

Code of Conduct – Newgreens Chatswood

Purpose and Scope of the Code of Conduct

This Code of Conduct sets out the behavioural standards and obligations expected of members and guests at Newgreens Chatswood, including activities connected to the venue and its associated facilities such as the Golf Course. The implementation and oversight of this Code are managed by Clublinks Management, acting on behalf of Chatswood Golf Club.

The Code operates alongside applicable service terms and conditions, Responsible Service of Alcohol (RSA) protocols, and other relevant guidelines.

By entering the premises or engaging with Newgreens Chatswood services, members and guests agree to comply with this Code. Breaches may result in disciplinary action, which may include - but is not limited to, membership suspension, removal from the premises, or denial of access.

This Code is not exhaustive and does not override or replace the broader obligations outlined in the Newgreens Chatswood Constitution, which remain in full effect.

1. Postal and Email Address of Members

- a) Members are required to advise Newgreens Chatswood of any change to their postal or email address as it occurs.
- b) Membership Card must be on person when attending the Club and use member benefits
- c) All members required to sign in at info sign
- d) Guests must sign and keep receipt on person

2. Membership Identification and Access Protocols

- a) Members are required to sign in at the designated terminal using their membership card upon each visit to the facility.
- b) Membership cards must be carried at all times while on Newgreens Chatswood premises.
- c) All applicants and members must consent to being photographed by Newgreens Chatswood for identification purposes. A valid membership card must display the member's photograph.
- d) Members and guests must present identification and verification documents—including photo ID and proof of age—whenever requested by Newgreens Chatswood staff.
- e) Upon renewing membership, members must provide a copy of their primary photographic identification, typically a driver's licence.
- f) All patrons acknowledge and accept that photographs and CCTV footage may be collected, used, and disclosed in accordance with the Newgreens Chatswood privacy policy and applicable legislation.
- g) Members with transferable gym access benefits must accompany their nominated individual to collect the secondary access card before any benefits can be redeemed.
 - i. The nominated individual must be formally registered in the presence of Newgreens Chatswood staff, and access permissions must be granted prior to benefit activation.

- h) Members must not allow others to use their membership card, nor may they use another member's card.

3. Entry to the Club's Premises

- a) Members must present a valid Newgreens Chatswood membership card to gain access to any part of the premises.
- b) All patrons are required to comply with any restrictions or conditions imposed under public health orders, government directives, or safety protocols as determined by Newgreens Chatswood.
- c) Individuals who are suspended or expelled from membership are prohibited from entering Newgreens Chatswood premises or attending any Newgreens Chatswood function, unless expressly authorised in writing by the CEO or a designated Manager.
- d) Patrons must enter only through doors designated for public access and must not use staff or restricted entry points.
- e) Entry may be denied to any person who, in the judgement of Newgreens Chatswood staff, appears to be under the influence of alcohol or drugs.
- f) Newgreens Chatswood retains the right to refuse entry, service, or continued participation to any person whose behaviour, appearance, or actions conflict with the venue's values, policies, or the wellbeing of others.
- g) Patrons must not access any area of the Newgreens Chatswood premises that is restricted or temporarily closed to the public.

5. Guests of Members

- a) Members must observe and comply with any specific requirements or directions issued by the Club in relation to the conduct, supervision, or registration of their guests.
- b) All guests are required to sign in at designated entry points and present valid identification upon entry.
- c) Upon signing in, guests must retrieve a guest receipt and carry it on their person at all times while on Club premises.
- d) Guests must present valid identification - either physical or digital, in order to complete the sign-in process at reception

4. Minors

- a) Persons under the age of 18 must be always supervised by a responsible adult while on Club premises. All staff and members are expected to observe and uphold the Club's Child Safe Policy, which outlines supervision standards, reporting obligations, and behavioural expectations.
- b) Minors are not permitted in bar service areas at any time, in accordance with applicable liquor licensing legislation and responsible service of alcohol requirements.

6. Observance of Policies

Every member and other patron must observe the letter and spirit of all Club By-laws, policies and rules, and posted conditions for entry into or use of any Club facility, including in relation to:

- a) Anti-Social Policy
- b) Harm minimisation policy

- c) House management policy
- d) Privacy Policy
- e) Child safety policy
- f) Liquor plan management
- g) Locker Policy
- h) Carpark Policy
- i) Watermark Resident Access Policy
- j) Newgreens Member Access Policy

7. Inspection of Bags

- a) Members are expected to cooperate when Newgreens Chatswood exercises its rights under this Code.
- b) Newgreens Chatswood reserves the right to request inspection of bags or personal belongings. Refusal to comply may result in denial of entry.
- c) While Newgreens Chatswood does not assume responsibility for inspecting items brought onto its premises, it retains the right to inspect any item brought or intended to be brought onto the property.
 - I. At its sole discretion, Newgreens Chatswood may:
 - II. Prohibit specific items or materials from being brought onto the premises.
 - III. Refuse entry or remove any individual who declines a reasonable inspection of their belongings, either upon entry or while onsite.
 - IV. Eject any person found to be in possession of an item or material that Newgreens Chatswood reasonably considers unsafe, inappropriate, or offensive.

8. General Conduct

Members and guests must not:

- Be intoxicated or under the influence of drugs
- Cheat, defraud, or possess weapons
- Use offensive language or behave abusively
- Damage or remove Club property
- Disregard staff instructions
- Engage in unapproved gambling
- Supply alcohol to minors
- Publish defamatory or misleading content
- Misrepresent Club affiliation
- Take photos or recordings without approval

9. Trading Hours

- a) Patrons must observe posted trading hours and respect designated opening and closing times.
- b) All guests are required to vacate the premises within 15 minutes of closing, unless otherwise directed by Management.

10. Food & Beverage

- a) No outside food or beverage is permitted on Club premises unless expressly authorised by Club management.
- b) Takeaway only allowed when specifically provided by the Club.

11. Use of Premises & Canvassing

- a) Members and guests must not use the Club's address or facilities for personal or business correspondence, promotion, or representation.
- b) Interviews or media activity may only be conducted on Club premises if clearly unaffiliated with the Club and approved by Newgreens Chatswood management.
- c) Charitable, community, or promotional activities require prior written approval from the Newgreens Chatswood management.
- d) Canvassing, soliciting, or selling of goods or services is strictly prohibited without prior approval.

12. Meetings & Functions

- a) Formal meetings, functions, or organised gatherings on Newgreens Chatswood premises require prior written approval from Club management or if required a booking.
- b) Informal social gatherings are permitted provided they do not interfere with Newgreens Chatswood operations or member experience.

13. Use of Club Name

- a) The Club's name, logo, or branding must not be used in any publication, communication, or promotional material without prior written approval.
- b) Members and guests must not make misleading or deceptive representations that imply endorsement, affiliation, or representation of the Club.

14. Dress Standards

- a) Patrons are encouraged to dress in a neat and respectful manner that aligns with the atmosphere of Newgreens Chatswood and respective area being frequented.
- b) While the Club maintains discretion over acceptable attire, Newgreens is a welcoming and inclusive environment.

16. Security

- a) All patrons must comply with directions from security personnel, staff enforcing security measures and the use of security equipment.
- b) Any concerns or disputes must be raised respectfully with management.

19. Gambling

- a) Newgreens Chatswood is a non-gambling venue; no gaming machines or gambling activities are offered.

- b) Any raffles, prize draws, and promotional competitions must be approved in advance by Management.

23. Risk Waivers

- a) Members must complete and sign an approved waiver prior to participating in designated club activities, programs, or events.
- b) Accurate health detail should be disclosed and referral to an allied health professional may be required prior to undertaking physical activity.

24. Animals

- a) Animals are not permitted entry into the venue, with the exemption of:
 - I. Guide or assistance animals
 - II. Law enforcement animals
- b) On occasions, Newgreens Chatswood management may grant approval for animals at the venue in specified outdoor areas.
- c) Owners are responsible for animal behaviour and hygiene around the venue.

25. Nature of This Code

- This Code does not create additional legal obligations for the Club or its staff.

26. Exemptions

The Board and Newgreens Management reserves the right to grant exemptions or impose additional conditions at its discretion, based on operational, safety, or member considerations.