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**COLD LAKE GOLF & WINTER CLUB FEE, MEMBERSHIP, BOOKING & OPERATION POLICY**

**POLICY NUMBER: 146-RC-13**

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Supersedes:

Review Date:

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**1.0 Policy Intent**

The City is committed to providing quality social and recreational programs, services and facilities for the enjoyment and benefit of the citizens. The City operates recreational facilities on a cost-recover model and collects user fees to help offset the costs of operating facilities and providing services to the public.

The intent of this policy is to provide guidance for staff in the processes for booking facilities, programs, and services within the Cold Lake Golf & Winter Club.

**2.0 Purpose**

- 2.1 To outline what programs, services, and facilities are covered by this policy;
- 2.2 To provide Administration with authority to set programming fees and extra event services fees;
- 2.3 To provide procedures by which citizens may access programs, services, and facilities.

**3.0 Policy Statement**

- 3.1 The Cold Lake Golf & Winter Club will operate under the fees set in Schedule "A". These fees outline all regular rates associated with green fees, memberships, rentals, driving range, ice rental and other services offered at the Golf & Winter Club. The City may consider additional fees which are not included in Appendix "A" to cover costs that are incurred for:
  - 3.1.1 Damage to City property while utilizing recreational facilities or equipment, or participating in an event;
  - 3.1.2 Staff resources required to assist with the hosting of an event or cleaning after an event;
  - 3.1.3 Costs for alterations of a facility to accommodate a user or activity;

3.1.4 Any costs incurred by the City that are not covered by the fee payment.

#### 4.0 Definitions

- 4.1 “Bonspiel” – a curling tournament/event.
- 4.2 “City” – means the Corporation of the City of Cold Lake.
- 4.3 “Clean Pick” – refers to closing the driving range early on days prior to maintenance of the driving range. Closing the range early allows staff members to machine and hand pick all balls off the driving range so that the necessary grass cutting can occur the following day without damage to golf balls and markers.
- 4.4 “Community Activity Room” – the classroom located on the ground level of the Cold Lake Golf & Winter Club.
- 4.5 “Cost Recovery” – means the percentage of operating expenses (not including capital costs) recovered through the collection of user, facility rental, and extra fees.
- 4.6 “Course Marshall” – an individual assigned by the City of Cold Lake to patrol the golf course and assist golfers while also enforcing facility rules and regulations. This individual has the authority to make decisions which will benefit the majority of the golfer’s experience at the club including removing golfer’s privileges if necessary.
- 4.7 Defence Team Member – an individual who can furnish one of the following pieces of identification:
  - A Record of Service Card issued by National Defence Canada;
  - Civilian Identification Card issued by National Defence Canada; or
  - Canadian Forces Identification Card issued by National Defence Canada.
- 4.8 “Department” – means the Department responsible for recommending the applicable fees to the City Council through the Chief Administrative Officer, or to whom the authority for setting the fees has been delegated.
- 4.9 “Draw” – refers to the timings for a series of games. For example, a 7:00 p.m. draw means that at 7:00 p.m., all scheduled games for that time frame will commence on the various sheets of ice.
- 4.10 “Etiquette” – refers to a set of rules and practices designed to make the game of golf safer and more enjoyable for golfers and to minimize possible damage to golf equipment and courses.
- 4.11 “Extra Service Fee” – refers to additional fees charged to accommodate more specific user needs (for example projectors, stage, table cloths, etc.).

- 4.12 “Fees” – payments for services including memberships, services, green fees, rentals fees, etc.
- 4.13 “Ground Under Repair” – ground that is being repaired by the Course Superintendent or the maintenance crew.
- 4.14 “Group Booking” – a party of 16 golfers or more booking tee times at the Golf Club.
- 4.15 “Horserace” – an event which includes partners golf in an alternate shot format with all participants competing on the same golf hole. As each hole is played a certain number of teams are eliminated with the remaining teams continuing on to the next hole.
- 4.16 “Ice Maintenance” – the required activities completed to maintain a quality surface for curling including:
  - 4.17 “Cleaning” – sweeping all debris from the ice surface.
  - 4.18 “Pebbling” – the process of spraying water droplets onto the ice.
  - 4.19 “Dragging” – the process of running the rocks up and down the ice prior to the commencement of a draw to break the pebble down helping to make the ice a bit quicker at the start of play.
- 4.20 “Burning the Ice” – the process of heating the ice causing the top layer of ice to melt. This is a seasonal maintenance item that helps keep the ice free and clear of debris.
- 4.21 “Shaving the Ice” – a key element to ice maintenance, shaving is the process of scraping the pebble and other imperfections off of the top layer of the ice.
- 4.22 “Ice Sheet” – one of the six (6) laneways of curling ice on which the game is played.
- 4.23 “Instructional Program” – includes all golf and curling instructional programs such as individual/adult/junior lesson clinics, private lessons, Club programs such as Junior/Ladies/Men’s night, etc. provided by the City.
- 4.24 “Members” – individuals with current Golf Club memberships falling under one of eight (8) categories.
- 4.25 “Member Categories” – memberships can be purchased in eight (8) different methods including adult, couple, senior, senior couple, junior, student, family, and corporate.

- 4.26 “Membership Payment Plan” – a system of payment for which memberships can be purchased which entails the approved setup of a series of payments to cover off a balance.
- 4.27 “No-Show” – failing to honor your tee-time reservation which includes booking for more players than actually show up without properly notifying the Pro Shop prior to the tee-time.
- 4.28 “Non-Members” – individuals that do not have a current Golf Club membership but use the facility as a green fee payer or other.
- 4.29 “Out of Town” – individuals that are booking tee-times who reside 200 km’s or greater from Cold Lake.
- 4.30 “Practice Facilities” – includes the driving range and practice hole along the Base entry road.
- 4.31 “Rain Checks” – a chit provided to golfers who have had their round of golf cut short due to inclement weather.
- 4.32 “Golf Canada” – Governing body of Canadian golf.
- 4.33 “Renewed Bookings” – refer to group bookings that are renewing a booking from a previous year. This includes any corporate or individual client that is re-booking the same event from year to year.
- 4.34 “Soft Spikes” – spikes/cleats designed specifically for golf which are made of a rubber or plastic material. Traditional metal spikes or cleats designed for other turf/athletic use are not permitted.
- 4.35 “Special Needs Cart” – a process by which an individual with mobility limitations can pre-book/reserve a power cart to ensure one is available for them upon arrival for their booking. Proof of mobility issue must be presented at the time of check-in each time the player has a booking for a special needs cart.
- 4.36 “Starter’s Time” – a tee-time slot that is blocked off or not bookable to allow the tee-sheet time to handle pace of play issues as they arise. If the tee-sheet is on schedule and no pace of play issues are occurring, the Club staff can choose to release the Starter’s Time slots to walk-up groups.
- 4.37 “Tee-time” – the starting time assigned to a group of golfers.
- 4.38 “Walk-up” – an individual or group of golfers that does not have a booked tee-time that is looking to access the course. Walk-up players may be paired with incomplete groups, fill no-show tee-times, or fill starter’s times not needed due to acceptable pace of play.

## 5.0 Managerial Guidelines – Golf

### 5.1 General:

- 5.1.1 When applicable, Golf Canada rules of golf will govern all Club run tournaments and events. The Golf Programmer – Cold Lake Golf & Winter Club will make all final rulings with respect to the rules of golf during Club events.
- 5.1.2 All golfers are required to check-in with the Pro Shop prior to commencing play. This includes members with their own golf carts.
- 5.1.3 All players are expected to maintain the pace of play and in order to avoid slow play shall at times play without undue delay. If a group fails to keep its place on the course, it shall allow the group following to play through.
- 5.1.4 All players must commence play on the 1<sup>st</sup> hole unless authorized by the Pro Shop.
- 5.1.5 All golf carts must observe all cart rules posted on any given day. Unless otherwise posted, cart rules include:
  - 5.1.5.1 Carts must stay on paths where possible and obey the 90 degree rule.
  - 5.1.5.2 Where no paths exist carts may scatter but must remain within tree lines and avoid all hazards, ground under repair, roped off areas, standing water, etc.
  - 5.1.5.3 Carts must remain a minimum of 30 yards from tee boxes and greens unless on a cart path.
  - 5.1.5.4 Medically flagged carts may drive within 15 yards from tee boxes or greens but no closer.
- 5.1.6 Practice is limited to the driving range and practice hole only. No other areas should be used for practice.
- 5.1.7 No children under the age of 13 will be permitted on the golf course without adult supervision.

### 5.2 Memberships:

- 5.2.1 The member's category will be based on their age as of January 1<sup>st</sup> of the current golf season. Memberships can be purchased in one of (9) nine ways:

- 5.2.1.1 Adult – individuals 19-54 years of age;
- 5.2.1.2 Couple – a couple of 19-54 years of age sharing the same residence;
- 5.2.1.3 Family – a couple of 19-54 years of age and all dependents below the age of 19;
- 5.2.1.4 Senior – 55 years of age and older;
- 5.2.1.5 Senior Couple – a couple of 55 years of age and older sharing the same residence;
- 5.2.1.6 Junior – 13-18 years of age;
- 5.2.1.7 Student – 19 years of age and older with a valid student ID which has a clearly identifiable year of issue and completion date, or other proof and paperwork to show that the member is a registered, full-time student;
- 5.2.1.8 Corporate Pass – up to four (4) individual corporate designees assigned as individual members;
- 5.2.1.9 Defense Team – includes active military personnel, Retired Military, RCMP, Public Servants, and NPF employees.

5.2.2 From time to time, the CAO or designate may offer a time limited reduction in the Cold Lake Golf & Winter Club Membership Fees to promote the use of the facility.

5.2.3 Member Guest Passes for the Cold Lake Golf & Winter Club must be used monthly and cannot carry over to the next month if not used. Guest Passes also must be used with the Member present. Guests are not allowed to golf without a Member.

5.2.4 Any golfer under the age of 13 years old will fall under the family plan. No Junior under the age of 13 is permitted to play on the golf course without a parent, guardian, or supervisor at any time. All children must be supervised at all times and not allowed to run around and delay the game.

5.3 Membership Payment Methods:

5.3.1 The Cold Lake Golf & Winter Club provides various payment methods for individuals looking to purchase memberships. These payment methods include:

- 5.3.1.1 Cash

5.3.1.2 Debit

5.3.1.3 Cheque

5.3.1.4 VISA

5.3.1.5 MasterCard

5.3.1.6 Gift Certificate

5.3.2 Unless an approved membership payment plan is confirmed, payment in full is required on any Club membership.

5.4 Membership Payment Plan:

5.4.1 A 20% down payment is required on all membership options. Subsequent monthly payments are required in equal installments resulting in the full payment of the membership no later than August 1<sup>st</sup> of the year.

5.4.2 Failure to fully pay for the membership by August 1<sup>st</sup> will result in the suspension of playing privileges until membership balances are paid.

5.4.3 Forms of payment on payment plans include post-dated cheques and credit card pre-authorization. Members will not be permitted to pay chunks of cash in random and unequal amounts during the year.

5.4.4 Membership payment plans are not available for payment on pro-rated memberships. Payment plans will only be accepted on regular price, and military memberships.

5.5 Pro-Rated Memberships:

5.5.1 Pro-rated memberships will be made available throughout the golf season to accommodate new membership sales occurring at various intervals throughout the golf season. As a result, the regular rates will be charged at a percentage of full rates.

5.5.2 Pro-rated memberships are not eligible for payment plan payments. Prorated memberships must be purchased in full at the time of purchase.

5.5.3 Pro-rated members are entitled to all of the same privileges extended to full year members.

5.5.4 Memberships covered under the pro-rated discount include the following: golf, driving range, and cart memberships.

5.5.5 The schedule for fees related to prorated memberships is as follows:

5.5.5.1 May 1<sup>st</sup> – 100%

- 5.5.5.2 June 1<sup>st</sup> – 80%
- 5.5.5.3 July 1<sup>st</sup> – 60%
- 5.5.5.4 August 1<sup>st</sup> – 40%
- 5.5.5.5 September 1<sup>st</sup> – End of Season 20%

5.6 Membership Cancellations:

- 5.6.1 Members may be eligible to cancel their membership if there is justifiable cause for such action. Refunds will be at the discretion of the CAO or designate and consideration will be given to individuals who can produce:
  - 5.6.1.1 Medical note to support the members inability to use the facility for medical reasons;
  - 5.6.1.2 Military posting notice;
  - 5.6.1.3 Work transfer notice.
- 5.6.2 Membership refunds will be by cheque only and may take up to 14 days to be processed by the City of Cold Lake Finance department.
- 5.6.3 All membership cancellations are subject to a 10% administration fee.

5.7 Membership Suspension/Termination:

- 5.7.1 All members are expected to adhere to all Club policies, procedures, and regulations. In addition, all members are expected to behave appropriately towards Club staff, fellow members, and the public.
- 5.7.2 Failure to follow Club policies, procedures, and regulations or failure to behave appropriately towards Club staff, fellow members, and the public can result in membership suspension or termination.
- 5.7.3 Members who receive a membership suspension or termination are not eligible to receive a refund on any portion of their membership.

5.8 Instructional Programs:

- 5.8.1 From time to time, various instructional, recreational, cultural and social programs that may be offered at the Cold Lake Golf & Winter Club for which a fee separate from a facility membership may be charged. The fee for such instructional, recreation, cultural or social programs shall be established by the CAO or designate based initially on the full cost recovery of the program.

5.8.2 The CAO or designate, may from time to time establish a time limited program fee reduction for the purposes of promoting a specific program.

5.9 Cancellation of Instructional Programs:

5.9.1 From time to time, instructional programs may need to be cancelled by the Cold Lake Golf & Winter Club as a result of different issues that arise (instructor illness, power outage, facility booking, etc.).

5.9.2 All cancellations will be handled by the Golf Programmer – Cold Lake Golf & Winter Club. If this individual is not available, the Recreation, Programs & Services Manager will be contacted. Efforts will be made to reschedule the sessions/classes or to find different facilitators when possible. Last minute cancellations will be credited to the member's account or refunded for drop-in users. Pro Shop Assistants will attempt to contact participants prior to the scheduled session/class time to inform them of a cancellation.

5.9.3 Any credits on account will be valid for up to six (6) months. After six (6) months, the credit will be zeroed from the account.

5.9.4 The appropriate steps for cancellation are as follows:

5.9.4.1 The Golf Programmer of Cold Lake Golf and Winter Club is contacted regarding session/class cancellation. Efforts will be made to reschedule the event or locate a different session/class facilitator;

5.9.4.2 The Golf Programmer of Cold Lake Golf and Winter Club will update the Pro Shop Assistants on the status of the session/class and have Pro Shop Assistants contact participants with a follow-up on the session/class rescheduling or cancellation;

5.9.4.3 If the Golf Programmer of Cold Lake Golf and Winter Club is not available, the same steps will commence with the Recreation, Programs & Services Manager as the lead;

5.9.4.4 Pro Shop Assistants will follow the instructions of the Golf Programmer of the Cold Lake Golf and Winter Club or the Recreation, Programs & Services Manager;

5.9.4.5 If both the Golf Programmer of the Cold Lake Golf and Winter Club or the Recreation, Programs & Services Manager are unavailable, the Pro Shop Assistants will cancel the session/class and credit/refund monies to participants;

5.9.4.6 Documentation of the cancelled sessions/classes, the reasons for cancellation and the steps taken to mitigate the cancellation are required following any cancelled session/class;

5.9.4.7 Monthly and yearly reviews of cancelled sessions/classes will be conducted by the Recreation, Programs & Services Manager.

5.10 Tee-Time Booking:

5.10.1 All golfers must have a scheduled tee time before starting their round of golf. Beginning a round of golf without first scheduling a tee time may result in suspension of membership or having membership revoked.

5.10.2 Members will be provided seven (7) day advance booking privileges.

5.10.3 Non-Members will be provided five (5) day advance booking privileges.

5.10.4 Out of town bookings, including groups of four travelling further than 200 km's, will be provided advanced booking privileges beyond seven (7) days to accommodate travel. That said, contact information will be taken from the party and bookings are subject to cancellation up to seven (7) days prior in the event of a conflicting event booking.

5.10.5 All tee-time bookings will be made on a first-come, first-served basis.

5.10.6 Tee-times will be booked in ten (10) minute intervals. As an example, tee-times will run at 7:00, 7:10, 7:20, 7:30, 7:40. Tee times may be modified by the Golf programmer to best fit operational needs.

5.10.7 A starters time may be booked on every eighth tee-time to assist with pace of play when staffing allows.

5.10.8 When possible, any groups that can be paired will be paired to maximize course bookings and reduce pace of play issues.

5.11 Group Bookings:

5.11.1 Groups of 16 players or more are able to book effective April 1<sup>st</sup> of the current golf season unless otherwise approved or exempt.

5.11.2 Renewed group bookings may be booked prior to April 1<sup>st</sup>.

5.11.3 Group bookings of 16 or more players are entitled to a 15% discount on the regular green fee rates listed in Schedule "A".

- 5.11.4 A deposit will be required to secure facility bookings at the Cold Lake Golf & Winter Club. The user will be required to provide a (20) twenty percent deposit in order to confirm the booking.
- 5.11.5 Deposits will be returned to the user in the event of a cancellation with written notice of cancellation three (3) weeks prior to the event. Refunds will be paid by cheque and may take up to fourteen (14) days to be processed by the City of Cold Lake Finance Department.
- 5.11.6 Payment in full is due seven (7) days prior to the event.
- 5.11.7 No refunds will be provided on any portion of a booking cancelled within seven (7) days of the event.
- 5.11.8 All group bookings will follow the priority ranking in Schedule “B” Golf Facility Priority Ranking.

5.12 No-Shows/Cancellations/Modifications:

- 5.12.1 Golfers are encouraged to cancel or reduce the number of golfers in a group in advance of their booking if plans change.
- 5.12.2 In an effort to ensure that the tee-sheet is optimally booked, individuals that no-show twice will be given an automatic suspension of booking privileges for 14 days.
- 5.12.3 Further no-shows will result in penalties up to and including suspension of booking privileges for the remainder of a golf season.
- 5.12.4 Advance tee-time cancellations and changes to the number of players in your group are accepted via the phone any time prior to your scheduled tee-time.

5.13 Late Check-In:

- 5.13.1 All golfers must check-in a minimum of fifteen (15) minutes prior to their tee-time with the Pro Shop.
- 5.13.2 Tee-times will be given to walk-up players waiting for open times if you fail to check-in fifteen (15) minutes prior to your tee-time.
- 5.13.3 If a golfer arrives late, they may lose their tee time altogether or may not be offered a full round of golf (either 18 or 9).

5.14 Power Cart Rentals:

- 5.14.1 Individuals wishing to rent power carts must be at least sixteen (16) years of age and display a valid Class 5 driver’s license.

- 5.14.2 All guests must be at least 16 years of age and display a valid Class 5 driver's license to drive the cart at any time on the course or grounds.
- 5.14.3 All guests must provide valid credit card information when filling out the cart rental form. Any guest giving falsifying information may lose their opportunity to golf on the course for that day, and possibly indefinitely.
- 5.14.4 Maximum two (2) riders per cart. For children 5 years and under, an additional two (2) children can accompany on the cart. If there are more than 2, or they are over the age of 5, a second cart will be needed.
- 5.14.5 Maximum two (2) sets of golf clubs on each cart.
- 5.14.6 The individual who signed for the use of the power cart is responsible for any damages caused to power carts during use.
- 5.14.7 Power carts are available on a first-come, first-served basis. Power carts will not be reserved unless it is for a group booking/Club Tournament or for special needs.
- 5.14.8 Members can purchase an annual cart membership. This membership applies only to the Member that has purchased it and cannot be transferred. Any additional rider in the cart is required to pay the daily half cart fee unless they are a child or the person is not playing or engaging in the round of golf for that day.
- 5.14.9 Special needs carts are available for pre-booking. The intent of the special needs cart booking is to ensure a cart is available to allow those players who cannot golf without a cart an opportunity to pre-book (guarantee) one in advance.
- 5.14.10 Proof of a permanent mobility limitation is required to reserve a cart and must be presented at each rental.
- 5.14.11 Reservations for special needs carts may be made up to five (5) days in advance of the booking.
- 5.14.12 Golfers are responsible for returning the cart in the shape that they receive it. If there is garbage, refuse, or graffiti left on the carts, a cleaning fee may be applied to the rental.
- 5.14.13 Golfers are to be mindful of the volume of their music while out on the course.

5.15 Private Power Carts:

- 5.15.1 All members owning a private cart and either housing it at the Cold Lake Golf & Winter Club or trailering it to and from home will be required to pay the associated tracking fee for that cart.
- 5.15.2 The annual tracking fee provides for an unlimited number of times a member may use their cart on the golf course for the season. The cart usage granted by the tracking fee applies only to the Member who is considered to be the primary owner of the cart, and to the immediate family residing in the household of the owner (including spouse and children, but not exceeding a total of four (4) people). If the golf cart is used by an extended family member or a guest without the Member present, a daily tracking fee is required.
- 5.15.3 Annual tracking fee carts must display the sticker provided following purchase on the outside of one of the carts wheel wells or another visible location. Carts failing to visibly display the annual tracking fee decal will not be permitted on the golf course.
- 5.15.4 Daily tracking fees are valid only for the day of purchase.

5.16 Golf Clubs:

- 5.16.1 All golfers must have their own set of clubs and golf bag in order to play at the Cold Lake Golf & Winter Club. Sharing of golf clubs is not permitted.
- 5.16.2 Clubs, both left and right handed, will be made available for rent through the Pro Shop.
- 5.16.3 Rental clubs are on a first-come, first-served basis.
- 5.16.4 For golfers that use the facility's club storage, drug paraphernalia of any type cannot be left in their bag while in storage.

5.17 Foursomes:

- 5.17.1 Groups of four (4) are the maximum allowable number of players in any group unless approved by the Golf Programmer – Cold Lake Golf & Winter Club.
- 5.17.2 Exceptions can include, but are not limited to, horseraces, event bookings such as Texas Scramble tournaments, league nights, etc.
- 5.17.3 When possible, groups of less than four (4) will be grouped together to limit the number of partial groups on the golf course. As an example, two two-somes will be combined to make one foursome.

5.18 Walkers/Riders/Caddies:

- 5.18.1 Walkers/Riders/Caddies will be permitted on the golf course to accompany players so long as these individuals are not disrupting the golfers, delaying the pace of play, or causing issues related to etiquette.
- 5.18.2 Walkers/Riders/Caddies are not permitted to participate in any form of play while on the golf course.

5.19 Rain Checks/Refunds:

- 5.19.1 During inclement weather, Cold Lake Golf and Winter Club Staff may deem the Golf Course unplayable, at which time rain checks may be issued.
- 5.19.2 While the golf course is deemed operational, the Cold Lake Golf and Winter Club reserves the right to refuse issuing any and all rain checks.
- 5.19.3 Rain checks will be issued as a credit towards the customer's next purchase based on holes played:
  - 5.19.3.1 18-hole round- up to one hour after your tee-time, 18-hole rain check will be issued;
  - 5.19.3.2 18-hole round- up to three hours after your tee-time, 9 hole rain check will be issued;
  - 5.19.3.3 18-hole round- more than three hours after your tee- time, no rain check will be issued;
  - 5.19.3.4 9-hole round- up to one hour after your tee- time, 9- hole rain check will be issued;
  - 5.19.3.5 9-hole round- more than one hour after your tee- time, no rain check will be issued.
- 5.19.4 Refunds will be issued on a per item basis depending on situational factors impacting the request. All refund requests must be approved by the Golf Programmer – Cold Lake Golf & Winter Club.

5.20 Alcohol:

- 5.20.1 Only alcohol purchased at the golf course is permitted on the golf course.
- 5.20.2 Outside alcohol will be confiscated and the appropriate authorities may be contacted.

5.21 Zero Tolerance:

- 5.21.1 The City of Cold Lake will not tolerate abuse of staff or public by any individual using the Cold Lake Golf & Winter Club.
- 5.21.2 Abuse of staff or public may result in the removal of playing privileges on a temporary or permanent basis.
- 5.21.3 The City is not liable for any injuries that occur during after-hour usage of the course.
- 5.21.4 Any member of the public must receive consent from the Golf Superintendent or the Golf Programmer before accessing the course outside of operational hours.
- 5.21.5 Unauthorized usage of the course outside of operational hours may cause damage to the grounds. This includes changes to operational hours due to frost delays or repairs, as well as days before the season has been declared open, and days after which the season has been declared closed. People golfing on the course when not approved to do so may be held financially responsible for any damage caused. Members golfing when not approved to do so may also have golfing privileges revoked.
- 5.21.6 Golfers can be refused service or rental of carts if they are under the influence of alcohol or other substances.
- 5.21.7 Golfers are not allowed to bring their own food and alcohol to the course.
- 5.21.8 If a golfer is caught not checking in or paying for their round, they may be asked to leave the course and may be banned for an indefinite period of time.
- 5.21.9 Theft of any items on the course may result in losing the opportunity to golf at the course for an indefinite period of time. This includes flags, tee markers, ball washers, and signs.
- 5.21.10 Only registered service animals are allowed on the course at any time.

5.22 Dress Code:

- 5.22.1 All dress must be presentable. Only properly attired players will be permitted on the golf course.
- 5.22.2 All pants and shorts must be neat and hemmed.
- 5.22.3 Full bodied shirts must be worn at all times. Shirts that include inappropriate words, graphics or phrases will not be permitted.

5.22.4 Bare midriffs, half-shirts, strapless or halter tops and bathing suits are not permitted.

5.22.5 Players must wear golf shoes (soft spikes only) running shoes, sandals or soft soled shoes. No heels over half inch or boots of any kind are permitted. Sports shoes with spikes other than golf are also not permitted. Crocs and flip flops are not allowed on the course.

5.23 Course Marshall:

5.23.1 City of Cold Lake Course Marshalls has the authority to enforce any rules impacting golfers experience at the golf course.

5.23.2 This includes pace of play, dress code, etiquette, behavior, power cart use, etc.

5.23.3 City of Cold Lake Course Marshalls have the authority to:

5.23.3.1 Ask a group to skip a hole if they are not keeping pace after repeated warnings;

5.23.3.2 Remove a group's power cart privileges for abuse of course or cart;

5.23.3.3 Remove a group's playing privileges for repeatedly disobeying course rules;

5.23.3.4 Combine groups of players (as an example two two-somes) during the round to better manage pace of play;

5.23.3.5 Remove a group's club rental privileges for abuse to the course or clubs.

5.24 Practice Facilities:

5.24.1 The practice facilities will be open all hours of operations unless closed for maintenance, repairs, instructional programs, or special events such as demo days or other.

5.24.2 The driving range will close at 5pm on Monday evenings to accommodate a clean pick. No balls will be sold on Tuesday morning until after 9:00 am.

5.24.3 Members and guests are not allowed to pick balls from the parameters of the driving range for personal use.

5.24.4 Children under the age of nine (9) must be accompanied by an adult to use the practice facilities.

- 5.24.5 Driving range members are not to share their driving range balls with non-driving range members. Non-driving range members must purchase their own range balls.
- 5.24.6 Driving range balls must be purchased on the day of use. Baskets and balls cannot leave the grounds and may not be stored in member sheds or taken off site. Removing these supplies from the driving range without prior authorization may result in golf privileges being restricted or revoked.
- 5.24.7 Anyone found hitting range balls without having paid for range balls will be charged the large bucket rental rate.
- 5.24.8 The use of driving range balls on the golf course is prohibited. Players violating this policy may be asked to discontinue their round of golf without being offered a rain check or refund.

5.25 Extra Service Fees:

- 5.25.1 Extra Services Fees for the City may be revised from time to time with the approval of the Chief Administrative Officer. A current list of extra fees is identified in Policy No. 197-RC-16 Recreation User Fee Policy.

5.26 Community Activity Room:

- 5.26.1 The Community Activity Room can be used for a myriad of activities and events and are available to the public for bookings on a year-round basis when dates are available.
- 5.26.2 All facility bookings will be handled by the Golf Programmer – Cold Lake Golf & Winter Club. A facility booking is not confirmed until written confirmation has been provided by the Golf Programmer – Cold Lake Golf & Winter Club.
- 5.26.3 Facility bookings are based on a first come first serve basis with the City of Cold Lake having priority for City Events. If there are multiple groups attempting to book the same day, the priority listing for all facility bookings is listed as Schedule “B” Golf Facility Priority Ranking.
- 5.26.4 A deposit will be required to secure facility bookings at the Cold Lake Golf & Winter Club. The user will be required to provide a (20) twenty percent deposit in order to confirm the booking.
- 5.26.5 Deposits will be returned to the user in the event of a cancellation with written notice of cancellation three (3) weeks prior to the event. Refunds will be paid by cheque and may take up to fourteen (14) days to be processed by the City of Cold Lake Finance Department.

- 5.26.6 Payment in full is due seven (7) days prior to the event.
- 5.26.7 No refunds will be provided on any portion of a booking cancelled within seven (7) days of the event.
- 5.26.8 The City reserves the right to “bump” a booking for a City event by giving a minimum of thirty (30) days written notice.

## **6.0 Managerial Guidelines – Curling**

- 6.1 General:
  - 6.1.1 The Cold Lake Golf & Winter Club provides 6 sheets ice for use through the curling season for the members and public.
  - 6.1.2 The guidelines contained herein are in addition to any guidelines or rules that may be established by the Cold Lake Curling Club.
  - 6.1.3 Only those authorized by the Cold Lake Golf & Winter Club to be on the ice should be inside the curling arena. All other patrons must remain in the lobby on the main floor or lounge/Pro Shop on the second level.
  - 6.1.4 All children less than thirteen (13) years of age must be accompanied by an adult at all times while using the curling rink.
  - 6.1.5 The Lounge is open to all members, including juniors, at any time during the curling draws.
  - 6.1.6 Cell phones must be kept on vibrate or silent setting while in the curling rink.
  - 6.1.7 Other than bottled water or water cups from the supplied water cooler, food and beverages are not permitted in the curling rink.
  - 6.1.8 The Cold Lake Golf & Winter Club is a non-smoking environment. Smoking is only allowed in the designated areas outside of the building.
- 6.2 Ice Maintenance:
  - 6.2.1 Only authorized personnel are permitted to assist with ice maintenance within the curling rink.
  - 6.2.2 Ice maintenance includes flooding, shaving, pebbling, dragging, cleaning, burning and installation/removal.
  - 6.2.3 During minor ice maintenance (cleaning, pebbling, and dragging), curlers may be permitted to enter into the curling rink and remain on the side and end walkways.

- 6.2.4 During major daily ice maintenance (shaving, flooding, burning, installation/removal, etc.), all unauthorized personnel must be outside of the curling rink.
- 6.2.5 The icemaker may, at their sole discretion, cancel games if they feel the ice has been compromised as a result of technical failure or ice damage. All curlers must respect the decision of the icemaker.

6.3 Pre-game Warm-up Ice Use:

- 6.3.1 Ice use is only allowed prior to the first draw in a block, not between games. Time between draws is reserved for the icemakers and their staff to prepare ice for the next draw.
- 6.3.2 Ice can only be used after the icemakers are finished with a given sheet and the scoreboard numbers are taken down.
- 6.3.3 No one person or team can monopolize the use of a sheet for practice. Both teams must be allowed access.
- 6.3.4 Pre-game ice is considered to be for warm-up and is not intended for intense practice.
- 6.3.5 All pre-game warm-up ice use must end a minimum of 5 minutes prior to the start of the draw.
- 6.3.6 Curlers will only have access to the sheet they will be playing on for warm-up. All other sheets will be unavailable to those individuals.
- 6.3.7 Curlers should be cautious of icemakers preparing adjacent sheets of ice when they are warming up.
- 6.3.8 If a curler is interested in a more intense practice session, they must arrange to book a sheet of ice outside of the normal league times through the Golf Programmer – Cold Lake Golf & Winter Club.

6.4 Dress Code:

- 6.4.1 Outdoor footwear is not permitted at any time within the curling rink. Indoor footwear only.
- 6.4.2 All curlers must clean shoes prior to entering the curling rink.
- 6.4.3 Fleece pants and shirts are discouraged because of falling debris that can be left on the ice.

6.5      **Curling Ice Booking:**

- 6.5.1      The Curling Rink ice can be used for a myriad of events and sheets are available to the public for bookings throughout the curling season.
- 6.5.2      All ice bookings will be handled by the Golf Programmer – Cold Lake Golf & Winter Club. An ice booking is not confirmed until written confirmation has been provided by the Golf Programmer – Cold Lake Golf & Winter Club.
- 6.5.3      Ice bookings are based on a first come, first served basis with the City of Cold Lake having priority for City Events. Conflicting bookings will follow the priority ranking listed in Schedule “C” Curling Facility Priority Ranking.
- 6.5.4      A deposit will be required to secure ice bookings at the Cold Lake Golf & Winter Club. The user will be required to provide a (20) twenty percent deposit in order to confirm the booking.
- 6.5.5      Deposits will be returned to the user in the event of a cancellation with written notice of cancellation three (3) weeks prior to the event. Refunds will be paid by cheque and may take up to fourteen (14) days to be processed by the City of Cold Lake Finance Department.
- 6.5.6      Payment in full is due seven (7) days prior to the event.
- 6.5.7      No refunds will be provided on any portion of a booking cancelled within seven (7) days of the event.

**7.0      Golf and Curling Club Promotion**

- 7.1      Notwithstanding the fee schedule as set out in Schedule “A” hereof, the CAO or designate may from time to time offer limited reductions in fees to promote the use of the Cold Lake Golf and Winter Club.
- 7.2      The CAO or designate may also from time to time offer limited promotional discounts on items sold in the club pro-shop as a means of attracting member and non- member customers to the pro-shop.

**8.0      Persons Affected**

- 8.1      Members and Non-Member golfers
- 8.2      Members and Non-Member curlers
- 8.3      General Public
- 8.4      City Staff

## 9.0 Revision/ Review History

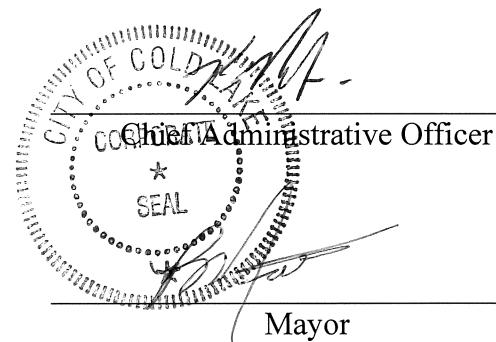
- Revised July 9, 2013, Motion No. 20130709.1012
- Revised January 14, 2014, Motion No. 20140114.1008
- Revised January 22, 2019, Motion No. 20190122.1012
- Revised March 23, 2021 – Motion No. CRM20210323.1013
- Revised April 26, 2022 – Motion No. CRM20220426.1028
- Revised January 10, 2023 – Motion No. CRM20230110.1010
- Revised February 28, 2023 – Managerial Guidelines – Schedules “A” & “B”
- Revised January 9, 2024 – Motion No. CRM20240109.1016 – Sections 5.2.2, 5.6.1, 5.8.1, 5.8.2, 5.11.8, 5.25.1, 5.26.3, 6.5.3, 7.1, 7.2, Schedule “A”, Schedule “B”, Schedule “C” & Schedule “D”.
- Revised February 25, 2025 – Motion No. CRM20250225.1021 – Sections 5.2.1.7-5.2.1.8, 5.2.3, 5.10.1, 5.14.6, 5.15.2, 5.21.3-5.21.5, 5.24.5, Schedule “A”.
- Revised January 13, 2026 – Motion No. CRM20260113.1019 – Sections 5.2.4, 5.5.4, 5.10.6-5.10.7, 5.13.3, 5.14.2-5.14.4, 5.14.12-5.14.13, 5.16.1, 5.16.4, 5.21.6-5.21.10, 5.22.2-5.22.3, 5.22.5, 5.24.2-5.24.3, Schedule “A”.

Jan 20, 2024

Date

Jan 20/2026

Date



**SCHEDULE "A"**

GOLF MEMBERSHIP	FEE (+GST)	
ADULT (19-54)	\$1,331.25	
COUPLE	\$2,376.75	
FAMILY (2 Adults & Dependents 13-18)	\$2,718.50	
SENIOR (55+)	\$1,106.75	
SENIOR COUPLE	\$1,943.25	
CORPORATE PASS	\$2,616.50	
STUDENT	\$510.00	
JUNIOR (13-18)	\$408.00	
DEFENSE TEAM MEMBER (PLUS 1 FAMILY MEMBER)	10% DISCOUNT	
PACKAGED GOLF MEMBERSHIPS		
3 TO 5 MEMBERSHIPS	5% DISCOUNT	
6 OR MORE MEMBERSHIPS	10% DISCOUNT	
GREEN FEES	HOLES	FEE (+ GST)
ADULT WEEKDAY	9	\$36.75
ADULT WEEKDAY	18	\$55.75
SENIOR ANY DAY	9	\$26.75
SENIOR ANY DAY	18	\$42.00
JUNIOR WEEKDAY	9	\$21.00
JUNIOR WEEKDAY	18	\$33.75
ADULT WEEKEND	9	\$40.00
ADULT WEEKEND	18	\$62.75
JUNIOR WEEKEND	9	\$25.50
JUNIOR WEEKEND	18	\$40.00
DEFENSE TEAM MEMBER (PLUS 1 FAMILY MEMBER)	10% DISCOUNT	
GREEN FEE PACKAGES	ROUNDS	FEE (+ GST)
9-HOLE PACKAGE	5	10% DISCOUNT
9-HOLE PACKAGE	10	15% DISCOUNT
18 HOLE PACKAGE	5	10% DISCOUNT
18 HOLE PACKAGE	10	15% DISCOUNT
DEFENSE TEAM MEMBER (PLUS 1 FAMILY MEMBER)	10% DISCOUNT	

RENTAL	HOLES	FEE (+ GST)
SEASON CART PASS	UNLIMITED	\$994.50
SHARED SEASON CART PASS	UNLIMITED	\$525.50 per person
POWER CART	9	\$36.75
POWER CART - 10 PACK	9	15% DISCOUNT
SINGLE POWER CART	9	\$25.00
POWER CART	18	\$47.50
POWER CART - 10 PACK	18	15% DISCOUNT
SINGLE POWER CART	18	\$37.75
CLUB RENTALS	9	\$31.75
CLUB RENTALS	18	\$44.00
TRACKING FEES	YEARLY	\$366.25
TRACKING FEES	DAILY	\$16.00
LOCKER RENTAL	YEARLY	\$47.00
CLUB STORAGE	YEARLY	\$136.25
DRIVING RANGE		FEE (+ GST)
LARGE		\$15.00
MEDIUM		\$10.75
SMALL		\$7.75
DRIVING RANGE MEMBERSHIPS		FEE (+ GST)
MEMBER		\$191.25
MEMBER COUPLE		\$272.00
MEMBER FAMILY		\$308.75
NON-MEMBER		\$256.25
NON-MEMBER COUPLE		\$308.75
NON-MEMBER FAMILY		\$366.25
NON-MEMBER CURLING RENTAL		FEE (+ GST)
REGULAR ICE SHEET/HOUR		\$43.50
SCHOOL CLASS (UP TO 6 SHEETS)/HOUR		\$52.75
ENTIRE RINK/DAY		\$462.25
CURLING & CONFERENCE ROOM/DAY		\$522.75
DEFENSE TEAM MEMBER		10% DISCOUNT
CURLING RINK – NO ICE		\$51.00/Hour \$357.00/Day

COMMUNITY ACTIVITY ROOM	FEE (+ GST)
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LOCAL/HOUR	\$31.75
NON-LOCAL/HOUR	\$35.25
NOT FOR PROFIT/HOUR	\$25.00
DEFENSE TEAM MEMBER	10% DISCOUNT

SECOND FLOOR LOUNGE	FEE (+ GST)
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LOCAL/HOUR	\$43.00
NON-LOCAL/HOUR	\$47.50
NOT FOR PROFIT/HOUR	\$34.75
DAILY RATE FOR EVENT	\$300.25
DEFENSE TEAM MEMBER	10% DISCOUNT

**SCHEDULE “B” – GOLF FACILITY PRIORITY RANKING**

First Priority: City of Cold Lake

Second Priority: Cold Lake Golf & Winter Club Events (Club Tournaments)

Third Priority: Renewed Events (Non-Club Events that were held the previous year renewing for the upcoming year)

Fourth Priority: Department of National Defense (up to March 31<sup>st</sup> of the year for the golf season)

Fifth Priority: Multi-Day Special Events

Sixth Priority: Group Bookings (16 players or more)

Seventh Priority: Cold Lake Golf & Winter Club Members

Eighth Priority: Local Non-Members

**SCHEDULE “C” – CURLING FACILITY PRIORITY RANKING**

First Priority: City of Cold Lake

Second Priority: Cold Lake Curling Club (Club Bonspiels/Events)

Third Priority: Renewed Bonspiels/Events (Non-Club Bonspiels/Events that were held the previous year renewing for the upcoming year)

Fourth Priority: Department of National Defense (up to July 31<sup>st</sup> of the year for the curling season)

Fifth Priority: Multi-Day Bonspiels/Special Events

Sixth Priority: Group Bookings (4 sheets of ice or more)

Seventh Priority: Cold Lake Curling Club Members

Eighth Priority: Local Non-Members