

## WELCOME

On behalf of our entire team, I would like to thank you for choosing to make Oliver's Nest Golf Club and Cardinal 18 Golf Club your home club. Throughout this document you will find answers to many of your questions regarding your membership benefits and our club's policies.

We look forward to offering you a welcoming and enjoyable experience at both clubs and should you have any questions, concerns or comments, please feel free to reach out.

Kindest Regards,

Ken Hamilton  
Director of Operations

## KEY CONTACTS

Oliver's Nest: (705) 953-9393

Cardinal 18: (705) 878-1010

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<b>Bird's Nest Grill</b>		Ext 603	
<b>Oliver's Nest Pro Shop</b>		Ext 601	<a href="mailto:proshop@golfiversnest.com">proshop@golfiversnest.com</a>
<b>Cardinal 18 Pro Shop</b>		Ext 701	<a href="mailto:proshop@cardinal18.com">proshop@cardinal18.com</a>

## OLIVER'S NEST & CARDINAL 18

Nestled in the scenic farmland of Kawartha Lakes, Oliver's Nest Golf Club presents an exceptional golf experience for all levels of golfers. A parkland course with the Mariposa Creek meandering throughout the property and in play on many holes, Oliver's Nest offers a challenge to the most accomplished of golfers while remaining fair to those seeking an enjoyable day on the links. Our patios offer scenic views of both the 1<sup>st</sup> and 10<sup>th</sup> tee as well as the 9<sup>th</sup> green.

Cardinal 18 Golf Club is a mere 10 minutes south east of Oliver's Nest. Featuring two distinct 9 holes, it will challenge your directional play on the front nine and your strategic play on the back 9. Velvety greens, great views (especially in the fall with the colours changing) and friendly service bring golfers back time after time.

We are not a country club but rather a club in the country. Small town vibes offering what you expect – friendly service, welcoming members and a place to call home.

## **GENERAL**

### **HOURS OF OPERATION**

#### GOLF COURSE

Opening and closing dates depend on the weather and course conditions and are at the discretion of the golf course superintendent and management team. Tee times will be adjusted in the early and late season to reflect the change in daylight hours.

#### PRO SHOP

Opens 40 minutes before the first tee time. Closing time will vary based on the season.

#### THE BIRD'S NEST GRILL (OLIVER'S NEST)

Opens daily at 30 minutes prior to the first tee time.

*Hours subject to change.*

Hours in the shoulder season may vary due to weather and demand.

#### ON-COURSE FOOD AND BEVERAGE

Beverage Cart service:

Oliver's Nest: Wednesday – Sunday from 9:30am – 4:30pm.

Cardinal 18: Friday – Sunday from 9:30am – 4:30pm.

Hours will also be posted at the club and online. For more details, please contact the Bird's Nest Grill or Pro Shop.

#### DRIVING RANGE

The driving range and practice facilities will be open and available to members daily from 30 minutes prior to first tee time until sunset. Members are requested to hit one small or warm up bucket prior to their round. Multiple buckets will not be issued and members are not to take range balls or buckets home with them.

Please note that the driving range will typically be closed Tuesday after 4pm for weekly maintenance and will reopen on Wednesday morning at 11:00am. Maintenance hours and frequency may vary due to weather and scheduling. Any changes or updated information will be posted in the Pro Shop.

## **PERSONAL BELONGINGS**

The club is not responsible in the event that any item is lost, stolen or damaged on the Oliver's Nest Golf Club or Cardinal 18 Golf Club premises. This includes clubs, jewelry, power caddies, clothing etc.

It is recommended that valuable items not be brought to the facility and/or left in visible areas.

## **LOST AND FOUND POLICY**

Oliver's Nest and Cardinal 18 recognize the importance of returning lost property to its rightful owner.

Any member finding lost property on either property shall turn it in at the first reasonable opportunity. All lost and found items should be returned to the Pro Shop. All of these items will be recorded in the Lost and Found Ledger. These lost items will remain available for pickup in the Pro Shop until the end of the season. Photo ID or proof of ownership may be required to retrieve the item.

If you have lost an item(s), please report it to the attendant in the Pro Shop at your earliest convenience. Although we cannot guarantee that the lost item(s) will be found and returned, the staff will make every effort to try and make sure lost property is located and returned to the rightful owner.

## **PARKING**

Designated parking areas in the parking lots are clearly marked. Golfers should park in the large parking area. Handicap parking is available and clearly marked. Only those with a handicapped parking permit should park their vehicle in the handicapped spots. It is recommended that individuals do not leave any valuables in their vehicles. The club is not responsible for any damage sustained to their vehicles when at Oliver's Nest Golf Club or Cardinal 18 Golf Club.

## **SMOKING POLICY**

All smoking, including the use of electronic cigarettes, is completely prohibited inside any building and near any individuals on the Oliver's Nest Golf Club or Cardinal 18 Golf Club property. Smoking may only take place in the designated smoking areas. All smoking must comply with any established by-laws. Smoking is prohibited within 9 meters of all entrances and on outdoor patios. Designated smoking areas are subject to change.

## **RESTRICTED AREAS**

There are certain areas of the Oliver's Nest Golf Club and Cardinal 18 Golf Club facilities that are restricted to employee access only. This is largely due to health, safety and privacy reasons. Restricted areas include but are not limited to: behind any of the bars or serving areas, in the kitchen, behind the pro shop counter, employee work stations, maintenance rooms, maintenance buildings etc. These restrictions are taken seriously and must be followed at all times.

## **DRESS CODE**

Standard golfing apparel is required on the golf course. Collared golf shirts are mandatory for men and a collared golf shirt or collared sleeveless top is appropriate for women. Women's shirts without a collar must have sleeves. Shorts for both men and women must be of an appropriate length. Appropriate golf footwear must also be worn. No metal spikes are allowed. Hats must be facing forward at all times.

The club management will bring any dress code infraction to a member or guest's attention. It is the responsibility of the member to ensure guests obey the club dress code. For a serious infraction, play will not be possible until the player's outfit meets club standards. In some cases, at the discretion of the club's supervisor or management team, the individual may be advised that it will be satisfactory to proceed; however, play will not be possible in the future unless the dress code requirements are met.

## **COMMUNICATION**

Oliver's Nest Golf Club and Cardinal 18 Golf Club realize the importance of strong communication between the club and its members. Every effort will be made to convey news, special events, updates etc. to the members. Primary means of communication include emails and signage around the club. Information can also be obtained from Pro Shop attendants and by following our social media accounts. We ask members to be aware of these media outlets so they do not miss out on any news or initiatives going on at the club.

## **CODE OF CONDUCT**

This Code of Conduct policy ensures that all members and employees of Oliver's Nest Golf Club and Cardinal 18 Golf Club feel welcome and accepted at the facilities. The purpose of this policy is to establish a standard of acceptable conditions where members, guests and employees are able to experience a safe, friendly and respectful atmosphere, free from any form of harassment, discrimination, abuse and violence.

Members must:

- Strive to help create a culture that is positive and welcoming
- Demonstrate integrity, dignity and respect to all employees, guests and members
- Respect the Oliver's Nest and Cardinal 18 property and facilities

- Understand that club members and visitors have no authority to instruct employees in job related performance or duties
- Understand that management are the individuals who have instructed employees to engage in their duties
- Recognize and abide by the policies established at Oliver's Nest and Cardinal 18
- Have the right to make suggestions to the management of Oliver's Nest and Cardinal 18 in an appropriate and constructive manner
- Refrain from expressing or acting or speaking in a violent, aggressive, threatening or abusive manner toward any member, guest or employee
- Not engage in any sexual, racial, religious or other forms of harassment
- Be an ambassador for the Oliver's Nest Golf Club and Cardinal 18 Golf Club in the community or at other clubs
- Abide by all club rules and regulations
- Refrain from attempting to deceive or take advantage of the club by abusing their membership privileges
- Recognize that Oliver's Nest and Cardinal 18 are family-oriented clubs which do not tolerate offensive language and behaviour deemed inappropriate
- Adhere to proper etiquette on and off the course

Offenders may receive a verbal warning or be asked to attend an in-person meeting with management.

Serious offenses may result in an automatic suspension from the club for a period of time determined by the Oliver's Nest management or have their membership privileges revoked.

## **EMERGENCY PROCEDURES**

In the event of an emergency please contact 911 immediately. You will be asked to provide your name, a brief description of the emergency, your location on property and our physical address.

Location: **Oliver's Nest - 1075 Highway 7, Oakwood, Ontario, K0M 2M0**  
 Telephone: **(705) 953-9393**

Location: **Cardinal 18 – 935 Elm Tree Rd, Little Britain, Ontario K0M 2M0**  
 Telephone: **(705) 878-1010**

Please notify a staff member or manager immediately after you have called 911 so the employee can meet the emergency services upon arrival at the road and act on the situation according to our health and safety procedures.

There are Automated External Defibrillator (AED) unit located in Pro Shop at both courses.

## **COMMENTS, COMPLAINTS OR SUGGESTIONS**

Oliver's Nest and Cardinal 18 value all constructive feedback and uses such information to better the club as a whole. We encourage all concerns and complaints of a serious nature to be brought to a manager either in person or in writing. Concerns should be addressed to the appropriate departmental manager when possible. Oliver's Nest and Cardinal 18 employees are eager to resolve any issues that may arise.

## **MEMBER GUESTS**

Members are invited and encouraged to bring a guest to golf at the club. Members are responsible for their guests while at the facility and guests must adhere to all of the club's rules and follow the dress code.

Guests are eligible to receive the 2024 member-guest green fee rates which are a 20% reduction on regular rack rates.

## **MEMBERSHIPS**

### **MEMBER BENEFITS**

All member benefits are outlined in the most recent membership package. Benefits are subject to change on an annual basis.

### **MEMBER ACCOUNTS**

Members at both Oliver's Nest and Cardinal 18 are granted House Account privileges for any purchases made at either course. This includes golf, merchandise and food & beverage purchases both in the shop and from the beverage cart. House Account users are required to have a valid credit card on file and your card will be charged the full amount of your balance on the 1<sup>st</sup> of each month. Any declined payments have 7 business days to pay their account in full and ensure that card information is accurate. Any accounts not paid in full will have their charging privileges revoked until the account is considered paid in full. After 30 days, unpaid accounts will result in the suspension of all member privileges including golf, access to practice facilities, purchase of items on member charge accounts etc., until the balance has been paid. Once payment is processed the individual's member privileges will be reinstated.

## **MODIFICATIONS TO MEMBERSHIPS**

In certain situations, due to unplanned or extenuating circumstances, there may be reason for a member to request his or her membership be postponed, modified or refunded. Each situation will depend on the individual member's specific circumstances and a decision will be determined on a case-by-case basis. Oliver's Nest Management will evaluate each of these situations on their own merit and the decision to modify the membership will depend on the specific case in question.

While each situation will be evaluated on an individual basis, every effort will be made to ensure that decisions are consistent between members and facilities. Please note for situations involving the health of an individual, a registered doctor's note will always be required.

## **PRIVATE EVENT PARTICIPATION**

From time to time, Oliver's Nest and Cardinal 18 will host external private events such as golf tournaments. Participation in these external events is not included in your membership. Members who are eligible and wish to participate in the private event will be expected to pay any associated fees directly to the private event.

## **HOUSE AND ALCOHOL POLICY**

1. All persons who appear under the age of 25 will be asked for I.D.
2. No person under the age of 19 will be served alcohol.
3. Oliver's Nest and Cardinal 18 reserve the right to cease service to anyone who appears to be intoxicated.
4. Members and guests are not allowed to bring their own alcohol onto the club's property which includes the golf course, the parking lot and the clubhouse. Members found with their own alcohol on the either property risk losing their membership.
5. Oliver's Nest and Cardinal 18 reserve the right to check a member's golf bag if there is reasonable belief that the member has brought his or her own alcohol onto the club's property, in contravention of clause 4.
6. Oliver's Nest and Cardinal 18 do not endorse drinking alcohol and driving. Any person who appears intoxicated will be asked how they intend to leave the club. If the person is known or suspected to have driven a motor vehicle to the club, he or she will be asked to give the vehicle's keys to a staff member until such time as the person is sober. If there is reasonable belief that the person will drive the motor vehicle while intoxicated, the police will be called.
7. A golf cart is a motorized vehicle. Therefore, drinking and driving a golf cart is the same as drinking and driving a motor vehicle.
8. Arriving members or guests who appear intoxicated will not be allowed into areas of alcohol service.
9. Any person who is abusive or disruptive will be asked to leave the Oliver's Nest or Cardinal 18 property, and if they refuse, the police will be called.
10. The parking lot is not licensed and alcohol is not allowed beyond the cart return area.



## **CANNABIS**

The use of cannabis is prohibited at both Oliver's Nest Golf Club and Cardinal 18 Golf Club. This includes all areas of both properties – around the clubhouse, in the parking lot, putting greens and practice areas and also on the golf course. Failure to adhere to this policy will result in disciplinary action up to and including forfeiture of your membership.

## **GOLF**

### **TEE TIME RESERVATIONS**

Tee times are distributed on a 'first-come, first-served' basis, meaning that the first individual to request a tee time (by phone, in person or online) will receive that tee time. Tee sheets open for booking 15 days in advance at 6pm. All player names must be entered into each reservation at the time it is made. Tee times will not be held or reserved further than 15 days in advance. Recurring tee times (i.e. 8:00am every Saturday) cannot be booked. There will be specific times designated for league play which will be reserved by the club for individuals participating in leagues.

Certain membership types, such as junior members, may be restricted from booking tee times during specific time periods. Please see the Membership Package for more information.

Every member is responsible for arriving for their reserved tee time. If there is an instance where a member is unable to show for their booked tee time, a courtesy call to the Pro Shop to cancel their reservation is required if the cancellation is not completed online. As well, members are asked to reserve tee times for the exact number of individuals that they intend to play with. Overbooking is not an accepted practice as it will limit the opportunity for other members to golf. Please refer to the club's 'Tee Time No-Show/Short Show Policy' for more details.

External tournaments and events may take place from time to time at the club. While these events may restrict tee times on certain days, every effort will be made by the management team to ensure that members will have access to as many tee times as possible. These external events are important to Oliver's Nest and Cardinal 18 in order to continue investing and maintaining the club as a whole.

Reserving tee times when playing with staff or volunteers is allowed but staff/volunteer booking privileges must be followed. Members who know they are playing with staff/volunteers are not permitted to book blank guests in and then fill the reservation with staff/volunteer names once the date is close enough to do so. Staff/Volunteers are also not allowed to show up day of to take those spots in a reserved tee time without notifying the Pro Shop prior to arrival. All staff/volunteer names on the tee sheet must be approved by the Pro Shop prior to staff/volunteer arriving to play. Members and staff/volunteers who fail to follow these protocols will have the choice of paying member guest rates or the staff/volunteer can choose not to play.

Member groups of 12 players or more are allowed to book 3 weeks in advance with the understanding that all players names must be input into the tee sheet at time of reservation. Failure to provide all names or groups showing up with less than the 12 indicated players will result in the loss of advance booking privileges.

### **TEE TIME NO-SHOW/SHORT SHOW POLICY**

It is the responsibility of any booked member, whether he or she made the reservation or not, to notify the Pro Shop, by phone or through the online tee time reservation engine, of a cancellation, no later than 6pm of the day prior to the tee time. If a member has a reserved time and fails to report their cancellation, a \$30.00 'No-Show' fee will be billed to the member's account.

Similarly, if a member books a reservation with non-member guests, it is their responsibility to notify the Pro Shop, by phone or through the online tee time reservation engine, of a cancellation or modification to the number of players, no later than 6pm of the day prior to the tee time. If the number of golfers arriving to play is less than what was reserved, a \$25.00 'Short-Show fee' per missing player will be billed to the member's account.

After a 3<sup>rd</sup> No-Show/Short-Show occurrence, members will be charged full rack rate green fees for these infractions for the balance of the season.

In the event of inclement weather, a no-show penalty will not be enforced; however, you are still required to notify the Pro Shop that you will not be arriving.

If you are calling after hours and the Pro Shop is closed, please leave a message including your first and last name, tee time and your intentions to modify or cancel the booking.

For extenuating circumstances, a no-show green fee charges may be waived at the discretion of the club's management.

## **CHECK IN**

All members are required to check-in at the Pro Shop or with the Starter prior to teeing off.

## **HANDICAP SCORING**

### **GOLF CANADA & GOLF ASSOCIATION OF ONTARIO**

Members will be provided with access to the world handicapping system through Golf Canada. Any member who would like to track their handicap through Golf Canada and the GAO are to contact the pro shop to receive your GAO Number. All round tracking will be done through the Golf Canada Website or Mobile App. [Download App Here](#)

## **POWER CARTS**

All operators of a power cart must hold a valid Ontario G class licence or equivalent and be over the age of 18. For reasons of personal safety and insurance, we cannot allow any individual or child to operate a power cart without a valid licence.

All carts must be returned to the back shop in the same condition as they were received. All carts are evaluated after every use and damage is recorded. Any damage that occurs while operating the vehicle is the responsibility of the driver. The cost to repair any damage to the cart will be billed to the operator of the power cart at the time the damage occurred.

If a cart is malfunctioning or becomes damaged while in your possession, please notify the Pro Shop staff immediately upon return. If the damage is severe, please leave the cart stationary and contact the Pro Shop immediately.

A power cart is a motorized vehicle. Therefore, operating a golf cart while under the influence is the same as operating a motor vehicle under the influence. Individuals who are intoxicated are not permitted to operate power carts. Alcohol cannot be consumed in a power cart in the parking lot.

## **PULL CARTS**

The club provides complimentary pull carts for its members and guests. Pull carts are issued on a first-come first-serve basis and are subject to availability.

## **HANDICAP FLAG**

Handicap flags are available at the Pro Shop for individuals who are unable to follow certain cart restrictions due to mobility issues.

Handicap flags signal to course attendants, golfers and on-site player's assistants, that the individual displaying the flag is exempt from some rules that govern other golfers in order to accommodate that person's specific needs.

Golfers with a handicap flag who are approaching a green are permitted to remain on the fairway beyond the 'Cart Return' signs in order to decrease the amount of walking by that individual. Although flag holders are permitted to approach greens more closely than others, they must remain off of the greens and fringe, and areas behind the greens, at all times. Any partitioned or segmented areas of the golf course, as designated by the grounds crew, is off limits to all golfers including those with handicap flags.

Following extreme weather and under certain course conditions, handicap flags may not be available.

## **ON COURSE NOISE ETIQUETTE**

Our fleet of EZ-GO carts are equipped with USB ports which can be used to power and recharge electronic devices. We encourage members and guests to use these ports to charge mobile phones or power small on-course GPS devices. Individuals may choose to use the USB to power a portable speaker to play their favourite music. While playing music on the course is permitted, it must be quiet enough that it does not affect players in other groups as determined by a player's assistant or course employee. As a general rule, music should not be able to be heard more than a few feet away from the cart.

If the music is too loud, the individual must adjust the volume to the specified level suggested by the player's assistant or employee or turn the device off completely. We ask all members to be considerate when playing music and to be aware of how it may affect the enjoyment of the game by other golfers.

Loud and offensive language affects the enjoyment of players around you. Please be respectful of other players and keep conversations to a civilized volume.

There is a volume override for any Hole in One. Celebrate it like crazy and make sure those on the surrounding holes get an idea of what happened. Then move on!

## GOLF COURSE CARE

Oliver's Nest and Cardinal 18 pride themselves on their exceptionally well-maintained golf courses and our team strives to ensure optimal playing conditions. However, with the large number of people playing each and every day, it is the responsibility of every golfer to replace divots and fix ball marks. While our maintenance team works tirelessly to maintain pristine course conditions, without the effort of each golfer to replace imperfections caused by their shots, it is impossible to keep the course in good condition.

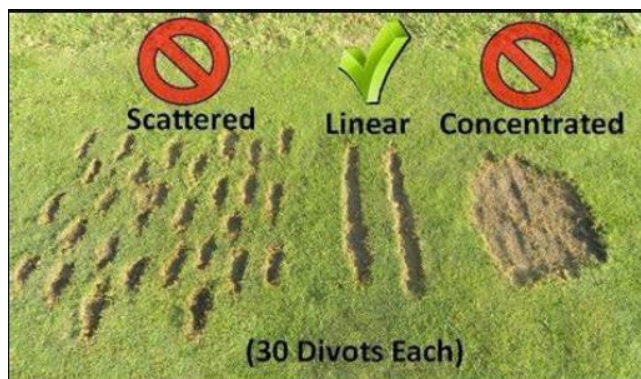
Divot mix is used to fill divots that cannot be replaced and is provided on each cart. Divot mix is also available for pick up by the first tee and after hole nine. In addition, ball marks on the greens should be fixed by using a tee or divot repair tool to work around the outside of the ball mark, carefully pushing the turf toward the center of the divot.

## DRIVING RANGE ETIQUETTE

All members have full access to the Oliver's Nest Golf Club practice facility.

Please keep power carts on the path at all times.

Please take your divots in the most efficient way possible. See below



## **ETIQUETTE AND PACE OF PLAY**

Please be considerate of the groups around you when playing a round of golf. The following few pieces of golf etiquette form a good basis to ensure you are not causing slow play.

- Good golf etiquette does not mean staying ahead of the group behind you; rather, it means keeping up with the group in front of you.
- Minimize the amount of time spent on the tee or when taking practice swings. A short pre swing routine greatly speeds up pace of play.
- Ready golf means thinking ahead so when it becomes your turn, you are ready to play. This includes completing all of your pre-shot preparation prior to your turn to play.
- Keep your pre-shot routine to a minimum, especially on greens. This will speed up play and has proven to improve performance!
- When searching for a lost ball keep your search time to a maximum of two minutes.
- Do not initiate play until the group ahead is out of range
- When the last golfer has holed out, the players should immediately replace the flag and leave the putting green. Record scores on next tee.
- Please put all litter in the designated containers
- The time taken to play a round by any group of four golfers should not exceed 4 hours and 15 minutes

## **INCLEMENT WEATHER**

During bad weather the club may have to put restrictions on the golf course, or close it entirely, in order to preserve the course and not cause further damage or destruction. From time to time, there may also be instances where power cart traffic may be limited or restricted. These decisions are made based on the needs of both the golf course and its membership. In events such as this, our golf course maintenance team always strives to return the course back to acceptable condition and resume play as soon as possible.

When lightning is detected in the area, an air horn will be sounded by the Pro Shop. When the horn is heard, please return to the clubhouse as soon as possible. The club will reopen the golf course when conditions are safe.