

# New Richmond Golf Club – Patron Code of Conduct

**Effective Immediately**

This facility will operate under strict behavioral standards to maintain a safe, respectful, and enjoyable environment for all patrons and staff. Violations will result in immediate removal from the premises, without refund, and possible law enforcement involvement.

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## I. General Conduct Expectations

1. **Respect Staff & Patrons**

All guests must treat staff and fellow patrons with courtesy. Harassment, aggression, or verbal abuse will not be tolerated.

2. **Follow All Instructions**

Directions from staff who are enforcing this policy must be followed promptly and without argument.

3. **No Theft or Vandalism**

Any damage to or theft of property will result in permanent banning and legal action.

- Treat the golf course's property with respect as if it were your own.
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## II. Bar Area & Alcohol Policy

1. **Valid Identification**

Patrons attempting to purchase alcoholic beverages, THC beverages, or cigars must carry valid, government-issued photo ID and present it upon request. Failure or refusal to do so may result in denial of service or removal from the property.

2. **No Carry-On Alcohol**

Carry-on alcoholic beverages are illegal under Wisconsin law. Possession of outside alcohol is grounds for immediate removal without a refund and may result in notification of law enforcement.

3. **Responsible Consumption**

If you cannot conduct yourself properly while consuming alcohol or THC beverages, you will stop being served and may be asked to leave the premises. If you are asked to leave the premises and fail to comply, it will result in law enforcement being contacted.

4. **Unacceptable Behavior**

The following are strictly prohibited:

- Vulgar or abusive language
- Lewd gestures or behavior

- Sexual or racial remarks
  - One verbal warning will be given. If the behavior continues, you will be asked to leave the property. Failure to comply will result in law enforcement being contacted.
5. **Noise Control**  
Excessively loud behavior or music in and around the clubhouse bar or patio area is not permitted.
- Noise from these areas can carry onto the course and disrupt play. Please always be mindful of golfers and other patrons.
  - One verbal warning will be issued for excessive noise. If the behavior continues, you will be asked to leave the property. Failure to comply will result in law enforcement being contacted.
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### III. On-Course Expectations

1. **Pace of Play**  
The expected pace of play is 2 hours and 8 minutes or less for 9 holes and 4 hours and 15 minutes or less for 18 holes. Keep up with the group ahead. Slower groups must allow faster groups to play through. Course marshal instructions must be followed.
- If play exceeds the stated timing expectations, contact a course marshal or other course staff to assist in pushing the slow group(s) to an acceptable pace.
  - Please do not expect special accommodations for players/groups that are on pace with the stated timing expectations. Pace clocks on course grounds can assist you with acceptable timing expectations.
- ❖ **Morning Play & Maintenance Priority**
- Morning tee times are expected to maintain a respectful pace while accommodating daily course maintenance. The Maintenance Crew always has the right-of-way. The first group of the day must remain at least one hole behind the Maintenance Crew to allow staff to safely and efficiently complete their work. All groups are expected to exercise patience and cooperation when encountering maintenance operations on the course.
2. **Course Etiquette**  
Fix ball marks, fill divots, rake bunkers, and respect all course conditions.
3. **No Disruptive Behavior**  
Loud conversations, yelling, or other distractions on the course are prohibited.
4. **No Confrontation**  
Do not engage with other patrons over pace or conduct. Report issues directly to a course marshal or other course staff.
5. **Stay Off Private Property**  
Entering adjacent yards or non-course areas is strictly forbidden.
6. **Music Volume**  
Music is allowed at low volume only and must not disturb other golfers.

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## IV. Rental Golf Cart Use & Rules

### 1. Licensed Drivers Only

All operators must be 18+ with a valid driver's license.

- Exception: 16–17-year-olds with a valid driver's license may be granted cart privileges under a one-strike policy. Any misuse will result in immediate, and possibly permanent, loss of privileges.

### 2. Path-Only/Rough-Only Rules Apply When Posted

When directed, you must keep carts on designated paths or in roughs—no exceptions.

### 3. Respect Turf Areas

Carts must stay at least 30 feet from tees, greens, and all sensitive or roped-off areas unless a handicap flag is on the cart and visible.

- If you aren't sure a cart should be in a certain position on the course grounds, odds are, it shouldn't be there.

### 4. Drive Responsibly

Reckless operation of carts will result in revoked privileges and financial liability for any damage.

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## V. Conflict Avoidance & Resolution

### 1. Do Not Engage Other Patrons

If a problem arises, walk away and alert staff. Do not confront other players directly.

### 2. Staff Authority

Staff and marshals are responsible for handling disputes. Attempting to self-police the course is grounds for removal.

### 3. No Escalation

Escalating a conflict or refusing staff intervention will result in being asked to leave. Law enforcement may be called if necessary.

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## VI. Dress & Hygiene

### 1. Appropriate Attire Required

Shirts and shoes must be worn at all times. Golf-appropriate clothing is required on the course.

- If appropriate attire is not maintained throughout your time here, you may be asked to leave.

### 2. Hygiene Standards

Excessively poor hygiene or offensive odors may result in denial of service or removal.

- 3. Public Urination**

Please refrain from urinating in open spaces. Please use only the designated bathrooms conveniently located around the course.

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## **VII. Smoking, Vaping & Substance Use**

- 1. Legal Compliance**

Smoking and vaping are prohibited inside and within 15 feet of all buildings, including the clubhouse, patio, bar, and restrooms, in accordance with Wisconsin state law.

- 2. Proper Disposal**

Cigarette butts must be fully extinguished and disposed of in appropriate containers. Littering on course grounds will not be tolerated.

- 3. No Illegal Substances**

Illegal drugs or controlled substances are strictly prohibited anywhere on the property. Possession or use will result in immediate removal and contact with law enforcement.

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## **VIII. Enforcement**

- 1. One Verbal Warning Policy**

In cases of inappropriate language or behavior, you will receive one verbal warning.

- 2. Immediate Removal for Serious Violations**

Alcohol violations, aggressive behavior, illegal substance use, or ignoring staff may result in being asked to leave the property immediately without refund.

- 3. Law Enforcement Involvement**

If you refuse to leave when asked, law enforcement will be contacted.

- 4. Permanent Ban**

Repeat or serious offenses may result in permanent banning from the property.

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## **IX. Guest Experience**

This is a public course with private course standards. This golf course is a facility shared by the community and is owned and operated with care and pride. We want to ensure that every guest has an enjoyable experience that meets, and exceeds, the etiquette and traditions of the golf course industry.

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**Signed,  
New Richmond Golf Club Management**