



# **CLUB RULES AND BYLAWS**

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## **CLUB RULES AND BYLAWS**

### **1. PREAMBLE**

- a. These Rules and Bylaws are adopted by Vetlab Sports Club in accordance with the Club's Constitution. It is the intention of the Board to limit these Rules and Regulations to the minimum required for the mutual enjoyment of the Club by its Members and their Guests. The obligation of enforcing these Rules and Regulations for the good of all Members is placed primarily in the hands of the Board and selected management staff. Their principal responsibility is to assure you of all the courtesies, comforts, and service to which you, as a Member of this fine club, are entitled. It is furthermore the duty of the Membership of the club to know these Rules and Bylaws and to cooperate with the Board and Management in their enforcement.  
Members are asked to report any violation of these Rules and Bylaws. Members violating these rules are subject to such action as deemed necessary in accordance with the Club Constitution. Continued violation may lead to suspension and ultimate expulsion as provided in the Constitution.
- b. Any member who flouts the Club by-laws shall in addition to any penalties imposed as provided under these rules, also be liable to further disciplinary action as may be determined by the Board.

### **2. CODE OF CONDUCT**

**General** - As stated in the Club Constitution, the Club is a social sports club supported by membership Subscriptions, dues, and levies for the pleasure, recreation, and fellowship of its members. All members, staff, visitors, and Guests are expected to conduct themselves in a manner that:

- a. Creates an environment and culture that is courteous, considerate, respectful, and reflective of personal integrity, and goodwill;
- b. Acknowledges the Club as a family-friendly environment and, therefore, refrains from using inappropriate language and behavior.
- c. Respects the need to maintain confidentiality and protect individuals' right to privacy in appropriate circumstances.
- d. In entertaining non-members as guests within the bounds of the rules, members are expected to be sensitive to the views of other members as to what is in keeping with the nature of the Club.

#### **Members' Interaction with Employees –**

- (i) Members are to treat employees with dignity and respect at all times.
- (ii) Members are not to abuse any employee, verbally or otherwise. Members should refrain from instructing, criticizing or berating employees of the Club. Any suggestions or complaints regarding any phase of the operation or individual employee performance should be submitted to, or discussed with, the General Manager.

**Harassment –**

- (i) The Club is committed to providing an environment that is free of discrimination and harassment with respect to members, guests, and employees. Club employees have been advised that they are protected from harassment by members and guests. The Club is committed to providing employees with a safe and trusting working environment. Employees are instructed to make the details of their complaints known to management.
- (ii) Harassing conduct includes, but is not limited to epithets, slurs, or negative stereotyping; threatening, intimidating, or hostile acts; denigrating jokes and display or circulation of written or graphic material that denigrates or shows hostility or aversion toward an individual or group.
- (iii) Sexual harassment includes, (but is not limited to), behaviors that involve unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual characteristics or sexual deficiencies; leering, catcalls or touching; insulting or obscene comments or gestures; display or circulation of sexually suggestive objects or pictures (including through e-mail or other social media platforms ); and other physical, verbal or visual conduct of a sexual nature.

**Conduct and behavior**

- (i) Members are required to at all times observe the highest standards of decorum and good manners both in the Clubhouse and on the Golf course.
- (ii) Abusive/ foul language to fellow members and/or staff is strictly prohibited.
- (iii) Members are required to dress modestly and reflect good standards of social behavior. Skimpy dressing, wearing T-shirts with no collars, men's sandals, and open shoes is strictly prohibited in the main Clubhouse. This rule excludes Sundays when Sandals/open shoes and any form of traditional wear is allowed. Any Board Director has the power to request a member flouting the rules to leave the Clubhouse.
- (iv) No member/ guest is allowed to enter the main clubhouse while wearing a hat or metallic spiked Golf Shoes. The prohibition on hats shall not apply to women. Breach of this rule shall attract a penalty of Kshs 1,000.

**Complaints, Discipline and Loss of Privileges –**

- (i) Complaints by members regarding abuse of any club facility or rule should be reported in writing to the Honorary Secretary.
- (ii) Members are not allowed to solve any misunderstanding or unbecoming conduct of any member of staff save as provided for in clause (v) hereof.
- (iii) The Board of Directors of the Club has charged management with the task of enforcing all Club rules.

When a member or guest is approached by a Manager or Director concerning an issue of behavior, that member or guest is expected to be courteous and responsive.

- (iv) The General Manager will receive the total support of the Board in the fulfillment of his/her duties.
- (v) If any member or guest fails to act appropriately after a warning and persistently violates the spirit of these Bylaws, that person will be subject to suspension, limitation or loss of Club privileges, or such other measures as deemed appropriate by the Board of Directors and/or as provided by the Constitution.

### **3. RIGHTS, PRIVILEGES AND OBLIGATION OF MEMBERS**

- (i) A fully paid-up member is entitled to quiet enjoyment of club facilities in accordance with their class of membership.
- (ii) If you at any time, experience unsatisfactory service, please report it immediately to the General Manager or other supervisory staff. Management will assess the situation and resolve the problem as quickly as possible.
- (iii) Only fully paid-up members with valid membership cards shall be entitled to access the Club House and Golf Course and use facilities therein.
- (iv) Members in default and/or in arrears of subscriptions for any particular quarter **SHALL NOT** be entitled to access the Club and its facilities. Such member (s) shall be posted on the Club's Notice Boards and will be required to make good the defaulted sums/arrears within (30) days thereof. In case of non-compliance, the Board shall proceed to suspend the member in default till payment is made.
- (v) Board members who are in arrears in subscriptions or debts owed to the Club and posted shall be eligible to removal from office after due process undertaken as per the Constitution.
- (vi) The Management reserves the right to request a member to produce his/her card in adherence to clause (iii) above.
- (vii) Security personnel manning entry points to the Club are likewise mandated by the Board to request for production of membership card and carry out vehicle searches for purposes of security. No member who is on suspension/expulsion shall be allowed access to the Club premises. For the health and safety of Members and Guests, at no time can food or beverages be brought onto the premises other than those purchased by the Club from approved suppliers. Liquor and wine from outside the Club may be allowed upon payment of the prescribed corkage fee.
- (viii) Members are strictly forbidden to bring animals onto the golf course, practice range or the premises of the Club.

#### **4. RIGHTS AND OBLIGATIONS OF FAMILY MEMBERS**

- (i) Spouses and children of members who are by themselves not members are allowed to patronize the Clubhouse but **MUST** be accompanied by the member. Such a spouse/ child shall be signed in by the member who will ensure that their conduct is in accord with the Club rules.
- (ii) Children below the age of (14) years shall not be allowed in the Clubhouse beyond 8 PM unless accompanied by a parent or guardian.
- (iii) Children below the age of (14) years shall not be allowed in the Sports Bar or any other bar at the Club.
- (iv) A member whose spouse/ child engages in an act of misconduct or unbecoming behavior shall be held liable and face disciplinary action for such breach.

#### **5. ADMISSION OF NEW MEMBERS**

Pursuant to procedural requirements contained in Article **(7) RULE (j)** of the Club's Constitution no Applicant for new membership shall be deemed admitted till certified so after vetting/balloting.

#### **PROCEDURE TO BE AVOIDED**

Upon application and meeting requirements for joining such applicant will be issued with a temporary membership card which shall be returned once vetted/balloted and admitted. On admission, a membership card will be issued.

#### **6. RECIPROCITY**

- (i) The Club may, at the discretion of the Board of Directors, extend on a reciprocal basis, club privileges to members of approved Reciprocating Clubs, for use of the Clubhouse and other Club facilities.
- (ii) Reciprocating members are allowed the use of the Clubhouse, the Gym and other club facilities upon payment of the applicable charges.
- (iii) Reciprocity on the use of the Golf Course is only permitted to those Reciprocating members who are handicapped in the Club they are using for reciprocation. In all other cases, full green fees shall apply.
- (iv) Reciprocity is only allowed for 2 (two) visits per month per guest irrespective of the memberships they may have in different clubs.
- (v) A reciprocating guest is not allowed to sign in guests for use of the Golf facilities but may sign in one guest for use of the social facilities.

#### **7. COURTESIES**

The Club will honor the following courtesies:

- (i) Those granted by national golf bodies from time to time;
- (ii) Those granted by Vet Lab Board members shall be limited as below;
  - (a) The Chair, Senior Vice Chair, Vice Chair, Captain and Lady Captain shall give unlimited courtesies;

- (b) The remaining Board members shall be entitled to grant a maximum of four (4) courtesies per month.
- (c) Courtesies shall be limited to not more than 2 for any individual guest per month.
- (iii) Guests shall be limited to a maximum of 2 visits per month whether by courtesy or reciprocation.

## **8. GUESTS**

- (i) While the Club is an exclusive Club, we encourage Members to introduce their friends and associates to the Club.
- (ii) Save for temporary and junior members any other category of membership is permitted to introduce and sign in guests to the Clubhouse.
- (iii) Such guest shall be in the company of the member at all times. Under no circumstances will such guests be allowed to remain in the Club after the host member has departed. The frequency of each individual guest(s) is limited to no more than two (2) visits per month.
- (iv) Expelled/suspended members or any person whose application for membership has been declined will not be allowed into the Club as guests.
- (v) It shall be mandatory for a member to register and sign in such guest in a Guest Register to be maintained at the reception. Failure to do so will result in disciplinary action.
- (vi) A member introducing a guest(s) into the Clubhouse shall be liable for the guest(s) misconduct or breach of Club rules.
- (vii) Save for a member's or sponsor's guest no person(s) SHALL BE allowed into the club and its facilities and no member of staff is authorized to issue a guest card to such person(s).

## **9. ACTIVITIES AND EVENTS**

- (i) Social activities, special events, parties and banquets requiring use of the Clubhouse may be scheduled with the General Manager or the Marketing Coordinator.
- (ii) No member or organization may reserve the entire Clubhouse for private entertainment without the approval of the Board of Directors.
- (iii) In all cases the individual must sign an appropriate contract and pay a required deposit prior to the scheduled date of the function.
- (iv) Reservations for all Club sponsored special events may be canceled without penalty if done at least 72 hours prior to the start of the event. .
- (v) Members who cancel reservations within that period of the start of the event or who fail to appear at the event without canceling their reservations are subject to a charge of 100% of the cost of the event.

## **10. PAYMENT FOR SERVICES AT THE CLUB**

### **(i) Membership cards**

- (a) All members shall initially be issued with a membership card at no cost to the member. Subsequent to initial issue, if a member's card is lost, defaced or unusable, a replacement card shall be issued at a cost to be determined by the Board from time to time, and which shall be charged to the member account.
- (b) Members are to charge Club services to their Member Account.
- (c) No cash payments are accepted at the Club. To this end, the club runs a "No Card, No Service" policy and all employees have been instructed not to offer services to any member without a valid membership card.
- (d) No member will be allowed to pay for services through any other means other than their membership cards.
- (e) All services at the club are pre-paid and members must ensure that their member account contains sufficient credit to cater for the services requested.
- (f) Member account top-up is available at the cashier and can be paid, using a credit card, cheque or through MPESA. Top-up of members' accounts should be done personally by the member and no employee of the Club will offer this service.

### **(ii) Guest**

Guests can pay using a debit/credit card, or through MPESA. At no time will guests be allowed to pay using cash or cheques.

### **(iii) Annual subscriptions and development levies**

- (a) Applicable annual subscriptions for the various membership categories and development levies are approved by members at a General meeting.
- (b) Annual subscriptions shall be billed once as of 1<sup>st</sup> October of each financial year and shall be payable at most quarterly in advance.
- (c) Members may opt to pay their subscriptions at once or in lesser intervals than quarterly.
- (d) Members who settle their full-year subscriptions before 31<sup>st</sup> October of each year shall be entitled to a 3% discount which shall be credited to their Consumption account.
- (e) Any approved annual levies are due on or before 31<sup>st</sup> October of the financial year in which they relate.

#### **(iv) House Minimum spend**

- (a) The house minimum spend is set by members at a General meeting.
- (b) The objective of the monthly minimum spend is to provide a system that guarantees income on a consistent basis to offset the fixed costs of operating the club.
- (c) In determining whether a member has met the monthly minimum spend for any particular month, all club services consumed including Bar and catering purchases, carwash services, competition and range fees, etc. are considered. Subscriptions for the use of the Gym are not considered in determining minimum spend.
- (d) The minimum spend charge shall be billed to a member's account. The amount billed shall be the difference between the limit set and the amount spent in any particular month if the amount spent is less than the set limit.
- (e) A member who by reason of illness or other justifiable reason, may apply to the Board of Directors to consider him for exemption from minimum spend during the expected period of absence. The decision of the Board in this case shall be final.
- (f) The minimum spend shall accrue on a monthly basis and must be settled on or before each quarter when due.

#### **(v) Member Statements:**

A statement will be mailed to each Member monthly. The statement will set forth all charges incurred through the closing date of such statement. Any outstanding balances are due and payable upon receipt of each statement. Past due or delinquent accounts will be handled according to the Club Constitution.

### **11. GOLF COURSE RULES**

The Sport of Golf is governed by rules set out by R&A or other recognized bodies approved by the Board. Members are encouraged to download the latest rules from the R&A website and keep themselves abreast with the Rules of Golf.

Rules of Golf are comprehensive and provide answers to the many issues that arise in a game that is played worldwide on many different types of courses by players of all abilities. In addition to the Rules of Golf, the following rules specific to the club shall apply:

#### **(i) Club Competitions**

- (a) Booking for competitions shall be done using the club's booking portal.
- (b) The Golf Committee shall have full power and control over the golf course, practice range, and green and may open, close, or reserve the same whether for particular classes of play or for particular periods or by starting times or otherwise as they may deem fit.
- (c) The Golf Committee shall have full power to draw up or change guidelines,



rules, and regulations of play during competitions.

- (d) All players, including those using the practice range or putting greens, must stop play immediately upon the siren being sounded indicating the closure of the courses due to inclement weather or lightning. Play may only resume when the siren is sounded followed by an announcement indicating the re-opening of the golf course.
- (e) No member / Guest shall be allowed to play on any competition day unless the prescribed competition fee has been paid and a receipt given to the starter who in turn will issue a scorecard.
- (f) Members/ Guests or visitors shall be required to strictly observe tee-off times allocated by the Competition Committee or as may be instructed/directed by the Club pro and starters. Breach of the rule will result in such member/ guest or visitor waiting until the last tee-off time for the availability of a slot (if any).
- (g) Members without a valid golf handicap shall not play during competitions. All guests must possess a valid golf handicap before being permitted to play during Competitions. Guests may be required to show proof of handicap before or during their golf round.
- (h) Posted, suspended or expelled members are not eligible to play.

## **(ii) Club Pro, Starters and Marshalls**

The Club pro, starters, and marshals shall have delegated power from the Captain to stop, disqualify, and recommend penalties to the Captain if:

- (a) A Member is improperly dressed in attire/ shoes that are undesirable in the game of golf.
- (b) Failure to observe good etiquette and behavior on the course and rules prevailing under the Royal and Ancient golf rules or any other local rules as may be prescribed and notified from time to time.

## **(iv) Use of trolleys and motorized golf carts**

- (a) Members wishing to use the golf carts provided by the Club must pay for their use at the cashier's office and obtain a valid receipt.
- (b) Trolleys and Golf carts will be allowed in the course unless otherwise stipulated by the Golf Committee which may restrict their use in certain conditions.
- (c) Carts and trolleys must be kept off the tees, the aprons of the greens, the greens, and all grounds under repair.
- (d) Golf carts will only be allowed to carry the maximum number of authorized passengers thereon. .
- (e) Player renting a golf cart shall be responsible for checking for any damage or malfunction before driving it off, and shall be liable to pay for any damage to the cart and/or any other property (whether belonging to the Club or otherwise) arising from the use of the cart.

- (f) The player renting the cart shall personally return the cart and any damage to the cart shall be reported to the Club.
- (g) Players use the carts at their own risk and the Club shall not be liable for any injury sustained arising from the use of the cart.

#### **(v) Use practice Range and practice Green**

- (a) Members must purchase practice golf balls from the cashier's office and obtain a valid receipt. Range balls shall be used only at the Driving Range and not on the golf course.
- (b) All Members are absolutely prohibited from buying new or second-hand golf balls from the Club's servants, workmen or any other persons on or near the course other than directly from the Club.
- (c) The Club charges for golf lessons and storage of Members' golf equipment and an official receipt must be obtained from the cashier's office. Only approved Club Professionals are authorized to conduct golf lessons in the Club and members are specifically prohibited from getting lessons from caddies or other unauthorized persons.
- (d) The chipping areas and putting greens shall be used only for their designated purposes.
- (e) Non-members shall pay the green fees applicable before using the Practice Range.

#### **(vi) Handicapping**

- (a) The handicap of members shall be based on the Handicapping system approved by the Kenya Golf Union (KGU).
- (b) A Member shall return or post their score every time they play a qualifying round of golf at the Club or any other approved golf course.
- (c) The Member shall satisfy the Golf Professional or his representative that he/she is conversant with rules and etiquette of golf.
- (d) The Member shall satisfy the Golf Professional or his representative that he/she is reasonably proficient in hitting a golf ball on the golf course.

#### **(vii) Course care**

- (a) Players are expected to take pride in their course by observing the following simple rules:
  - (i) Repair all divots made when practicing or hitting;
  - (ii) Repair ball marks made by ball hitting the green;
  - (iii) Rake sand bunkers after use and replace the rake in the bunker.
- (b) Golf bags and pull carts are not allowed on Greens, Fringes, and Tee Boxes.
- (c) Retrieving Golf Balls from Water Hazards is prohibited.

- (d) Damage to Club property or removal of Club property will be charged to the responsible member.

### **(viii) Dress code**

Members and guests are expected to dress in an appropriate manner when using the golf course or any of the practice facilities. Clothing worn by players shall be consistent with currently accepted golf fashion.

### **(ix) Complaints and discipline.**

- (a) The Golf Committee is charged with complete responsibility for enforcing golf course rules. They have the authority to suspend course privileges or to expel, at their discretion, any person whose conduct is discourteous or jeopardizes the safety and enjoyment of others.
- (b) Parents/guardians are requested to review golf rules with their children and remind them that the Golf committee instructions must be obeyed.
- (c) Any complaints regarding golf course rules or operations should be reported immediately to the Golf Captain or Golf Professional or, in their absence, any member of the Golf Committee.
- (d) Decisions of the Golf Disciplinary Committee shall be presented to the board of directors for ratification of process.

## **12. GYMNASIUM**

- (a) The Gymnasium shall be open for use by members, their spouses and junior members above the age of eighteen only. Persons under the age of eighteen will not be allowed into the gym, unless under the supervision of an adult or the gym instructor.
- (b) Members may only use the gym after paying the applicable Gym subscriptions. Membership cards must be produced for identification when required by any member of staff.
- (c) Members are not entitled to introduce guests to the Gym.
- (d) The Gymnasium shall be staffed by professional fitness trainers.
- (e) Gym Users enter the gym and use the equipment at their own risk.
- (f) Gym Users are requested to exercise with due care and consideration when using the equipment.
- (g) Members shall be fully responsible for the conduct and behavior of their spouses and junior members using the gym and shall be liable to the Club in respect of any damage or injury caused by such user. Member shall keep the Club fully indemnified in respect of any claim or demand arising by reason of any act or omission by them, their spouses or junior members whilst using the gym.
- (h) Gym users must be properly attired. Management reserves the right to refuse entry if members are not in proper attire.

- (i) Gym Users are requested to return the equipment to their respective places after use including weights to their original weight rack.
- (j) Gym Users are to observe the instructions and safety precautions pertaining to the use of equipment.
- (k) The following are prohibited in the Gymnasium: -
  - (i) Smoking;
  - (ii) Food and beverage, except sports and energy drinks contained in non-spill sports bottles or containers;
  - (iii) Bags of any sort or other objects that may cause obstruction; and (iv) Any other items that may be decided by Management from time to time.

### **13. MISCELLANEOUS PROVISIONS**

#### **(i) Opening Hours:**

The Clubhouse and Golf Course shall open at 6:30 a.m. on all days or as shall be directed by the Board of Directors from time to time. On Mondays, Tuesdays and Thursdays the bars shall close at 11:00 pm if not more than five (5) members are using the facility.

The Gym shall open at 6.00 am and close at 9.00 p.m. on weekdays, 6.00 a.m. and close at 9.00 pm on Saturdays, and 9.00 a.m. and close at 6.00 p.m. on Sundays and public Holidays.

#### **(ii) Use of electronic gadgets:**

- (a) Use of telephones in a manner that can cause distraction or disturbance inside the Club House and Golf Course is prohibited. Use of the said equipment including computers and tablets are allowed on the verandah/terrace area after 6:30PM, **PROVIDED** that the level of noise emanating therefrom shall be low and not intended to be a nuisance for other members.
- (b) The use of electronic equipment is allowed at all times in the Sports Bar.
- (c) Doctors, Golf Captains and any Board Member may use talking devices (cell phones) on the Golf Course to deal with emergency situations or deal with golf-related issues for the advancement of proper play of the game.
- (d) Any member flouting this rule shall be liable to a penalty of as prescribed by the Board from time to time.

#### **(iii) Alcohol:**

Instances of intoxication on Club property may be subject to appropriate disciplinary action. Club employees may refuse service of alcoholic beverages to any individual they feel is over-intoxicated or misbehaving.

#### **(iv) Disclaimer:**

The club accepts no responsibility or liability for the loss of, or damage to, property of members, guests, or visitors, or for any other loss or damage sustained by members or their guests in the clubhouse or on the grounds. Lost articles not claimed within thirty (30) days may be disposed off at the discretion of the General Manager. The conduct and safety of children are the direct responsibility of their parents/guardians while on Vetlab Club property.

**(v) Parking:**

- (a) Parking is not permitted at the Club entrance, circle, driveway, or designated parking slots. Any member flouting this rule shall be liable to a penalty to be prescribed by the Board from time to time.
- (b) Members and guests visiting the club shall ensure that their vehicles are parked properly at the marked or designated spots and no one is allowed to park in a manner that causes an obstruction or impediment of the parking slots or to prevent orderly parking.

**(vi) Smoking:**

All interior portions of the Club are designated as non-smoking areas. Smoking is only permitted at designated smoking zones.

**(vii) Advertisements:**

Advertising in any form and posting of notices is not permitted on Club premises unless approved in advance by the General Manager or Board of Directors.

**(viii) Landscaping;**

Cutting or pulling of flowers shrubbery or trees on the Club grounds is not permitted.

**(ix) Gifts, tipping / gratuities to Employees**

Members may not provide anything of value to any employee that is too repetitive; involves any quid pro quo; or carries the perception of influence or obligation of any type.

**(x) Security**

- (a) The Club shall endeavor to provide reasonable security to members in the Clubhouse and Club grounds. Use of private bodyguards on the Golf Course and club facilities is strictly prohibited unless clearance is obtained from the General Manager.
- (b) Carrying of firearms or any offensive weapons into Club premises is

prohibited.

#### **14. AMENDMENTS**

These Rules and Bylaws are subordinate to the provisions of the Club constitution. In there is any conflict between the Club Rules and Bylaws and the Club constitution, the provisions of the Club Constitution shall prevail. The rules and Bylaws may be amended from time to time as circumstances may require.

**BY ORDER OF THE BOARD OF DIRECTORS.**