

Player, Guest and Visitor Conduct and Safety Policy

September 21, 2026

1. Purpose

Spanish Wells Golf & Country Club is committed to providing a safe, respectful, and enjoyable environment for Members, guests, public players, employees, residents, and visitors.

This policy supplements the Member Code of Conduct and applies to all persons entering or using Club property, golf facilities, pickleball, tennis, bocce, fitness, or pool facilities, dining areas, practice areas, parking areas, golf-cart paths, and other Club-controlled properties.

2. Persons covered

This policy applies to:

Club Members.

Member guests.

Public and daily-fee players.

Junior players.

Spectators and visitors.

Contractors, vendors, and event attendees.

Members are responsible for informing their guests of Club rules and may be held accountable for guest misconduct.

3. General conduct expectations

All persons must:

Treat employees, Members, residents, players, guests, and visitors courteously. Follow reasonable instructions given by Club employees or management. Observe all golf, tennis, dress, alcohol, cart, safety, and facility rules.

Avoid conduct that disrupts play or interferes with another person's enjoyment of Club facilities.

Respect Club property, residential property, landscaping, equipment, and wildlife. Leave Club property promptly when directed by authorized Club personnel.

4. Prohibited conduct

Prohibited conduct includes, but is not limited to:

Threatening, intimidating, harassing, abusive, or discriminatory speech or behavior. Profanity or offensive language directed at another person.

Fighting, unwanted physical contact, pushing, grabbing, or other physical aggression.

Threats of violence or conduct creating a reasonable fear of injury.

Theft, attempted theft, fraud, or intentional concealment of property.

Intentional or reckless damage to Club, employee, Member, guest, vehicle, or residential property.

Reckless, unsafe, or unauthorized operation of a golf cart.

Driving carts outside designated areas, across prohibited terrain, through residential property, or against posted traffic controls.

Operating a cart while impaired.

Bringing or possessing outside alcoholic beverages or unauthorized personal coolers on Club property or golf facilities.

Visible intoxication accompanied by unsafe, disruptive, aggressive, or inappropriate behavior.

Continuing play after the course or facility has closed.

Refusing to stop play, return a cart, comply with a staff instruction, or leave Club property.

Entering Club property while suspended, banned, or otherwise prohibited. Allowing another person to use a reservation, profile, membership number, or identity to avoid a restriction.

Conduct that creates a safety hazard, materially disrupts Club operations or another person's use or enjoyment of Club facilities, or otherwise violates an established Club rule or policy.

An isolated expression of frustration, such as briefly throwing a club or uttering a non-directed expletive, may be addressed through a warning when it does not endanger or target another person. Repeated, directed, threatening, or dangerous conduct is subject to stronger action.

5. Golf-cart safety

Golf carts must be operated:

By an authorized and properly qualified driver.

At a safe speed.

Only in permitted areas and along approved routes.

In accordance with all signs, barriers, ropes, curbs, and staff instructions.

Without horseplay, racing, sharp turns, reckless braking, overloading, or passengers standing or hanging from the cart.

The Club may immediately suspend cart privileges, stop play, direct that a cart be returned or taken out of use, or require a player to leave when unsafe operation is observed. Front-line staff are not expected to physically take possession of a cart from a person who is refusing directions or becoming confrontational; a manager or law enforcement should handle further enforcement when needed.

6. Alcohol and impairment

Outside alcoholic beverages are prohibited on Golf & Country Club property. Alcoholic beverages consumed on Golf & Country Club property must be purchased from or provided by the Golf & Country Club through its authorized points of sale or service. Personal coolers are prohibited unless specifically authorized by Club management.

No person under the legal drinking age may possess or consume alcoholic beverages on Club property. Excessive consumption, impaired golf-cart or vehicle operation, and intoxication accompanied by unsafe, disruptive, aggressive, or inappropriate behavior are prohibited.

The Club may refuse or discontinue alcohol service and management may require a person to stop playing, discontinue cart operation, arrange safe transportation, or leave the premises when the person's condition or conduct presents a safety risk.

No person may operate a golf cart or vehicle on Club property while impaired or when management reasonably determines that the person cannot do so safely.

Employees should not physically restrain an individual, confiscate keys, or physically take possession of a cart from a person who is refusing directions or becoming confrontational. Staff should maintain a safe distance, notify the manager on duty, and contact law enforcement when the situation cannot be safely de-escalated or presents an immediate danger.

7. Junior players and supervision

- Players under 16 years of age must be accompanied and supervised by a responsible adult while playing or using Club golf facilities.
- Players age 16 or older may play without adult supervision, subject to Club rules. All golf cart operators must be at least 16 years of age and possess a valid driver's license.
- Parent or guardian may not drop off a minor without confirming that the minor is eligible for unsupervised play.
- The parent, guardian, or sponsoring Member remains responsible for pickup and conduct.

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- Junior players must leave the course by the designated closing time.
 - Minors may not possess or consume alcohol.
 - Reckless cart operation, unsafe conduct, or refusal to follow staff instructions will result in immediate termination of play and notification of the parent, guardian, or sponsoring Member.

8. Course and facility closing

- Management will establish and communicate:
 - The final permitted starting time.
 - The time by which all carts must be returned.
 - The time by which all players must leave the course.
 - Any seasonal adjustments for darkness or weather.
- Continuing play after the announced closing time is prohibited. Staff may end play and require the immediate return of carts.
- Repeated violations may result in suspension or loss of playing privileges.

9. Staff authority

Authorized employees may take reasonable initial steps within their training and role. Managers have primary responsibility for escalated enforcement and removal decisions.

Depending on the circumstances, authorized personnel may:

- Issue a verbal warning.
- Direct a person to discontinue specified behavior.
- Stop alcohol service.
- Stop or suspend play.
- Direct that golf-cart use stop and request that the cart be returned or taken out of use.
- Direct a person to leave a facility or Club property when authorized to do so; front-line staff should not physically enforce removal against a person who refuses or becomes confrontational.
- Contact a parent, guardian, sponsoring Member, or emergency contact.
- Contact Club security, emergency medical services, or law enforcement.
- Preserve records, video, reservation information, and other relevant evidence.

Employees should prioritize personal safety and de-escalation. Front-line staff are expected to report and communicate concerns, give routine directions when appropriate, and obtain management assistance for escalated situations. Employees are not expected to physically intervene in fights, seize carts or keys, pursue a fleeing person, block a vehicle, physically remove a person, or otherwise place themselves in danger.

10. Management coverage

Whenever Club facilities are open to Members, guests, or public players, a designated manager or manager on duty shall be physically present on Club property and available to respond to escalated conduct or safety incidents.

The identity and contact information of the manager on duty shall be clearly posted or otherwise readily available at employee clock-in/work areas and communicated to staff at the start of each shift.

11. When emergency services or law enforcement will be contacted

Staff should call 911 immediately when there is a reasonable belief that any of the following is occurring:

A physical fight or assault.

A weapon is displayed, threatened, or reasonably suspected.

A credible threat of imminent violence.

A serious injury or medical emergency.

A suspected impaired driver preparing to operate a vehicle where there is an immediate danger.

A person is actively destroying property or creating a serious safety hazard.

A golf-cart crash involving injury, significant damage, or possible impairment. Theft or another suspected crime is in progress and immediate assistance is needed.

A person's behavior presents an immediate danger to themselves or others.

Law enforcement may also be contacted through the Lee County Sheriff's Office non-emergency number, (239) 477-1000, when:

A person refuses to leave after being directed to do so by authorized management and there is no immediate threat requiring 911.

A banned or suspended individual returns.

Property has been stolen or intentionally damaged.

A police report is needed for insurance, restitution, or legal purposes. Management believes police assistance is reasonably necessary to maintain safety or order.

Employees do not need advance approval from the General Manager before calling 911 when they reasonably believe an emergency exists.

12. Removal from Club property

A person may be required to leave immediately for:

Violence, threats, or aggression.

Severe verbal abuse or harassment.

Unsafe or impaired cart operation.

Significant intoxication-related misconduct.

Theft or property damage.

Refusal to follow a safety instruction.

Refusal to stop prohibited conduct.

Refusal to leave at closing.

Any conduct creating a substantial safety or operational risk.

Whenever practical, the direction to leave should be made by the manager on duty, department head, General Manager, or security representative. Front-line staff should notify management rather than attempt to physically enforce removal.

If the person refuses to leave, employees should avoid physical confrontation. Contact 911 for an immediate threat or emergency; otherwise, management should contact law enforcement through the non-emergency number for assistance as appropriate.

13. Consequences for guests and public players

Depending on severity and history, the Club may impose:

- Verbal warning.
- Written warning.

and Immediate termination of play without refund.

- Removal from the property.
- Temporary suspension from Club facilities.
- Suspension of cart privileges.
- Requirement to pay for damage or loss.
- Permanent exclusion from Club property.
- Referral to law enforcement.
- Other action considered appropriate by management.

Public-player and guest restrictions are administrative safety decisions and do not require the full Member Disciplinary Committee process unless the Club's governing documents require otherwise.

14. Consequences for sponsoring Members

When misconduct involves a Member's guest, the Club may:

- Notify the sponsoring Member.
- Require the Member to attend a meeting with management.
- Prohibit the guest from returning.
- Suspend the Member's guest privileges.
- Refer the Member's failure to supervise or repeated sponsorship of disruptive guests to the Member disciplinary process.

A Member should not automatically be disciplined for unforeseeable guest conduct when the Member cooperated with staff and took reasonable corrective action. However, discipline may be appropriate when the Member encouraged, ignored, concealed, or repeatedly permitted the behavior.

15. Exclusion and "do not admit" records

Individuals who are temporarily suspended or permanently excluded should be entered into a restricted-access list maintained by management.

The record should include only information reasonably necessary to identify the individual, document the restriction, and administer the exclusion, such as:

Full name.

Photograph when lawfully available.

Phone number or email.

Date of birth only when lawfully collected and reasonably necessary for identification. Associated Member or reservation.

Incident date.

Restriction period.

Reason for restriction.

Management contact.

Supporting incident-report number.

Access to the exclusion list should be limited to employees who need it for reservations, check-in, security, or management.

16. Property damage and restitution

All known damage should be documented with:

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- Photographs.
 - Witness names.
 - Location and time.
 - Equipment or cart number.
 - Player and reservation information.
 - Estimated repair or replacement costs.
 - Police report number, when applicable. The Club may seek payment for losses, charge an authorized account where legally and

contractually permitted, submit an insurance claim, or pursue other remedies approved by management or the Board.

Damage caused by a golf ball should be evaluated based on the circumstances. An accidental errant shot during ordinary play should not automatically be treated as misconduct. Intentional shots, reckless play, failure to report known damage, or repeated disregard of safety instructions may warrant discipline or restitution.

17. Incident documentation

Every significant conduct incident should be documented before the end of the employee's shift or as soon as reasonably possible. The primary record should be a clear factual narrative; a short set of basic identifying fields may be used, but the form should not substitute for the employee's written account of what occurred.

The report should distinguish:

- What the employee personally observed.
- What witnesses reported.
- Exact words used when important.
- Instructions given.
- The person's response.
- Actions taken by staff.
- Whether alcohol, injury, threats, weapons, damage, or police were involved.
- Photographs, video, receipts, or other evidence preserved.

Reports should be factual and avoid assumptions or conclusions about motive.

18. Staff training

Before implementation, staff shall receive in-person training on the Club's conduct and safety policies and the Internal Staff Incident Response Procedure rather than relying solely on written materials or posted signs. Training should address de-escalation, staff authority and limitations, emergency versus non-emergency law-enforcement contact, manager escalation, incident documentation, and practical scenario examples. Appropriate refresher training should be provided periodically and incorporated into onboarding for affected employees.

19. No retaliation

No person may retaliate against an employee, Member, guest, public player, or witness for making a good-faith report or participating in an investigation.

The Board may deviate from this policy based on the particular facts and circumstances of an incident, including the history of the violator, when the Board determines that doing so is in the best interests of the Association and/or Country Club and is consistent with applicable governing documents and law.

APPROVAL MARK FROM SIGNED ORIGINAL

John Holmes 9-21-26
Assistant Secretary - SWCA