



VOLUNTEER PROGRAM TERMS AND CONDITIONS

Lone Wolf Golf Club relies on our committed group of volunteers to provide the excellent experience that our golfers have come to know and enjoy. Without volunteers, we would not be able to provide all of the programs and services we currently enjoy.

Most of our volunteers come out in response to a request for help on a specific date/time for a particular activity. These volunteers help with things like Junior golf, hole watching, volunteering at the Trade Show, etc. These opportunities are pretty casual and we greatly appreciate their ongoing support and recognize their contributions at our annual Volunteer Recognition Dinner. This document does not apply to those individuals.

The Volunteer Program referenced in this document are structured positions which may require an interview, criminal record check and/or reference checking as part of the selection process. Volunteers within the Program:

- Follow the Code of Conduct outlined in this document;
- Complete appropriate paperwork to ensure proper insurance coverage during their scheduled shifts;
- Appear to customers and public as employees of the Golf Club;
- Complete an orientation, and may require additional training for the tasks being performed; and
- Commit to a schedule with their Supervisor.

As these positions engage with tournament organizers, vendors, sponsors and customers on behalf of Lone Wolf Golf Club, Volunteers deemed not to be acting according to the Volunteer Code of Conduct, not completing their required tasks to an acceptable level or lacking the necessary qualifications or availability to perform work available may be removed from the Volunteer Program and benefits associated with their position would cease.

Volunteers participating in this program receive golf perks as recognition of their contribution to the Club. These perks are discussed and agreed to at the time of entry into the program and can be changed by mutual agreement during the season or if the nature of the position changes. Should Lone Wolf Golf Club and the Volunteer fail to come to agreement on golf perks, the Volunteer contract will be deemed terminated, and any perks owing will be provided to the Volunteer.

Volunteer perks may include golf, service or merchandise discounts. Members who are participating in the program may be recognized with discounts on fees or products. The nature of the perk negotiated will be dependent upon the nature of the tasks being performed, including complexity and working environment, and shift commitments.

Volunteer opportunities may change from time to time and Lone Wolf Golf Club reserves the right to change or discontinue this program at any time. Lone Wolf Golf Club has complete discretion on the number and type of volunteer positions, selection of volunteers and a volunteer's continued participation in the program.

Any questions with regard to this program can be directed to a Lone Wolf Golf Club Supervisor.



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Volunteer Code of Conduct

As Ambassadors of Lone Wolf Golf Club, all Volunteers participating in the Volunteer program agree to the following:

- To follow all reasonable directions provided by a Supervisor or delegate while on shift.
- To conduct yourself at all times in a polished, businesslike manner, as an ambassador of the club, representing yourself and the Club as an “industry leader” by your professionalism.
- To provide good customer service, creating a “Memorable Experience” for our Members and guests (Smiling at the customer is one thing but the goal is to have them smile back at you!).
- To enthusiastically market and promote Lone Wolf Golf Club whenever possible.
- To treat all customers, employees and volunteers with respect and follow up with a Supervisor if you experience or witness bullying, harassment or discriminatory behavior.
- To follow all Health & Safety policies and procedures associated with the tasks being performed, including but not limited to, wearing appropriate Personal Protective Equipment.
- To ensure personal dress and appearance are suitable to the tasks being performed while presenting the highest professional image of our operation and ourselves.
- Arrive for volunteer shifts on time as per the schedule, communicating with a Supervisor as soon as is reasonably possible if unable to attend a shift or attend the shift on time.
- To attend all shifts “fit for duty”, not impaired by alcohol or drugs. Volunteers are not to consume alcohol or drugs that may impact impairment during their shift. Breaks for smoking of cigarettes can be provided but it is understood that this takes place on a break and away from the work area and customers.
- While working a volunteer shift, phones should be silenced and only answered or checked during a break. Being on your phone or using computers, phones or tablets for personal business when you are around customers or in a service area during your shift is not permitted.
- Remember that our employees, volunteers and customers will build an impression of you based on their exposure to you at the Club, whether you are on a volunteer shift or not. Inappropriate behavior at the Club, whether on shift or not, may be grounds for removal from the Volunteer Program.

I have reviewed and agree to abide by the Code of Conduct. I understand that failure to apply by the Code of Conduct or any other inappropriate behaviour on or off shift, may result in my removal from the Volunteer Program.

Volunteer Signature

Date Signed

Print Name



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Volunteer Program Contract

Volunteer Name:	<input type="text"/>	Phone:	<input type="text"/>
Email:	<input type="text"/>		
Emergency Contact:	<input type="text"/>	Phone:	<input type="text"/>
Supervisor:	<input type="text"/>	Start Date:	<input type="text"/>

Nature of Volunteer Work being completed:

Scheduling Agreement:

Volunteer Benefits (perqs) being provided:

Volunteer Signature

Date Signed

Print Name

Supervisor Signature