable period of time, you may be asked by the Golf Professional Staff to skip holes to remedy the back-up.
- F. Repeated failure to keep pace with the group ahead will lead to restricted tee times.

The rule of "honors" on the tee in stroke (medal) play should be suspended by mutual agreement within a foursome in order to promote brisk play. Be ready and hit when it's your turn, on the tee and everywhere on the course.

Pace of play is a key element of enjoying a round of golf. All members are expected to be mindful of other golfer's enjoyment by complying with these pace of play expectations.

### **The Vault (Golf Simulator) Policies**

The Vault, Dellwood's state-of-the-art Trackman Golf Simulator, is open and available for both Golf, Athletic & Clubhouse Members. Golf Members can sign up on Foretees to book up to 14 days in advance. Athletic & Clubhouse Members can book up to 3 days in advance. Fees for The Vault vary depending on day/time, which start at \$15/hr.

Members can sign up for 1 hour per player and up to 4 hours if 4 players are playing 18 holes. For reference, please use the following guidelines:

- 9 Holes: 2 players will take 1 hour  
4 players will take 2 hours
- 18 Holes: 2 players will take 2 hours  
4 players will take 4 hours

All junior golf members under the age of 16 must be accompanied by a parent.

Guest fees are \$10, and are automatically billed to the hosting Members account.

### **No-Show Policy – The Vault**

In effort to maximize accessibility in the Vault, a defined No-Show Policy is enforced. To avoid any penalty for reserving a tee time and not utilizing it, cancellations are to be made 60-minutes in advance of the tee time.

*1<sup>st</sup> Offense – Warning*

*2<sup>nd</sup> Offense - \$20 Fine*

*3<sup>rd</sup> Offense - \$100 Fine, Club access restricted, with terms decided upon by GM/Owner*

*\*Any and all fines will be donated to charitable or local non-profit establishments.*

## POOL

### Pool Hours

May 24-May 26	11am-8pm
May 27-May 29	11am-7pm
May 30-June 12	11am-8pm
June 16-Aug 2	10am*-9pm
Aug 3-Aug 17	11am-8pm
Aug 18-Sept 1	12pm-8pm

*\*Pool opens at 11am on Mon-Thur from June 16-July 24 to allow for Swim Club. Hours are subject to change.*

### Pool Menu

Members at the pool can order food from the pool menu. Orders for food and beverages can be placed at the Pool Bar or with your server. Our wait staff will bring your order to the Pool Bar when it is ready. Condiments and utensils are provided at the pool. All food and beverage will be charged to your member account.

### Pool Cabanas

Cabanas can be reserved by the ½ day or full day (11a-3p or 4p-8p). The Cabana daily rental fee is \$50 for a ½ day or \$100 for a full day. Reservations can be made through the Club App. **Guest fees are not included in Cabana rental fee.** Capacity is limited to 10 people per Cabana.

Reservations are limited for each family of 3 active reservations at any given time. As a reservation is used, the online system will open up the opportunity to book a 3<sup>rd</sup> active reservation.

In effort to maximize accessibility to Cabanas, please cancel reservations at least one day in advance if you will not be using your reservation. Failure to do so will result in a "No-Show" penalty:

*1<sup>st</sup> Offense – Warning*

*2<sup>nd</sup> Offense - \$20 Fine*

*3<sup>rd</sup> Offense - \$100 Fine, Cabana access restricted, with terms decided upon by GM/Owner*

*\*Any and all fines will be donated to charitable or local non-profit establishments.*

### Adult Lap Swimming

Lap swimming is allowed from 9:00am to 10:00am daily. There are no lifeguards on duty during this time. Swimmers must be 18 years of age or a member of a school swim team.

### Swimming Lessons

Swim Lessons are provided through multiple windows and sessions. Registration can be made through the Club App. Swim Lessons will be billed to your account.

**Weather Policy:** Swim lessons will be cancelled if the air temperature at the pool is ~68 or below and/or it is raining. You will be notified as soon as possible. If you have any doubts call the Clubhouse at (651) 426-3218. If a lesson gets cancelled and cannot be rescheduled that lesson will be refunded at a rate of \$15 per half hour session.

Notifications regarding weather-related closures or cancellations are also made through push notifications with the Club App. Members are strongly encouraged to enable these notifications to ensure maximum communication. Please ask a manager if you need assistance enabling the push notification feature in the Club App.

### ***Swimming Pool Policies***

#### **Lifeguard on Duty**

Open swimming is allowed only during posted hours and only when a lifeguard is on duty, unless otherwise noted (adult lap swim from 9am to 10am). The pool may not be used when the gates are locked and after 9:00pm. The General Manager, Pool Supervisor and/ or the Lifeguard on duty reserve the right to close the pool at any time when they feel danger to the swimmers exists.

#### **Weather Conditions**

The pool will be closed during rainy weather or if the air temperature is ~68 degrees or below. Please call ahead if the weather is questionable.

#### **Guests and Registration**

All members and their guests must check in when entering the pool complex. Members are welcome to bring up to two guests to the pool. Guest fees will be charged directly to your member account. **Guest Fee is \$10.00 per person for all guests ages 3 and over.** Guests who play golf are welcome to use the pool facilities that same day without an additional guest fee charge.

#### **Children**

Children 12 and under must be accompanied by an adult at all times. All children are required to obey the pool safety rules. Unsupervised children who do not conduct themselves properly will be asked to leave the pool area and parents will be notified.

#### **Food & Drink**

No glass containers are allowed in the pool area. No food or beverage is allowed in or near the pool. Members and guests are not permitted to bring food or beverages onto the Club premises for consumption thereon. Members may purchase food and beverage at the pool bar.

#### **Attire**

Members and their guests may use the Pool House for changing. The Clubhouse Locker Rooms are not to be used for this purpose. Swim suits and towel wraps are not allowed outside of the pool area (Courtyard, Bar or Grill).

### ***Pool Rules***

The rules outlined below are nonexclusive. The Club maintains complete discretion to modify these policies and practices and determine the appropriate corrective action for violations.

- A. Only adult may swim when there is no lifeguard is on duty.
- B. No diving is permitted.
- C. Children 12 and under must be accompanied by an adult.
- D. No flotation devices are allowed, except US coast guard life jackets and arm floaties.
- E. The pool will be closed during rainy, cold, or inclement weather.
- F. No radios are allowed in pool complex without headphones.
- G. All persons using the pool must shower with soap before entering the pool and again after using the restroom, applying lotion or sunscreen, or after exercising.
- H. No running in the pool area.
- I. No twists, flips, turns, or any backwards entry into the pool or lazy river.
- J. If a swimmer is wearing a lifejacket or arm floaties they are not allowed to swim past the black line unless they are accompanied by an adult.
- K. The pool management reserves the right to close the pool at any time if they feel a danger to the swimmers exists.
- L. Swimmers are required to use the Pool House for changing. The Clubhouse locker rooms are not to be used for changing into or out of swimwear.
- M. No horseplay, dunking, shoulder rides, or unsanitary practices such as spitting, spouting water from the mouth or blowing of the nose are allowed in any of the pool areas.
- N. No person suspected of having a communicable disease which could be transmitted through the use of the pool shall work at or use the pool.
- O. Pets are not allowed in the pool complex.

## **TENNIS**

### ***U.S.T.A. Rules***

All play is in accordance with U.S.T.A. rules.

The safety of our children and the appearance of our tennis area are important to us, therefore we have implemented the following policies:

- 1. Children under 14 years of age must be accompanied by an adult.
- 2. Juniors are allowed 3 practice balls per court.
- 3. Privileges will be suspended if balls are sent intentionally over the fence.
- 4. No food or beverages are allowed on the courts.
- 5. Reservations are not required, but encouraged, to ensure an open court.

### ***Guest Policy***

Members may bring guests. All members and their guests are to wear suitable tennis attire. Common sense prevails. Black soled shoes are not allowed on the tennis courts. Please refer to the House Policy for clothing not deemed suitable in the Clubhouse.

### ***Junior Tennis Group Lesson/Packages***

Junior Tennis programs are broken down by age. Registration for these programs is available through the Club App.

**ADVANCED JUNIORS** - Ages 13 and over.

Middle School and High School students will focus on more complex footwork and court movements. Drills will focus on point strategies and match situations Courts will be split into level of play so all players get competitive experience.

#### PLAYERS

Ages 11-12. These players will work on advanced stroke and movement patterns along with more advanced spins and point strategies. This class stresses stroke production, singles and doubles court positioning and movement. Kids will be encouraged to play weekly matches against other Clubs to provide competitive experience.

#### HITTERS

Ages 8-10. Introduction to basic tactics and match play will be emphasized. Players will work on stroke production, court movement, tennis terminology, scoring and basic rally skills through ball feed drills and games.

#### FUTURE STARS

Ages 5 -7. The emphasis is on having fun while learning to play the game. Players will be introduced to the basic strokes, practice hand-eye coordination and court movement while learning to enjoy tennis.

#### PEE WEES

Ages 3 & 4. Kids will work on movement, balance & agility while playing fun games and activities.

### **Lessons**

#### **Private Lessons**

Private lessons focus on specifics. If you are just starting to play tennis, private lessons are a great way to start. Private lessons may be set up weekly or as you feel the need. Call Director of Instruction, Peg Kelly at (651) 246-1662 to schedule and for more information regarding rates.

#### **Junior Tennis Refunds**

If the parent cancels before the session begins they will receive a full refund. If the child attends between one and three times, they will be charged \$15 for each time attended with no further obligation. If the child attends four or more times, there will be no refund. In these cases, however, the Tennis Professional will attempt to work one extra lesson or hitting session into their schedule at a later date.

### **FITNESS CENTER**

The Fitness Center is located on the lower level of the Clubhouse. You will find an assortment of free weights, machine weight stations and cardiovascular equipment. Should you require assistance please notify a manager.

- A. The fitness center is available for all Golf, Athletic & Clubhouse members.
- B. All members using the fitness center must have a signed waiver on file
- C. Use of fitness center equipment is on a first come first serve basis
- D. Children 16 and older may utilize the fitness center without supervision of an adult (with signed waiver form from a parent).
- E. Children under the age of 12 are not permitted to use the fitness room. Children age 13-15 are permitted to use the Fitness Center with supervision from an Adult Member.
- F. Guests are not allowed to use Fitness Center.

We offer 24/7 access to the Fitness Center (with use of exterior door and pin code), however the Clubhouse and Locker Rooms will not be available during all hours. The following hours provide full Clubhouse access as well as Locker Rooms:

**Summer Fitness Center Hours**

Monday:	6:00am to 5:30pm
Tuesday-Sunday:	6:00am to 9:30pm

**Winter Fitness Center Hours**

Monday-Tuesday:	6:00am to 5:00pm
Wednesday-Saturday:	6:00am to 9:00pm
Sunday:	6:00am to 3:00pm

**FITNESS CENTER**

**WAIVER AND RELEASE AGREEMENT**

***Please read this Agreement carefully and fully, as there are important legal consequences that you need to understand and agree to. All Dellwood Country Club ("DCC") members age 18 and over who wish to use the equipment and facilities must read and sign this Agreement prior to being allowed to use the DCC Fitness Center, and all authorized minor children (14 and over) must have a parent or legal guardian sign an Agreement to authorize their use.***

**A. ASSUMPTION OF RISK.** I recognize and am fully aware of the risk and danger to myself and property, both from known risk and unanticipated risk, while using the DCC Fitness Center, and I do so willingly, voluntarily and in reliance, not upon the property, equipment, facilities and existing conditions furnished by any Releasee or others, but upon my own judgment and ability, and I thereby assume all risk of loss, damage or injury (including death) to myself and my property from any cause whatsoever, and whether or not attributable to the negligence of others.

I assume and will pay my own medical and emergency expenses and I agree to pay all damages to property or persons which may arise from my participation in the event of accident, illness or other incident to and arising from use of the DCC Fitness Center.

**B. WAIVER AND RELEASE.** In consideration of my use of the DCC Fitness Center equipment and facilities, I, for myself, my assigns, personal representatives, heirs, and next of kin or other legal representatives, as well as for any of my minor children (or any child that I am legal guardian for) hereby release, waive, discharge, and covenant not to sue Dellwood Country Club, LLC, and its respective members, governors, managers, employees, affiliates, partners, insurers, agents, successors or assigns (collectively "Releasees") with respect to any and all liability, loss, damage, claim, demand, causes of action, court costs, attorneys' fees and other expenses arising from any lawsuit, claim or other dispute that may otherwise accrue from any loss, damage or injury (including death) to person or property in any way resulting from, or arising in connection with, or related to, any DCC Fitness Center use or activity, however arising, from any cause whatsoever including, without limitation, the failure of anyone to enforce rules and regulations, failure to make inspections, or the negligence of other persons.

**C. DCC FITNESS CENTER USE.** I understand and acknowledge that continued access to and use of the DCC Fitness Center is dependent on compliance with all then-current DCC rules, regulations and policies, which are subject to change at any time.

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