



KEN-WO GOLF CLUB

2009

*MEMBERS
HANDBOOK*

Departmental Staff

Administration

Director of Golf Rene MacKay
Administrative Assistant Brandy Martin

Golf Operations

Head Golf Professional Derek MacKinnon
Associate Golf Professional Daniel Fraser
Pro Shop Staff Jordan Milne, Andrew Harris
Back shop Staff Kyle Eye, Luke McDougall,
Daniel Kenny

Course Maintenance

Course Superintendent Rick Phelan
Assistant Superintendent Brian Bartkow

Food & Beverage

Food & Beverage Manager Debbie Barclay
Kitchen Staff Diane Crosby, Brian Crabb
Waitress, Stop N Go & Beverage Cart
Neta Jollymore, Juanita Martin,
Leah McNally, Lindsay Pearl,
Katrina Morse
Clubhouse Custodian Annette MacGillvray

Important Contacts

Director of Golf 902-681-0057
Administration Office 902-681-0678
Starter 902-681-5388
Pro Shop 902-681-5388
Clubhouse/Bar 902-681-0324

Club Fax 902-681 -2369

Important Emails

Rene MacKay rmackay@ken-wo.com
Brandy Martin bmartin@ken-wo.com
Derek MacKinnon dmackinnon@ken-wo.com
Debbie Barclay dbarclay@ken-wo.com
Daniel Fraser dfraser@ken-wo.com

Club Website

www.ken-wo.com

Some History....

Ken-Wo Country Club was incorporated by a special Act of the Nova Scotia Legislature on the 29th day of April, 1921. It has progressed over the years to become one of the finer layouts and popular courses in Atlantic Canada.

Ken-Wo is a very busy golf course as 550 adults and 150 juniors call it their golfing home. Also, 7,500 to 8,000 green fee rounds are played at Ken-Wo each season. Known as a thinkers course with tree lined fairways and tricky greens many golfers have been humbled by the five great finishing holes... Death Valley! Ken-Wo's very own Head Professional, Derek MacKinnon, has the professional and overall course record of 61 while Ken-Wo's Kyle Selig currently holds the amateur course record of 63. Charlottetown's Chris MacGregor (1993 Apple Blossom Invitational) and British Columbia's James Lepp (2001 Canadian Junior Boys Championship) hold the competitive course record of 64. The ladies course record was set in the 2002 Canadian Ladies Amateur by Jessica Shepley of Oakville, Ontario when she overcame the heat and fired a 67.

Besides the many rounds played by club members and the many events organized by members for members, Ken-Wo has always been a very hospitable community. Each year our various divisions host the Apple Blossom, Valley Seniors, Ken-Wo Texas Scramble Pro-Am, Junior Invitational and our Apple Fest Mixed Event. We have hosted many provincial championships over the years including seven during the nineties. Nationally Ken-Wo was the venue for the 1985 Canadian Junior Girls, the 1996 Canadian Club Champions Championships, the 2001 Canadian Junior & Juvenile Boys Championship and the 2002 Canadian Women's Amateur Championship.

Ken-Wo's doors have often been open to host and assist with several fundraising events. A popular event amongst the members is the annual Clarke Vaughn Scramble. The Children's Wish Foundation, Chron's & Colitis, Big Brothers and Sisters FORE Kids, Ladies Scramble for Cancer Care, the Nova Scotia Hearing and Speech Foundation and the Peter Gzowski Literacy Foundation are some of the charitable events that have played tournaments at Ken-Wo over the years. A new event on the calendar for the 2009 season is the Valley Hospice Play with the Pro's Scramble which should prove to be a very successful event at Ken-Wo.

Ken-Wo became an 18 hole course in 1964. The original pro shop was located where the new facility is located and the clubhouse was located approximately 150 feet south of this facility, where today's flag poles are situated. In 1978 the original pro shop was demolished and a new pro shop was built on that site. Over the years such minor improvements as a deck, locker room and shower facilities were made to the original clubhouse, however, this building was very old and frail and everyone realized that a replacement would soon be needed.

In 1987 a long range plan was approved by the shareholders who determined that over the next several years improvements would be made to the course in order improve Ken-Wo and help maintain our commitment to excellence. This course development follows a master plan established by golf architect William Robinson. During the 2002 off-season the Board of Directors decided that the time had come to re-visit and update our Long Range Plan. The golf project management firm of MacIntyre Dumeah MacMillan was contracted to complete this project. A membership survey was undertaken and completed with the final recommendations received during the 2003 off-season.

In 1990 the shareholders decided on the new clubhouse and pro shop facility which they felt would meet their needs presently and in the future. Construction started in October 1990 and the new building was opened in May of 1991. This project included moving the pro shop building to the back of our property to become our maintenance building.

During the golf season, mid-April through to mid-November Ken-Wo employs forty to fifty people. The first of the Greens Maintenance staff return to work in March with final lay-offs sometime in November, while some management remain employed year round. There are three departments within the club's operation; Greens Maintenance (10-12 employees), Golf Operations (11-13 employees) and Food & Bar Services (10-12 employees).

The course has been successfully overseen throughout the years by a Board of Directors elected by the shareholders. The Board of Directors meets monthly and consists of the President, Vice-President, Past President and seven other Directors. All appointments are for a two year term with five of the Directors to retire each year. Within the Directors are the Chairpersons of the Finance, Membership, Human Resources, Marketing and Promotion, Greens and Long Range Planning, and Nominating Committees along with representatives of the Ladies and Senior Men's Divisions.

The club is lead by the Director of Golf who oversees a management team consisting of the Course Superintendent, Head Professional, Food & Beverage Manager and Administrative Assistant. The Director of Golf and Course Superintendent attend Board of Directors meetings while the entire team is responsible for implementing policy as approved by the Board as well as supervising the daily operation of the club.

With a blended focus on today's needs and Ken-Wo's future, club management is always looking for ways to better the club and improve the overall golfing experience. Member input is both encouraged and appreciated. It is this feedback that will ensure constant work towards making Ken-Wo a better place to be!

2009 Golf Policies

Starting Times:

Starting times can be reserved three days in advance either in person in the pro shop or by calling 681-5388. Beginning in mid-September, tee times may **ALSO** be reserved “online” via our online reservation system. More information will follow on this system throughout the season. Please remember, the online booking system represents a **THIRD** option for reserving your tee time as the in person and telephone options will **ALWAYS** be available as well.

For individuals using the phone, the Uniform Call Distribution program is in use which enables up to 20 callers to be stacked in a “waiting list” order. Guests can reserve 1 hour after the pro shop opens. That is, in the spring and fall members call at 8 am and guests at 9:00 am, during the summer month’s member’s call at 6:30 am and guests can call at 7:30 am.

Please do not arrive with more players than you have reserved times for. Groups arriving with too many players will be accommodated only if a starting time is available.

In an effort to maximize the use of our golf course, the Starter is responsible to enter individual names into each time slot; i.e.: Smith & Company is not acceptable. When reserving a time, members and guests who do not have a foursome will be informed that golfers may be added to their group. Further, should a reservation be made for a twosome or threesome, the group will be instructed that should they become a threesome or foursome they must call the starter immediately to ensure that the spot(s) is/are still available. Tee times may not be reserved for singles, but the starter will do their best to find that individual a game.

In summary, you do not reserve the “entire starting time”, just the places within the foursome that you have names for.

Junior Playing Times

When playing with an adult member juniors have the same privileges as an adult member. Otherwise, on weekdays juniors are to play before 4pm. During school, juniors are permitted to play after 6pm with the understanding that adult members have priority on the first tee. On weekends and holidays, juniors are to play after 2pm and are not to be on site prior to 1pm unless they are here to play in a previously arranged game with an adult. Tee times may be reserved up to 3 days in advance by phoning the pro shop @ 681-5388.

ALL PLAYERS MUST CHECK IN AT THE PRO SHOP BEFORE PROCEEDING TO FIRST TEE

Dress Code Regulations

Members/guests are expected to dress to fulfill the needs of comfort and decorum, and must conform to the following regulations:

- Jeans are acceptable provided they are neat, not cut off or torn, and not dragging on the ground.
- Golf shoes, golf sandals or flat soled shoes must be worn at all times. Soft Spikes are mandatory.
- Shorts are acceptable providing they are mid-thigh in length, have two pockets and a zipper. No cut-off shorts, sweatpants, bathing suits, gym shorts or gym pants are allowed.
- Attire containing offensive statements will not be permitted.
- Women are not permitted halter tops or short tennis shorts.
- Men are not permitted tank tops or sleeveless shirts, and removal of shirts is not permitted.
- Anyone violating these regulations will not be permitted to play.

As members, please ensure your guests are aware of our regulations before arriving at the course.

These regulations will be enforced by the Staff and the Board of Directors of the club

Pace of Play

YOUR POSITION ON THE GOLF COURSE IS IMMEDIATELY BEHIND THE GROUP IN FRONT OF YOU, NOT IMMEDIATELY IN FRONT OF THE GROUP BEHIND YOU.

*Old Course 1st Tee
St. Andrew's, Scotland*

In interest of all golfers on the course, please play without delay.

**Under normal circumstances no round should take more than
*4 hours 15 minutes***

Here are some tips to help keep pace while on the course:

- Play ready golf, be ready to go, hit when ready
- Any pre shot routine should be done as much as possible while other players are hitting
- Always position your clubs around tees and greens so that you do not require extra time to retrieve them – in between the green and the next tee is ideal.
- Do not compile score on the putting green, but instead on the tee of the following hole.
- Know your limits (5 minutes, Rules of Golf) and be aware of other groups when searching for lost balls
- Continuous putting: If the ball is close be sure to finish the hole instead of marking

As a member, politely encourage and remind golfers of our policies and regulations

REMEMBER THE FOUR R's OF GOLF

Replace all of your divots.
Repair 3 ball marks per green whether you made one or not.
Rake the sand after you blast out of it.
Respect the golf course and fellow golfers

Golf Operation Services

Pro Shop, Driving Range and Club Storage

The Ken-Wo Golf Club Pro Shop is a **CLUB OWNED** pro shop. All purchases made in the pro shop benefit you the member, so please support **"YOUR"** pro shop when considering your equipment needs.

Please drop in to say "Hello" to the staff and to check out the

NEW Ken-Wo Pro Shop.

STANDING MEMBERS'DISCOUNT

Ken-Wo Golf Club members are automatically eligible for standing discounts on all **IN-STOCK** items in the pro shop. The pre-determined discount on regularly priced items is as follows:

Clothing 10%

Balls 10%

Gloves 10%

Shoes 10%

Bags 10%

Hats 10%

CLUBS – NEGOTIABLE

SUPPORT "YOUR" PRO SHOP

Exceptional customer service and satisfaction guaranteed!

WHY WOULD YOU SHOP ANYWHERE ELSE!

ALL PLAYERS MUST CHECK IN AT THE PRO SHOP BEFORE PROCEEDING TO FIRST TEE

Repair Services - Re-gripping and shaft adjustments are available. There is a wide selection of grips on display in the Pro Shop. Installation is included in the retail price. Please note that metal spikes are not permitted on our course however, replacement soft spikes may be purchased at the Pro Shop and installed by staff.

Lessons - Individual and group lessons with Rene, Derek or Dan may be arranged. Contact the Pro Shop staff for booking information. Lesson rates are as follows:

Rene MacKay – Director of Golf - \$50/Lesson

Derek MacKinnon – CPGA Head Professional - \$40/Adult Lesson and \$25/Junior Lesson

Daniel Fraser – CPGA Associate Professional - \$40/Adult Lesson and \$25/Junior Lesson

Clinics - Watch for clinic notices to be posted. Ladies and men's clinics will begin in May and run as interest demands.

Found an Item - If you pick up a stray towel, club, head cover or other item on the course or around the clubhouse, please bring it to the Pro Shop and we'll keep it secure for the owner.

Lost an Item - If you lose an item, be sure to check for it, maybe more than once. Sometimes it may take a day or two for items to make it into the shop. You may wish to leave your name and phone number as well.

Merchandise on Hold - If you have items "on hold" in the Pro Shop, please don't forget to pick them up, or if you've changed your mind, please give us a call at 681-5388 so that we may place the items back on the floor.

Demos - The Pro Shop will have DEMO CLUBS available for members who are looking to purchase. **Please return them promptly at the end of your game.** These clubs are made available for everyone and their usage should not be abused by possessing them for an extended period of time. Golf staff will be delighted to place an order for any club you are interested in.

Rental Clubs - \$30/set per 18 holes. One set of clubs per player is required. Men's, ladies', left handed and right handed clubs are available.

Driving Range- The practice facility opens daily in conjunction with the opening of the pro shop and closes daily at 7:00 PM throughout the season. (Times may vary based on weather and day light) Pro Shop staff request that you receive range balls from the front desk, NOT the back shop. Please return empty baskets to the Back Shop staff. Towels, brushes and water are provided on site so that you may clean your clubs.

Practice Hole - The practice hole is located beside # 9 tee (Old # 8 or # 8b). Please inquire at the Pro Shop on availability as clinics may be in session. *NO RANGE BALLS ARE TO BE TAKEN TO THE PRACTICE HOLE.*

Locker Rooms - A locker can be rented for the season for a cost of \$30. The locker rooms are located on the lower level of the clubhouse. Please contact the administration office should you wish to rent a locker for the season. Shower facilities are available, whether you rent a locker or not. Golfers using the shower facilities are asked to supply their own towel.

Please arrive 15 minutes before your tee time to allow staff to assist you most efficiently

Club Storage Services - Club storage and cleaning - please note: Clubs are washed once a day. If you are playing or practicing later, please inform staff so they may set your clubs aside for later use and they will be cleaned at the end of the day. Members with storage are asked to go to the storage room door to request their bags. Please arrive well before your game to allow ample time to

receive your equipment. Staff would appreciate it if you would learn your stall number. Also, please make sure that your name is on your golf bag. You are asked to respect the “staff only” policy in secured area of the back shop unless under staff supervision. At the completion of your round, please check your golf bag and bring it to the storage door.

Power Caddy Storage / Pull Cart Storage - Please arrive 15 minutes before your tee time to allow staff to assist you most efficiently. At the completion of your round, take your clubs to the attendant in the back shop and then return your caddy to the storage shed. All pull carts or power caddies are eligible for seasonal storage.

NOTE: Personal pull carts may not be stored in the back shop due to limited space. Thank you for your cooperation.

Course Maintenance

The legacy left by our predecessors is this wonderful 18 hole layout that, for over 80 years now, has challenged golfers from all over the world! Current golfers, both members and guests, appreciate Ken-Wo and all it offers as well as the hard work that is provided by the club’s maintenance crew and the volunteers of the Greens Committee.

Our staff starts very early in the day in order to have most of their daily duties completed before the course is full. To maintain our course in the quality condition that we all expect it is necessary to perform several of our maintenance programs during prime golf time. All golfers are expected to respect staff when they are attending to these tasks and remember that tolerating these minimal inconveniences is what is required to attain the excellent course conditions that we all enjoy throughout the season.

The ball rack ceases 15 minutes prior to the first starting time of the day. Members who begin play prior to the commencement of starting times must give priority to club staff that is busy preparing the course for the day’s play. Golfers who do not respect this request will have their early play privileges reviewed.

Power Carts

Power carts are provided to members at special rates. The following is a list of member's rates for power carts:

Tax is included in all prices

Packages

5 (five)	18 hole Rides	\$100
10 (ten)	9 hole Rides	\$100

NOTE: The rate per 5 round booklet will decrease as more booklets are purchased throughout the season. Please refer to the following rate schedule:

Books # 1 - # 4	\$100.00 per book
Books # 5 - # 7	\$90.00 per book
Books # 8 - PLUS	\$80.00 per book

A maximum of 2 booklets may be purchased at one time. ALL booklet tickets are NON-TRANSFERRABLE.

Packages may be purchased in either the office.

Individual Trips

18 holes	\$25
9 holes	\$12.50

Power Cart Policies

Power cart rates are posted in the pro shop. Members receive a lower rate than guests and further bulk-buying incentives (Power Cart Booklets) are available to members. All golfers playing in a power cart must observe the following rules:

- * maximum of two riders per power cart
- * power carts must not be driven in treed areas
- * power carts are not to be driven on tee boxes
- * power carts must remain a minimum of 50 feet from the greens
- * where available, power carts must use cart paths
- * observe and adhere to all signage posted on the course
- * observe and adhere to all directional lines drawn on the course
- * power cart drivers must be at least 19 years, whether with an adult or not
- * be responsible for any damage done to or by the power cart while in their possession
- * all members and guests must sign a rental agreement form prior to receiving power cart

Guest of a Member Rate

All members are entitled to a Guest rate when a family member, friend or business colleague is joining them for a round of golf. The "Guest" rate is set at \$45 during the AM (before 1:00 PM) and \$35 during the PM (After 1:00 PM). Lower rates may be available from time to time due to special

green fee promotions or due to the time of day you are playing. This offer is available on an unlimited basis throughout the golfing season.

The stipulations on this rate are that the member must book the tee time, must play in the same group with their guest and must personally introduce their guest to the Golf shop staff as a “guest of a member”.

NOTE: The “Guest” of a Member rate is not valid on pre-purchased green fee vouchers.

Handicap Policies

All members who would like to play in club sanctioned events **MUST** enter all their scores in the handicap computer currently located in the pro shop. If you require assistance please consult a Handicap Committee member or staff member.

Developing and maintaining an up to date handicap is very important and required by members wishing to participate in club tournaments, provincial tournaments, etc. We encourage all members to maintain a valid handicap, but it is not mandatory should the desire not exist to participate in club tournaments or outside tournaments. In other words, if you simply want to enjoy the game at a recreational or social level, please do so.

Fair handicapping depends upon full and accurate information regarding a player’s potential scoring ability as reflected by a complete scoring record. Each player is responsible for posting **all** acceptable scores following the round.

Acceptable scores include adjusted gross scores from all courses with a RCGA Course Rating and Slope Rating, both home and away, scores in both match play and stroke play, scores made in accordance with the principles of The Rules of Golf. If 13 or more holes are played, the player must post an 18-hole score. If 7 to 12 holes are played, the player must post a 9-hole score. For handicap purposes Equitable Stroke Control **must** be applied to all scores including tournament scores.

To score for unplayed holes: the score shall be par plus any handicap strokes that you are entitled to on each hole.

To score for unfinished holes: score the number of strokes already taken plus, in your best judgement, the number of strokes needed to complete the hole from that position more than half the time, ie your **most likely** score. This score must not exceed your maximum under Equitable Stroke Control.

It is particularly important for you to have an accurate handicap if you intend to play in any club handicap competitions, any RCGA, NSGA or invitational tournaments. **Without an accurate, up to date handicap you may not be permitted to participate in the competition.** An accurate handicap requires that all acceptable scores be posted.

If you have a question as to how to score in match play, team play, or when a hole or holes are not played, please ASK.

You may post your scores at the computer at the club or you may access the RCGA Network from your home computer by going to www.rcganetwork.org . All that you need is your username, password of 123456, and your adjusted gross score. It is preferable that this be done within 24 hours of the completion of your round.

Sources of assistance include the Pro Shop staff, Bill Hill or John Horton.

Gender Neutral Tees

Four sets of tees are fully operational and obtaining the maximum enjoyment from your round may be accomplished when you play from the tees most suited to your particular handicap. We suggest the following guidelines for your consideration:

<u>Handicap</u>	<u>Tee</u>
0 – 10	GOLD
11 – 20	RED
21 – 35	GREEN
35 – plus or not established	YELLOW

Dangerous Weather

Ken-Wo staff shall make the final decision as to whether or not current weather conditions are safe for play. When weather conditions are considered dangerous a horn will sound three times to indicate that play has been suspended. When this horn sounds everyone must leave the golf course and are welcome to pass the delay in the clubhouse. All golfers should be aware that due to noise from wind, and bad weather in general, the horn is not always audible at certain areas on the course. Therefore, if you feel weather is suspect or you see others leaving the course then you should do so as well. All golfers are requested to report any thunder they hear or lightning they see to the pro shop staff. If necessary, call the pro shop from your cell at 681-5388

Emergency Response Program

Ken-Wo Golf Club has an Emergency Response Program and a trained Medical Emergency Response Team in place for the benefit of club members and guests. An Emergency Response Vehicle (converted power cart) and an Automated External Defibrillator are on site.

If there is a medical emergency in your group **CALL 911** and they will dispatch an ambulance and 911 will call Ken-Wo to dispatch the club's Medical Emergency Response Team. The club has a dedicated emergency phone line and the 911 people are the only ones who have access to this number.

Member Charge Accounts

To open an account you **MUST** complete an account application form and provide a valid credit card number and expiry date.

These forms are available at the administration office, bar or pro shop. Upon completion of the form, your account will be activated through the administration office on the next business day.

Monthly statements **will not** be issued and each member is responsible to pay off their own account before the 25th of the month, if they do not want their credit card charged. Should you wish to have a detailed statement emailed to you please contact the administration office. Members may make a payment or inquire as to their balance at any time by contacting the office.

Should you have any questions or concerns, please contact Brandy or Rene @ 681-0678 or via email at bmartin@ken-wo.com or rmackay@ken-wo.com.

Ken-Wo Divisions

Ladies' Division:

Two of the founding members of Ken-Wo in 1921 were women and the tradition of active membership by women in the club continues to this day. The ladies' division provides opportunities for women to golf with other members through Thursday morning ladies' golf and its opening and closing events in May and October. Members wishing to play on Thursday mornings sign up by the previous Friday on the list outside the pro shop. The draw is posted to the women's website and is available at the pro shop desk by Monday.

2009 marks the 85th anniversary of the ladies' club championship. Plans are underway to celebrate this competition with special events. In late June, the ladies' division coordinates Scramble fore Cancer Care. This charity event raises funds for the Cancer Navigation Unit at the Valley Regional Hospital. At the invitation of Eaglequest Grandview women golfers, the executive is in the process of planning a Ryder Cup-type of competition. More information will be communicated as plans are formalized.

The current executive members are:

Jane Cayford	President
Debbie Gauthier	Vice-President
Mary Ann Culliton	Past President
Cheryl Smith, Peggy Smith	Match Committee
Yvonne Wilson	House
Martha Barry	Publicity
Gail Hazel	Prizes

Senior Men's Division:

Membership is open for those male members in good standing 55 years and older interested in fun, fellowship and "organized" weekly golfing events.

Every Wednesday is Senior Men's day. The season starts the first Wednesday in May. On that day a shotgun start for golf followed by dinner and a short meeting. Each Wednesday various competitions and or regular play are available for those who sign up by the previous Friday. The membership averages around 80-90 members and usually 50 or more play at these weekly outings. The closing takes place on the first Wednesday in October with a "special" golf competition followed by dinner and the closing meeting.

Various special events take place throughout the season. These include the Senior Junior Scramble, our play on one or two occasions with the Ladies Division and our home and home series with the Osprey Ridge seniors.

The organization is responsible for running the Ken-Wo Senior Men's Championship. This takes place on the third Monday and Tuesday in August and is open for all Ken-Wo Men 55 years of age and older.

The organization has an elected (by the membership) executive consisting of nine members. Term of office is for two years with reappointment if agreed to by all parties. Included is the representative of the Valley Seniors, an organization of member clubs where members of this organization play golf at specified times for reduced rates throughout the season.

Men's Division:

Men's Day is every Wednesday afternoon with approximately seventy men participating. Due to individual work schedules starting times are staggered throughout the afternoon. Sign up weekly in the pro shop. The Men's Division has several other events throughout the season including the always popular two man scrambles. Please keep an eye on the main level bulletin board for event postings.

Friday Night Social Golf:

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A 9 hole social golf event is scheduled on Friday evenings during the course of the season! There are 8 events scheduled for the 2009 season. Please refer to the bulletin board and website for the schedule of events. Various formats are played throughout the season including stableford, scramble, etc. This enjoyable golf event has approximately thirty to forty participants per week who then gather in the clubhouse for dinner, prize presentation and *socializing*.

Social Events:

The club's Social Committee offers several social events. The Club Opening Social which is held in late April / early May and the Annual Canada Day Barbecue on the deck do not require pre-event sign-up... just come as you are! The Club Closing in October as well as some other scheduled events do require pre-event registration so keep an eye on the main level bulletin board for announcements.

Junior Development:

Ken-Wo has 150 juniors who are very active thanks to a very dedicated committee who have the support of all our club's members. The kids attend regular clinics and have several friendly competitions throughout the season. Our younger juniors play from the 150 yard markers until they are ready for the longer course. Some of our older juniors have made a name for themselves, not only on the provincial stage, but the national one as well.

Schedule and Communications:

A schedule of events is included with all membership packages at the beginning of each season. This package, available for pick up in the pro shop, also includes your bag tag and handicap card. Please post the schedule of events on your fridge for quick reference throughout the season. Events are also posted throughout the clubhouse and pro shop. Please watch for upcoming events at the main level bulletin board. Information bulletins for the ladies, senior men's and men's division are located on the main level directly outside the pro shop. The bulletin board for the junior division can be found in the junior room located in the lower basement level of the clubhouse.

The main form of communicating with the membership is email as Ken-Wo strives to do its part to help the environment, and thus has reduced the amount of printed material. A bi-weekly newsletter entitled "Backspin" is emailed to all members throughout the season. The newsletter can also be found on the club's website at www.ken-wo.com. The Director of Golf also issues several emails

throughout the season so make sure your email address is on file and up to date. Should you wish to be added to the club's regular email list, please send an email to rmackay@ken-wo.com or bmartin@ken-wo.com.

Club Event/Function Sign-Up Policy:

This sign-up method is used for events that require an entry fee or have a meal included (eg.: Ladies Opening and Closing, Senior Men's Opening and Closing and the various Club Championship's to name a few). Participants can register in the pro shop or administration office. Payment must accompany the entry form. Phone, fax and email entries will be accepted if accompanied by a valid Visa, MasterCard or Amex number and expiry date. If you would like to utilize our convenient sign-up method, you may make arrangements to have your credit card number on file and when signing-up in the pro shop, just write "CC on file" on your entry form. Your card will be debited no more than a week prior to the event. Please remember that closing dates vary for each event so be sure to sign up on or before the deadline.

Food and Beverage Services

Food and Bar Service:

Our club offers a tasty pub-style menu at very reasonable prices for the enjoyment of all Ken-Wo members. A variety of daily lunch specials are also available. The Ken-Wo bar offers many of the popular beer, spirit and wine selections.

The Stop & Go Canteen, situated adjacent to the ninth green, again offers many selections at reasonable prices and is designed for all players to maintain the proper pace of play... STOP to pick something up and then GO to the tenth tee!!

Members are encouraged to submit requests to be added to the food and bar service menu. We will do our best to accommodate you.

Payment options in the food and bar areas include cash, debit card or credit card. A charge account may also be setup by providing the administration office with a valid credit card.

Food and Beverage Incentive Program:

In an effort to enhance the overall membership experience and recognize those who support the club on a regular basis, an optional food and beverage incentive is available. Through an initial deposit of \$200.00, an individual is entitled to receive a regular 10% discount throughout the season on ALL food and beverage purchases made in the dining room, bar, stop n go or beverage cart. To partake in this program you **MUST** provide a valid credit card to set up a charge account. The incentive program / 10% discount is on a per person basis and cannot be shared or split for a price of \$100.00 per person.

NOTE: Please refer to this program as the "Food and Beverage Awards Incentive Program" when making a purchase in either of the food and beverage departments.

Beverage Cart Services:

The beverage cart will be on course throughout the season on select days weather permitting. Beverage cart services will run from early May to mid-September and will be available to members and guests on Wednesday, Friday, Saturday and Sunday. The cart will also be on course during "special" events throughout the season. We encourage the entire membership to support the beverage cart to ensure the service remains consistent throughout the season.

Ken-Wo Clubhouse

As a member of the Ken-Wo Golf Club you are eligible to receive a discount of \$100 on the rental of "your" facility. Please remember us, and promote your own club, when looking for a venue to host receptions, banquets, birthday parties, business meetings and any other events. We can host anything from a formal meal to a BBQ buffet to a wine and cheese cocktail reception. Seating capacity for the dining room is 130 so please keep "your" club in mind when planning your special event.

The room rental includes:

Dance floor, wine glasses, cutlery and setup (the rental party is responsible for decorating). We also offer cake table, guest book table and gift table.

Table linens, table skirting and cloth napkins are available for an additional amount. Other items or colors can be arranged at an additional cost.

Our kitchen can perform cake cutting services if needed.

Booking Agreement

- The Ken-Wo Golf Club will tentatively book your function up to a period of two weeks. By that time a deposit is required of **\$200.00 (first deposit)** in order to confirm your function. If no deposit is given the function date will immediately be released. **This initial deposit is non-refundable.**
- Final numbers must be submitted seven (7) working days prior to the function. This number will be the minimum charged on final invoice.
- A **50% of anticipated charges second deposit** is due seven (7) working days prior to the function and is non-refundable at that time. The balance will be on final invoice post function.

Garbage and Recycling Procedures

It is important that Ken-Wo do its part in protecting the environment and “Going Green.” In an effort to do our part, the club will be following a strict garbage and recycling system mirroring the system put in place by Kings County.

Adherence to these new guidelines will also assist the club in avoiding substantial fines levied by the county.

- Please put only used and unused paper towel and tissues in the large container in the washrooms.
- Anything that is not recyclable,(garbage only) goes in the small container.
- Please do not dispose of food in the washrooms.
- Please put empty drink containers in large bin in the back shop.

Following these procedures makes the job of sorting much easier for staff.

We thank you in advance for your co-operation and efforts in making Ken-Wo Golf Club a “greener” and more environmentally friendly facility.

Complaints and Concerns

Management and staff at Ken-Wo want your experience at our club to be second to none. We are willing to work hard to ensure that this is the case. However, realizing that we are human, and therefore not perfect, there will be times when a member or guest has reason for concern. It is requested that all complaints and concerns be IMMEDIATELY given to the Director of Golf which will allow a timely solution for all parties concerned.

Hours of Operation

Our hours of operation vary slightly during the season and are, at times, determined by the weather. More often than not our hours are as follows:

From season opening until the Friday of Victoria Day weekend and from the Tuesday after Labour Day until the Sunday after Thanksgiving Day our hours are as follows:

Dining Room:

Monday to Friday 11:00am until 7:00pm

NOTE: Dining Room will remain open for Men's Night and Social Golf, as well as special events that are pre-booked.

Saturday & Sunday 9:00am until 6:00pm

Pro Shop: Opens daily at 8:00am

Stop & Go Canteen: Daily from 8:00 am until 6:30 pm – weekdays
Daily from 7:00 am until 6:30 pm – weekends

The remaining days, which are our peak season days and run from the Friday of the Victoria Day weekend until Labour Day our hours are as follows:

Dining Room:

Monday to Friday 11:00am until 7:00pm

NOTE: Dining Room will remain open for Men's Night and Social Golf, as well as special events that are pre-booked.

Saturday & Sunday 9:00am until 6:00pm

Pro Shop: Opens daily at 6:30am

Stop & Go Canteen: Daily from 7:00am until 7:00pm – 7 days per week

Please Note: The Dining Room, Bar and Stop N Go hours are subject to change without notice due to special events, weather and course traffic.

Early Morning Play: The ball rack ceases 15 minutes prior to the first starting time of the day. Golfers who start play prior to the commencement of starting times must give priority to club staff who are preparing the course for the day's play. Club staff is very busy at this time of day and golfers who do not respect this request will have their early play privileges reviewed.

Fall Golf: Our club offers full service until mid-October; however, the golf course will remain open later in the fall as the weather allows. Services offered at this time are limited. The upper level food & bar service is closed. Power carts, push carts and canteen service are not necessarily available. There are daily starting times from 9am until 2pm until late October or so, however, once we get into November the ball rack is in effect.