

2023 GENERAL CLUB & CLUBHOUSE POLICIES & PROCEDURES

Children:

The Norfolk Country Club is a family club, and children are most welcome.

For their safety, small children must be supervised by an adult when using the Club, whether in the clubhouse, on the golf or tennis courts, or on the grounds. Children must wear shoes at all times at the Club; walk, not run, through the clubhouse; and be advised to avoid walking in the woods off the path, where poison ivy is present from time to time.

Inside the clubhouse, persons under 21 are not allowed in the bar area (the President's Room).

Children are welcome in all other areas of the clubhouse, including the trophy room to the right of the bar. Food may be consumed by children in the dining room, on the porch or terrace, or in the great room when it is set up with tables and chairs for dining (but not on the upholstered furniture). There is a large table designated for children in the dining room, with paper and crayons and other activities available, and a large picnic table especially reserved for children, outside the clubhouse on the side green.

On the golf course, children may not play in the bunkers or on the course.

Children under 18 years of age may not rent golf carts. Children under 16 may not drive carts.

Children under 10 years of age may not be left alone in a golf cart. Children under 12 playing golf on the weekends before 4:00 p.m. must be accompanied by an adult.

On the tennis courts, adults are given priority for courts on the weekends over children under 18 and unaccompanied by an adult.

Employees' Annual Holiday Gift Fund:

At the end of each calendar year, the Board of Governors strongly encourages the entire membership to contribute to a gift fund for the benefit of the Club's employees. Since there are no gratuities given to any member of the Club's staff over the course of the season, members use this fund as a way to show their appreciation for the staff.

Concerns and Suggestions:

All concerns and suggestions should be noted in writing, and addressed to the President, the Manager and the chair of the appropriate committee.

Complaints should not be addressed to employees or the golf or tennis professionals. There also is a suggestion box at the Club, and on the website www.norfolkcountryclub.com).

Employee Relations:

The Club's employees are valuable assets of the Club. No member shall attempt to discipline an employee of the Club, and no member shall ask a Club employee to leave the Club grounds while on duty for any purpose whatsoever. Discipline of any employee is reserved for the Manager, for the appropriate professional (for golf or tennis employees) and for the Board.

Members who experience problems with a Club employee should address their concern to the Club Manager or to a Board member.

Parking:

Cars may be parked in the designated areas of either of the two parking lots to the south of the clubhouse. Cars are not permitted in the golf pro shop and putting green area. Drivers should park responsibly and not block Club entrances or other cars. Members and guests must not park on the road, including the area nearest the tennis courts. Such parking hampers fire or emergency vehicles' access to the Club and to our neighbors. There is a handicap parking spot to be used only by members with a handicap.

Cell Phone Use at the Clubhouse:

The use of wireless and handheld phone devices at the Norfolk Country Club is restricted to the parking lot. If members must keep their phones on their person while enjoying the Club, they should be set to vibrate mode.

Pets:

Dogs and other pets are not permitted in the clubhouse or on the Club grounds or golf course at any time (whether in parked automobiles, on a leash, or otherwise).

Smoking:

Smoking is permitted only outside the clubhouse. Smokers are requested show due consideration if other members are nearby and dining on the porch or terrace.

Posting of Notices:

No notice, subscription paper, or petition shall be posted or circulated on Club grounds, except with prior written permission from the Board of COve FroTs. No solicitation of funds shall be made on the Club grounds, except with prior written permission from the Board of Governors. The Club mailing list is maintained for Club-related activities only and may not be used by members or others for any other purpose, except with advance written permission from the Board of Governors.

Members' Valuables:

The Club is not responsible for the personal property of members or guests, with the exception of golf clubs stored in the golf pro shop with the golf professional's permission and after payment of the required fee. Cubbies are provided in the changing rooms as a courtesy to members and guests. No equipment or clothing should be stored in the men's or ladies' changing rooms. If such equipment or clothing is left in a changing room, it is at the owner's risk. The Club is not responsible for any loss from such changing rooms.

Club Property and Equipment:

No property of the Club shall be removed from the Club or put to any private use or a use other than that for which it is intended, except with the advance written approval of the appropriate committee chair and the Board of Governors.

Management:

The Club is managed by the General Manager. The General Manager is instructed by the Board of Governors to notify all persons violating any Club rule of the nature of their violation, whenever such violation is brought to his or her attention, and, if necessary, to report the violation to the appropriate committee chair or to the Board of Governors. Violations may result in suspension of privileges or membership. The Manager reports to, and is supervised by, the Board through the Executive Committee. The clubhouse is under the supervision of the House Committee.

Regular Opening and Closing of Clubhouse:

The clubhouse is open each year from the Friday of the weekend preceding Memorial Day weekend through the Monday of Columbus Day weekend.

The daily hours of the clubhouse are established each season by the House Committee, subject to the approval of the Board of Governors, and are posted in the clubhouse and on the Club's website.

Specific events within the Club's season are set forth in the Club's calendar, which is mailed to all members and posted on the Club's website. Please consult the Club website and weekly emails to members throughout the season for updates and changes to times and events.

Dining Room:

From Memorial Day Weekend through Columbus Day Weekend, the dining room generally is open daily for lunch and dinner Tuesday through Saturday and is open for lunch on Mondays during July and August.

Lunch and dinner are served in the dining room and on the porch and terrace. Thursday Night Speakers' dinners, the traditional Open and Closing Steak dinners, and dinner-dances are served in the great room. From time to time, a tent is also used on the side lawn for events, if needed, to accommodate all members who wish to attend.

Take-away lunches and dinners, and box dinners are available to members and may be ordered by phone (860- 542-5606) or at the Club.

Advance lunch orders from golfers and tennis players are encouraged. Golfers and tennis players may pick up their lunch at the clubhouse during play, and lunch will be delivered to the tennis courts on request.

The bar is open on Friday and Saturday nights throughout the season.

For specific events, dates, times, and menus, please consult the website and the weekly emails to members.

Reservations:

Reservations are required by 5:00 p.m. the Tuesday before the Thursday Night Speakers' dinners and by 5:00 p.m. the Wednesday before the Opening Steak Dinner, reserved dinner-dances, and the Closing Steak Dinner. To allow the Club staff to provide superior service to the members, reservations are strongly recommended by Thursday morning for casual Friday and Saturday night dinners. Reservations may be made on the website, by email, or by phone (860-542-5606).

Cancellation Policy for Reservations:

If members need to cancel their reservations, they must give at least 24 hours' notice, or they will be charged for the event. Cancellations may be made by email or by phone (860-542-5606).

Governors Table:

A member of the Board of Governors will host a table at all reserved events and the Opening and Closing Steak dinners. Members are welcome to sit at this table and may do so by indicating their wishes when making reservations. Members may also organize table arrangements for reserved and unreserved events. Members confirm their seating preferences when reservations are made.

Dining Room Minimum Charges:

Members will be advised each season on their dues invoice of the restaurant minimum for each season, which is set annually by the Board of Governors.

Members are billed at the end of each season for their unused minimum. All restaurant charges (excluding bar charges) are credited against the minimum.

Proper Dress:

All members and guests are expected to wear proper attire in the clubhouse, which includes appropriate golf or tennis attire. Collared shirts are preferred in the clubhouse, on the golf course, and on the tennis courts.

Jackets are requested and collared shirts required for the gentlemen, and comparable attire for the ladies, at dinner on Thursday nights, the Opening and Closing Steak Dinners, and dinner-dances. Black tie, black tie optional, or other dress may be indicated on the invitation for a particular event during the season.

Alcoholic Beverages:

The service of alcoholic beverages in the clubhouse is overseen by the Club's Permittee. As required by law, liquor, wine and beer will not be sold or served, and will not be permitted to be consumed, on the premises during prohibited hours. Liquor, wine and beer will not be sold or served to any person under the age permitted by state law. By law, no one under the age of 21 is permitted in the bar room.

Alcoholic beverages may not be brought onto or removed from the Club's grounds at any time. Liquor must be purchased through the Club with the exception of wine, which may be brought in by members for a corkage fee.

Any individual will be refused bar service if, in the opinion of the server, bartender, Club Manager, Assistant Manager, or a member of the Board present, the individual has reached the limit of safe or responsible alcoholic consumption.