



# CULTURE BOOK

The background of the slide features a large, light gray watermark of the Victoria Golf Club crest. The crest is circular and contains a crown at the top, a central shield with a sunburst, and two lions on either side. Below the shield is a banner with the year '1893'.

## OUR MISSION

Victoria Golf Club provides an exceptional golf and social experience for Members and their families.

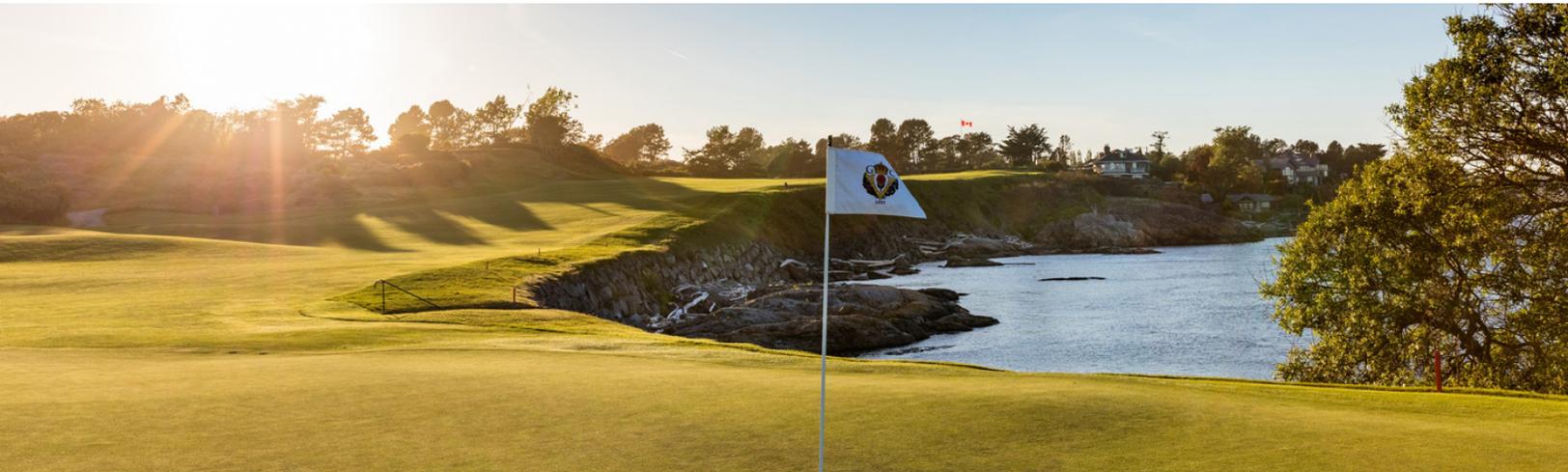
## OUR VISION STATEMENT

While remaining true to its golfing traditions, Victoria Golf Club will deliver an exceptional golf experience, and maintain a high standard of excellence, in a friendly, respectful, and relaxed atmosphere. The Club will strive to enhance the Member experience with new amenities and services that support golf, increase relevance and focus on Member satisfaction.

# MORE THAN 125 YEARS OF STEWARDSHIP

There are several things that may have interested you in membership at VGC, such as our seaside links, Club traditions and golf history. All of these are important assets, but our most valued assets are the people who make up our proud membership, our hardworking staff and the social activities and camaraderie that we all embrace.

The purpose of this book is to remind current Members of our core beliefs and introduce new Members to our expected Club culture. Each Member is an owner of this world-renowned Club. We are not concerned with how much you spend here or how successful you are outside of here. Upon entering the gates of VGC, you should expect and feel that everyone is treated equally, and thus treat everyone in the same way.



# ABOUT US

Established in 1893, the Victoria Golf Club is the oldest golf club on its original site in Canada and the oldest 18-hole Club on the continent west of the Mississippi.

The golf course was originally laid out in 1893 by Hall of Fame golfer Harvey Coombe. It is assumed that the great golf architect A.V. Macan worked with Coombe to create the layout we, for the most part, still play today. A.V. Macan designed or renovated almost every top golf course along the Pacific Coast north of San Francisco. We were fortunate to also have him as a VGC Member for over 50 years.

Speaking of life-long memberships, we place a great importance on bringing generations together to foster deeper relationships of respect and compassion. Several generations from families such as the Todds, Browns, and Wedicks have held memberships at the Club and have enjoyed its services and sense of community for years. We are honoured that families in the Victoria community and beyond have selected VGC as the place to come together and spend time with one another.

Whether you're outside on the links, shopping in the Pro Shop or dining at Macan's, you will be greeted by a VGC team member who is ready to make this Club your "home away from home". We have an impressive staff that has won many awards and certificates for being outstanding in their fields.

We are proud of the culture we have developed within the staff at VGC and we hope to continue fostering an environment that both staff and Members enjoy every day.



# OUR CLUB

Victoria Golf Club was founded November 7, 1893; Oldest Private Golf Club in Canada on its original site.

The Membership elects its Board of Directors annually at the April Annual General Meeting. Dues, Fees, Budgets and Capital Improvements are voted on by the members during the AGM as well as any Bylaw changes. Club Rules are set and modified by the Board. Our Governance is a Policy Board and we have a strong Management Team to run our General Operations. The Club has a number of Committees that can make recommendations to the Board for policy changes.

The Club is owned by its Members which is split between Voting and Non-Voting Members. We are a non-equity Membership.

- Voting Members: Active, Non-Playing, and Life Members.
- Non-Voting Members: Non-Resident, Social, Non-Active, Senior, Service, Intermediate, Junior, Leave of Absence
- Total Members: 1250 - 1300

Approximately 100 staff in the peak season with the following departments: Pro Shop, Links, Clubhouse, F&B and Administration.

# GUESTS

We encourage you to bring your peers, friends, family and others in your social network to enjoy the Club. We hope their positive experiences will lead them to the same decision you made in joining the Victoria Golf Club.

If golfing, please forward the names of your guests to the Pro Shop ahead of time so we can prepare for their arrival. Local guests are only allowed access to the Club once per calendar month, and non-resident guests can only play 12 times in a calendar year. We also require that you advise your guests of the Dress Code and Cell Phone policies ahead of their arrival.

Our guest restrictions are listed on our website under our Club Rules. You may request guests to play with you when booking a tee time, but we require 24 hours notice. Members are also solely responsible for their guests when on VGC property. This includes behaviour, dress code, any damage done to course property by themselves or their golf balls, and any debts from purchases.





# FAMILY

Over the last decade, the Club has made the conscious decision to be more family-focused in welcoming children of all ages in the Clubhouse, as well as creating specific programs to get youth more involved in golf. This movement is something we are proud of and we will continue to encourage staff to develop programs that are accessible for families.

Thursday's have become our unofficial Family Night at VGC coinciding with our great Junior golf programs. Families come together after golf and dine in a relaxed setting with family-style food options. Our goal is to encourage families to visit VGC on a regular basis to enjoy their Clubhouse.

However, as we move towards a more family-focused environment, we still must remind Members that we are not exclusively family-centric. **All Members are responsible for their children at all times.** There are many safety concerns, from flying golf balls to hot trays of food, so we expect that all Members, regardless of age, adhere to our rules to stay safe.

Furthermore, all children under the **age of 12 must remain close to their caregivers** while visiting VGC. We expect children to behave respectfully toward fellow Members and staff while dining, visiting the Pro Shop or out on the course, and keep noise levels to an appropriate volume to ensure all Members may enjoy themselves. Children are not to be left to wander the building or go onto the course without direct supervision from a caregiver. Children must be within eyesight of the caregiver at all times.

We thank our Members of all ages for their continued respect when visiting VGC.



# TRADITIONS OF GOLF

We have upheld the traditions of a true links-style course for many years, and we continue to uphold our focus on how the game should be played. Camaraderie is just as important as respect and speed of play, and our culture is such that all Members are expected to adhere to these traditions of golf.

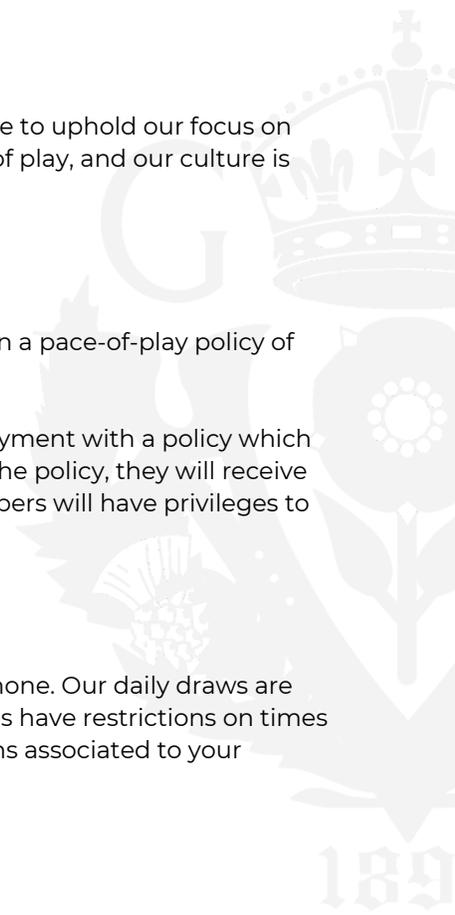
## PACE OF PLAY

Our Club values time and, most importantly, our Members' time. We continue to maintain a pace-of-play policy of under 4 hours. We also expect a 3-hours-45-minutes pace for the first hour of tee times.

Playing golf is about playing, not waiting to play. Therefore, we have maintained the enjoyment with a policy which has the Starter record rounds over allotted times. If Members are found not adhering to the policy, they will receive notices about their failure to comply with Club rules. After three instances per year, Members will have privileges to the first tee restricted.

## BOOKING TEE TIMES

The current process to book tee times is through our Club website, the VGC App, or by phone. Our daily draws are made six days in advance for your scheduling convenience. Some membership categories have restrictions on times of day that they are allowed to play. It is your responsibility to know the playing restrictions associated to your category.



# BOOKING TEE TIMES CONT'D

**GROUPS** - Group bookings of up to 16 are available, but need to be coordinated appropriately. We encourage play that has a social atmosphere before and after golf, therefore our policy is to coordinate these tee times well in advance with staff to properly prepare for your arrival. You must supply an accurate list of full names no less than 48 hours in advance and let staff know if a food & beverage component will be accompanying this booking.

**NO SHOW/CANCELLATIONS** - We can appreciate that life happens on its own schedule. Out of respect for all Members, please be sure to cancel your tee time as early as possible if you know you will not be able to make it. Not showing up for a booked tee time without advanced notice is unacceptable. Similar to our Pace of Play policy, Members will be documented for no-shows and access of the first tee may be restricted after three occurrences in one calendar year.

**SINGLES** - Golf is a social game and we encourage Members to pair up whenever possible on available time slots. Singles are restricted from teeing off on the 1st tee during prime hours unless they have approval from the Pro Shop. Our team also has the authority to pair up any singles or twosomes during prime golf hours.

**FIVESOME** - A fivesome cannot be prearranged. If the most practical solution is to form a fivesome on the day of play, it must be approved by the Pro Shop prior to play. Fivesomes are not exempt of our Pace of Play policy and are expected to play within the allotted time of under 4 hours.

# EVANS CADDIE PROGRAM

In 1929, U.S. Amateur Champion Charles "Chick" Evans established a fund to send deserving caddies to university. Today, more than 100,000 golfers, including Evans Scholar Alumni, in Canada and the United States support the program assisted by proceeds from special events, endowments and the PGA Tour's BMW Championship.

Our former caddies have graduated or currently enrolled in the University of Washington or the University of Colorado. To date, we have 10 Evans Scholars that have earned the four-year scholarships which equates to well over a million dollars of scholarships awarded to our caddies.

We currently have 8 Evans Youth Caddies in our VGC Evans Caddie Program. To inquire about our Evans Caddie program, please email: [evans@victoriagolf.com](mailto:evans@victoriagolf.com).



Left to right: Lachlan Stewart and Laszlo Torok are the 2020 recipients of the Chick Evans Scholarship attending the University of Washington.

# BEHAVIOUR ON COURSE

All Members have the right to enjoy their experience on the golf course. Each group playing a round is expected to be respectful of other groups around them. Music, loud voices, or inappropriate/offensive language that can be heard by surrounding groups is not tolerated at any time. If you choose to play music, it must not disturb other groups.

The expectation of our Members is that they play holes 1 through 18 in that order, unless there is a shotgun or pre-approved layout by the Pro Shop. We realize that weather or time of day may encourage you to play in a different order or to skip ahead. If this occurs, you may not interfere with the Links Team in their course preparations (they have priority over golfers), or create a situation where a group is now held up by a group choosing to skip holes.

Golf is a game for all players to enjoy as a shared experience. The Victoria Golf Club pledges to help enhance your experience by adhering to the established rules. Etiquette and integrity are at the heart of golf and are integral to the culture we wish to emulate at VGC.

# DRESS CODE

Members and their guests are expected to adhere to our Dress Code Policy while on Club property at all times. Our current, Board-approved dress code is available on our website and in the locker rooms. Members are responsible for providing our dress code to their guests prior to their arrival. If any concerns arise, please ask any of our knowledgeable staff in the Pro Shop.



# RECIPROCITY

The Club is fortunate to have reciprocal privileges with a number of golf clubs in Canada and abroad. Green Fees vary from reduced rates to full complimentary. Members desiring to play at one of our reciprocal courses **must make arrangements through our Head Professional or General Manager**. Direct communication with a reciprocal club is not permitted. For a full list of our current reciprocal clubs, visit our website.

# COURSE REMINDERS

**CELL PHONES** - Verbal/audible communication on wireless devices are prohibited inside the Clubhouse, its immediate surroundings, and on the golf course. Wireless devices may only be used for voice communication at fixed phone locations. Any other purpose (texting, emailing, etc.) must be discrete and in no way interfere with the pace of play and/or enjoyment of others on the property. All devices must be placed on silent or vibrate at all times. Exceptions are made only for VGC senior management and physicians on call, or for on-course emergencies.

**LIABILITY** - Members should be aware that the Club will not accept any liability for any loss of or damage to a Member's belongings, property, or vehicle. Any damage caused by a golf ball is the responsibility of the golfer. Our Golf Canada membership does have liability insurance for damage caused by a golfer. Please see the General Manager for more information. A Member is also responsible for any damage caused by their guest while on the property.

**RECKLESS PLAY** - No Member shall deliberately or recklessly play a golf shot which could endanger the safety of another person, group, or passing car. Playing recklessly repeatedly could result in suspension.

# GENERAL RULES

Pets other than Service Dogs are not permitted in the Clubhouse. Pets are not permitted on the course, however, Members may walk their leashed dogs on the course during non-peak times, provided they are under control at all times and do not disturb golfers. Disruptive behaviour or failure to pick up waste from your pets can result in suspension of this privilege and discipline from the Board.

Suggestions and complaints, preferably in writing or email, should be addressed only to the General Manager or relevant department head. **Under no circumstance should a Member reprimand or lodge a complaint to a non-managerial staff or discuss the conduct or affairs of another Member or employee.**

Employees are prohibited from socializing and coming into physical contact with Members while on duty, therefore, Members are expected to cooperate in this same regard. An exception is made for limited socialization between Members and Golf Professionals when approved by the Head Professional.

Unless authorized by the General Manager, the posting of notices, advertising, or other written materials is not permitted. As well, no Member shall engage in any form of communication on behalf of the Club without the prior authorization of the Board. Use of the Club crest, logo, or name for any commercial advertising or promotional purpose without authorization from the General Manager is prohibited.



# GENERAL RULES CONT'D

If a Member is a no show to a food & beverage function within 12 hours before it begins, you will be subject to a 50% charge of the advertised cost of the event. We know that life happens, but please be respectful of waitlists for events and cancel your dining reservation with as much notice as possible.

Members are permitted to leave a tip to the F&B staff at their discretion. When dining, parties of 6 or more and special functions are levied an automatic gratuity.

Members shall not communicate in any public forum, including any form of social media, blog post, or social comment that is damaging or prejudicial to the Victoria Golf Club or its staff.

Members and guests are not permitted to consume any outside food or beverage items inside the Clubhouse that were not purchased or provided by the Club. On-course, outside food and non-alcoholic beverages are permitted.

All Members shall be respectful to VGC staff at all times. Any form of abuse (verbal or physical) or threatening behaviour will not be tolerated under any circumstances. If a Member has an issue with a staff member, you must submit a complaint or suggestion to the General Manager or department head.



# PAYMENT OF CHARGES & DUES

Currently, Members have two options for auto payments on their accounts.

**Option 1:** On the business day closest to the 26th of every month, the automatic withdrawal system will remove the amount of your previous month's statement from your chosen bank account. This gives Members several weeks to review their statement from the previous month to ensure all charges are correct prior to the automatic withdrawal.

The expectation is that Members notify the Club if any information regarding their chosen account changes. NSF charges will be applied for rejected payments.

**Option 2:** Pay your VGC account online by adding Victoria Golf Club as a Payee in the bill payment section of your online banking software. Use Payee Name: Victoria Golf Club. You will be prompted to enter your VGC Member Number as the account number. Different banking software has their own requirements. If your account number does not have enough digits, add leading 000's to your number. Example: if your Member Number is 1234, it may need to read 0001234. Once your Payee has been saved in your online banking software, you can immediately start using this Payee to pay your account.

Please remember that, when paying online, the bank processing time can take up to 3 business days. VGC does not see the payment as soon as it has been sent. To ensure your payment is applied in time to your Member account, please send payment by the 26th of each month to give the money enough time for VGC to receive it and apply it to your account.



# PRESERVING OUR CULTURE

When you become a Member at the Victoria Golf Club, we expect you to commit to knowing our Club values and traditions. Included in that list are a commitment to respect all Members and staff, adhere to pace of play and follow our rules for the safety and enjoyment of all.

It is our hope that all Members become involved in their Club whenever possible. This includes participation in tournaments, attending social events and Annual General Meetings, joining committees, and helping out where possible. We also expect our Members to become familiar with our Club Rules and Policies (social media, cell phones, staff interactions, etc.) to help us in preserving our culture and traditions as a historic Club.

It is vital that the channels of communication between staff and Members remain open and effortless so that all Members can enjoy the Club. Your voice matters and any questions or concerns that you may have will be addressed in an open and respectful manner.



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