

**NORTH SHORE WINTER CLUB
MEMBERSHIP RULES
UPDATED DECEMBER 18, 2017**

The following are the Rules adopted by the Board of the North Shore Winter Club (the "Club") to govern the conduct of all Members and their guests while at the Club. They shall remain in force until amended by the Board.

The Board, or its delegate, may, from time to time, add to, delete from or amend these Rules as they deem advisable for the conduct of the members.

A copy these Rules shall be displayed on the Club's website (www.nswc.ca) and a physical copy shall kept on file in the Administration office.

Additional rules may be issued by various Committees of the Club for the information and guidance of Members participating in a particular activity.

In the event of any conflict between the Bylaws of the Club and these Rules, the Bylaws shall govern.

PART 1: Introduction and Definitions

1. In these Rules the following terms have the following meanings:
 - a. "Additional Member" means a child of a Member being between 19 years of age and 26, a Caregiver, or a child under the age of 19 living with and under the guardianship of a member (Homestay);
 - b. "Adult Member" means a Member over the age of 19 years;
 - c. "Board" means the Club's Board of Directors, as elected by the Membership;
 - d. "Caregiver" means a non-member who is a caregiver, grandparent, nanny, or child minder and has custody of the child of a Member while at the Club;
 - e. "General Manager" means the person appointed by the Board to execute the mandates from the Board;
 - f. "Guest" means a non-member, sustaining member, or social/restricted member person accompanied by a Member;
 - g. "Junior Member" means a child of a Member, or a Member's Spouse, under the age of 19, who has been granted Junior Membership status;
 - h. "Member" means a person who is a member of the Society under the Bylaws;

- i. "Membership" means a class of membership recognized under the Bylaws;
- j. "Membership Year" means a full year commencing with the month of approval for admission as a Member and for which a Member has paid all Fees, Dues, Fines and Assessments; and
- k. "Primary Member" is the Member designated under a Membership with authority to amend the Membership status.

Interpretation

- 2. In these Rules, unless the context otherwise requires, words importing the singular will include the plural as the case may be, and vice versa and words implying gender include all genders. Headings are for convenience only, and will not be considered for the purpose of interpretation
- 3. Where disputes arise in respect of the interpretation of these Rules they are to be decided:
 - a. by the General Manager, whose decision may be appealed to the Board; or
 - b. on appeal, by the Board.

Club Administration

- 4. The Board has control and supervision of the Club through the General Manager and the Staff.
- 5. Only the General Manager, on Board authority, or a person authorized by the Board to represent the Club, may conduct Club Business. No Member, except as directed by the Board, will hold himself or herself out as representing the Club in any business matter, or issue statements to the media on Club matters.
- 6. Employees of the Club, or anyone appointed by the Board, shall have authority and responsibility to enforce these Rules. The Board will insist on their strict enforcement.
- 7. No Member or group of Members shall organize or carry out any canvas or door to door solicitation in the name of the Club without written permission of the General Manager.

Hours of Operation

- 8. The Club will be open for *General Use* from 6:00 am to 11:00 pm seven (7) days a week with the exception of Christmas Day, Boxing Day and New Years Day, when the Club is closed. The Club may be closed on other days at the discretion of the Board or the General Manager. For the Club's Holiday Operating hours, please refer to the schedule, which is included in the December Newsletter and posted at Member Services.

9. Hours of operation of the lounge, cafeteria, administrative offices, member services desk, swimming pool, Tiki deck, Fitness Centre, and Ice will be posted and may vary from season to season. Please refer to the website or contact the member services desk for specific hours.
10. The Board or the General Manager may restrict the use of the Club in any way and at such times as they may deem proper.

Adult Areas

11. The following areas of the Club are licensed: , the Lounge, the Café, the Jim Graham Room, the Upper and Lower Viewing Galleries, the Tiki Deck, the Adult Change Rooms, and the Hockey Training Centre Lounge. Alcohol may be consumed in these areas only..
12. Access to the Tiki Deck is restricted to adults only after 5 pm and after 7 pm in the Lounge.
13. An adult must accompany any Member or Guest under the age of 16 years in the Lounge at all times.
14. Members must be 13 years of age or older to access the Fitness Centre, unless attending a Club program designed for under-age users or under direct parental supervision. Members under the age of 8 are not permitted to use the Fitness Centre.
15. Use of the Adult Change Rooms (Senior Men's and Senior Ladies) is restricted to Members over the age of 19.
16. Upper Viewing Area – Members under the age of 19 are not permitted to use the Upper Viewing Area at any time. Guests are not permitted to use the Upper Viewing Area unless accompanied by an Adult Member.
17. Every Committee, Member or Guest must reserve any room to be used for activities, events and meetings at the Club.

Employee Relations

18. Only the General Manager, or her delegates, will give orders or directives to employees of the Club.
19. Comments or complaints regarding Club employees should be addressed, in writing to the General Manager.
20. Members who demonstrate abusive behavior towards employees are subject to discipline under these Rules.

Identification

21. Door entry fobs are required for Members to enter the Club. Members who arrive at the Club without their entry fobs will be required to sign in, and their membership status may have to be verified before entrance to the Club will be permitted.
22. Misuse of membership entry fobs shall render a Member liable to suspension and further discipline.
23. There will be a charge for additional family members and the issuance of duplicate entry fobs. Additional and duplicate entry fobs for Junior Members will only be issued at the request of a parent. Additional fobs are available for purchase at Member Services.

Membership

24. The classes of membership are set out in the Bylaws and more particularly defined in Schedule "A".

Guest Rules

25. Adult Members may introduce, without fee and without limitation, on any number of occasions, Guests who do not intend to participate in any Club activity, but wish to attend the Club for a social occasion (for example, visiting to the Cafeteria, Main Lounge, HTC Lounge, Tiki Bar, a Club social function, or to participate in a game of bridge).
26. Adult Members may introduce a Guest to participate in certain activities of the Club upon payment of a guest charge. The activities for which a charge is levied are as follows:
 - a. Swimming;
 - b. General Skating or Ice Hockey;
 - c. Tennis, Squash, Racquetball;
 - d. Sauna, Steam, Whirlpool; and
 - e. Fitness Centre.
27. Each Member is allowed a maximum of 4 participating Guests per month, none of whom may be introduced more frequently than two times per month.
28. The names of all Guests must be entered in the guest register to provide a record of who is in the Club. Guests not signed in may lose guest privileges indefinitely.
29. Where a Guest of a Member has not been registered or an applicable guest charge paid, there will be an unregistered guest charge assessed to the Member's account.
30. With the consent of the Primary Member, Junior Members are permitted to introduce junior guests to participate in the activities outlined in Rule 27 upon payment of Junior Guest Fees.

Junior members are permitted a maximum of two junior guests at a time. All junior guests must be signed in and must be accompanied by the sponsoring Junior Member who is responsible for the behaviour of their guests in the Club.

31. Guest privileges are available on a daily basis for a family and are available through Member Services. Wrist bands will be issued to daily guests and must be worn for pool access.
32. Guest privileges are available on a weekly basis for out-of-town visitors. There are per person or per family rates per week, up to a maximum period of 8 weeks in any given year. Weekly guests must be in possession of a guest card when using the Club.
33. Guests of a Member will not be permitted to find another Member to sign for him/her to prolong visits to the Club. The Guest must leave the Club at the same time as their Member sponsor.
34. Members are responsible for the behaviour of their guests in the Club. Every Member introducing a Guest to the Club will be responsible for any damage or loss caused by the Guest. It will be the responsibility of the Member to recover the cost of any damage to the Club by a sponsored Guest. The costs for any such damage or loss will be posted to the Member's account.

Cashing Cheques

35. No cheques will be accepted by the Club, except as payment for accounts due to the Club. Member accounts may be paid by using the Club's automatic debit system from the Member's own bank account or by pre-authorized payment through the Member's bank account in the Club's discretion. As a condition of membership, all new Members are required to pay all account balances through pre-authorized payment (PAP).

Charging Privileges

36. Members charging items to their accounts must sign their full name and membership number. Spouses and Junior Members must use their membership sub-number.

Assessments

37. From time to time, the Board may levy special assessments for special purposes, and may establish policies respecting overdue accounts and any other matter.

Payment of Members' Accounts

38. Member's monthly invoices are sent out at the beginning of each month and are due for payment before the end of that month. A service charge of 2% per month will be added to all overdue balances. In addition, a late payment penalty of \$20 will be levied each month an account is overdue.

39. Members with dues or assessments in arrears over forty (40) days will have their charging privileges suspended.
40. Members with dues or assessments in arrears over sixty (60) days shall not be in good standing and are liable to suspension, at the discretion of the General Manager and/or the Board, with no rights or privileges in the Club.

Temporary Leave

41. Members may request temporary leave for medical or compassionate reasons. All requests must be in writing and are subject to approval by the General Manager. Temporary leave may be granted for up to 6 months, at which time the member must, at a minimum, maintain a social membership, or resign. This Rule is not applicable to minor injuries but focuses on hardship and unique disability.
42. Should Temporary leave be granted, the Membership is suspended and the Member and any dependents are not permitted access to the Club in any fashion, including as a Guest.

Cancellation of Membership

43. Notification of intention to cancel membership must be received by the Club, in writing, not less than 30 days prior to the effective date of the cancellation. The "effective" date of the resignation shall be the 1st day of the month.
44. Full Members who have resigned for a period less than 1 year and then request reinstatement may be readmitted as a Member upon payment of the current monthly dues for the Membership category they are reinstating in, for the time they were resigned from the Club, to a maximum of 11 months.
45. Members who have resigned their membership while in good standing for a period greater than 1 year who wish to rejoin the Club, may do so with payment of the lesser of one-half of the entrance fee payable by applicants for Full Membership at the time of reactivation or all dues which would have been payable by such member between the date of their resignation and the date of their reactivation had the Member not resigned.
46. Members who resign from the Club will be permitted access as a Guest of a Member, and payment of any applicable Guest fee.
47. Members who resign from the Club will not be permitted to register for Club Programming and/or Private Lessons for a period of six (6) months after cancellation.
48. In the event of reinstatement of any Membership, an administration charge of \$100 will be payable by the Member.

Changes in Status of Membership

49. A Member may not normally change the status of their membership more frequently than once in a 12 month period. Should a Member who has downgraded their membership category wish to upgrade their membership category before a period of 12 months has elapsed, payment of the retroactive dues must be made. The General Manager may review unique situations.
50. Notification of intention to change the status of membership must be received in the Club office, in writing, not less than 30 days prior to the effective date of the change. The effective date must be the first day of the month.
51. Full Members must change their status to Full Family immediately once a Member's child has been enrolled into a Club program.
52. In the event a Family Membership enters into a written separation agreement or become subject to a final divorce order, both previously cohabitating spouses shall be treated equally and offered the following membership options:
 - a. Option One: The Members can agree in writing that one of the two can continue as a regular Member with all the rights and privileges of a regular Member, including the option to add a future cohabiting spouse, without additional entrance fees. Under this option, the individual who does not continue as a regular member shall be removed as a Member of the Club;
 - b. Option Two: The Members can agree in writing that each will become a regular Member with no further entrance fees payable, provided each acknowledges and agrees in writing with the Club that neither such regular Member may appoint an additional cohabiting spouse unless a fee equal to 50% of the then-current regular Member's entrance fee is paid.
53. Children of Members affected by Rule 52 may, by written agreement between the members, be assigned to the membership of either Member or divided between the said Members.
54. In the event a Family Membership, where the Primary Member acquired their membership as an Intermediate Member, enters into a written separation agreement or becomes subject to a final divorce order, the Primary Member shall acquire the Regular Membership, including the option to add a future cohabiting spouse without additional entrance fees. The individual who was not the original Intermediate Member shall be removed as a Member of the Club.
55. Before dealing with any Family Membership separation, the Club shall require a written statement signed by both members, or an order of a Court of competent jurisdiction and until such written statement or Court order is received by the Club, the membership privileges of the regular member and the privileged member may be suspended.

Club Usage and Conduct

56. Property of the Club must not be removed from its location or taken from the Club; nor shall any property be damaged, mistreated or defaced.
57. A Member seeing an act of vandalism must report such action immediately to Club Staff.
58. No loitering will be permitted inside or outside the main entrance to the Club, on the interior stairs or in the front main corridor. Parents are to arrange to meet their children in the viewing areas.
59. Sports gear, including hockey bags, is not to be kept in the front entrance or foyer of the Club. The Club provides storage area for sports gear and Members are required to make use of this space.

Towels

60. The Club provides towels as a service to Members and Guests. Towels are available in designated change facilities and are not to be removed from the Club.

Member Valuables

61. While at the Club, valuables belonging to a Member are left at the Member's risk and should be placed in a locked locker if the Member is using the Club's athletic facilities. Lockers are available on a daily and yearly rental basis in the Change Room facilities. All abandoned articles will be turned into the Lost and Found.

Pets

62. Animals, excluding service animals, are not permitted in the Club, or left unattended on Club property.

Food and Beverage

63. Food is available in the Club Cafe, Tiki Deck, Main Lounge and Function Rooms. Food is not permitted to be consumed in hallways, Change Rooms, Junior Lounge, Reception and athletic areas.
64. Beverages, both alcoholic and non-alcoholic, are available in the Club Cafe, Tiki Deck, Main Lounge and Function Rooms.
65. No food or beverage, other than food or beverage purchased in the Club, will be brought into or consumed on Club premises unless specifically authorized by the General Manager.
66. Eating and drinking on the ice and/or immediate pool area is prohibited.

Smoking

67. Smoking (including electronic smoking devices) is prohibited at all times within the Facility, on all outdoor patios, and within 6 meters of all Club entrances and stairwells. .

Entertainment and Special Events

68. The booking of any and all entertainment requires the advance permission of the General Manager.
69. Special events of the Club will be posted as they are arranged and displayed for general information.
70. All special events and activities shall, in advance of any publicity, be discussed with the General Manager and if he/she deems necessary approved by the Board of Directors.
71. Unauthorized raffles, lotteries, and gambling are forbidden.

Liquor

72. Alcoholic beverages served in the licensed areas are to be consumed in those areas only.
73. No Employee, Member, or Guest of the Club will furnish, sell, serve or supply outside liquor on Club property, including parking areas. Staff members have absolute authority and discretion to enforce this policy.
74. All Members must be out of all licensed areas one hour after the Main Lounge closes.

Illegal Drugs and Substances

75. No illegal substances shall be permitted on Club property. Any Member found to be in possession of, selling, or distributing illegal drugs or substances on Club premises is subject to discipline, including expulsion.

Goods for Sale

76. No articles, except those sold by the Club shall be advertised, exposed, or offered for sale unless authorized by the General Manager, with the exception of privately booked events.
77. No subscription, petition, announcement card or matter of any kind not pertaining to Club matters, shall be distributed, circulated or posted in the building or sent out through the Club unless authorized by the General Manager.
78. No Club logoed or branded items may be sold outside of the Club unless authorized by the General Manager or the Board.

Dress Code

79. All Members are required to observe the rules of dress and conduct applicable to each organized sport within the Club while engaged in that sport.
80. No skates, with or without guards, bare feet, or uncovered bathing suits are permitted to be worn in the Club common areas above the ground floor entry levels or in the indoor lounges and cafeteria areas.
81. The minimum dress in all Club common areas, including all lounge and cafeteria areas, is a clean short-sleeved shirt or blouse, shorts or slacks, and some form of clean footwear other than work boots. The only exception will be on the Tiki Deck and adjacent pool areas where swim wear and bare feet will be permitted. All persons must be clean and in every way presentable. Vulgar and offensive T-shirts are not allowed in the Club.
82. Proper athletic footwear with non-marking soles is required at all times on the tennis courts, squash courts and racquetball courts. Proper athletic footwear is required in the Fitness Centre at all times; no open-toed shoes, sandals, or bare feet.

Special Restrictions on the Use of the Club & Premises

83. While using the main pool and dive tank, children under the age of 8 years must be accompanied in the water and stay within arm's reach of a responsible person of at least 16 years of age.
84. Whenever there are sticks and pucks on the ice, anyone under the age of 19 is required to wear full hockey safety equipment, including a certified helmet with full face visor or cage, shoulder pads, elbow pads, hockey pants, jock strap with appropriate cup, shin pads, skates, neck or throat guard and hockey gloves. Persons over the age of 19 are required to wear skates, a certified helmet and hockey gloves.

Child Care

85. If Club Childminding service is available, such service will be conducted for a fee and for certain hours only. The service may not be used except during supervised hours. Absent such service, under no circumstances will the Club's premises or any of the Club's Staff be permitted to be used as a substitute for childminding.
86. Children 6 years of age and under, accompanying adult family Members engaged in athletic activities, must either (a) be registered in the Club's Childminding service, or (b) be appropriately supervised by either a Member over the age of sixteen 16 years or a Caregiver.
87. A parent or caregiver of a child aged 10 and under must remain on Club premises while his or her child is on the premises if not registered in a scheduled program or using the Child Minding Service, unless arrangements have been made with the General Manager or his/her designate.

Outside Coaching

88. Outside personal trainers, coaches or instructors are not permitted to provide their services in Club facilities unless approved by the Sports Director and General Manager. Club trainers, coaching staff and instructors are available through the Athletics Departments and must be on the Club's approved coaching list which is reviewed annually.

Private Functions

89. Upon application to the Food & Beverage Manager, private dining rooms may be assigned to Members for private functions. Non-Member functions may be booked, provided the group is sponsored by a Member and adheres to the rules and guidelines of the Food and Beverage Department.

Parking

90. Every vehicle and its contents, while on Club premises, will be left at the owner's risk.
91. The turnaround in front of the Club's main entrance is for immediate loading and unloading only, and not waiting. A Member must attend their vehicle in the turnaround at all times. Unauthorized parking in fire lanes, handicapped parking stalls or in front of the entranceway is prohibited, and will result in the vehicle being removed at the owner's expense.
92. All Members are required to display the Club's parking decal (the "Decal") on their vehicles as directed. A single Member is assigned one Decal and a Member paying Family Dues or Couple Dues is assigned two Decals. A Member may purchase an extra Decal.
93. The Board and/or General Manager may, on occasion, authorize the temporary suspension of parking regulations to provide for a major event or special function hosted at the Club. Upon such occasions, appropriate signage will be placed at the Club entrance and at Reception.

Safety and Security

94. Fire doors must be closed at all time.
95. During fire drills, everyone present in the Club must proceed immediately to the nearest exit, or as directed by Staff members, and remain outside the Club until the drill is ended.
96. CCTV, video, and audio services may be used throughout the Club for the safety and protection of the Club's Members and Guests.
97. The Club recognize two types of reports from Members:
 - a. Incident Report: An Incident Report form is available at Member Services Reception. This form provides for the necessary details about an incident (bad manners or

behavior, property damage, theft, or infraction of these Rules). Incident Reports may be filled out by Members or Staff.

- b. Accident Report: An Accident Report form is available at Member Services Reception. This form is completed by the senior Staff person who attends any accident at the Club, and will be kept on file in the Administration Office.

Telephone Protocol

98. Key Club personnel have been assigned voice mailboxes. A telephone directory of Club personnel is published on the Club's website (www.nswc.ca).
99. The Club permits the quiet, discreet use of mobile electronic devices in designated areas (i.e. hallways, lobby, an empty room, outdoors) so long as other Members and Guests are not adversely affected by this activity. Cellular phone usage is not permitted in the Lounge, Viewing areas or Fitness Centre. The silent use of various technologies including e-mail, text, images, e-readers and similar application is permitted..

Privacy

100. The Club's Privacy Policy was developed in compliance with British Columbia's *Personal Information Protection Act* (PIPA), as amended which sets out the rules for how organizations, such as the Club, can, and may, collect, use and disclose a Member's personal information. The Club is committed to maintaining the highest standards with respect to personal information and as such, this policy is subject to review to ensure currency and compliance with PIPA, as amended from time to time.
101. Responsibility for compliance with the provisions of the Policy rests with the Club's General Manager who is designated as the Club's Privacy Officer. Other individuals within the Club may be delegated to act on behalf of the General Manager to take responsibility for the day-to-day collection and/or processing of personal information.
102. The Club has adopted the definition of personal information provided by PIPA. PIPA defines "Personal Information" as: "information about an identifiable individual and includes employee personal information but does not include: contact information, or work product information."
103. The Club collects, uses and discloses Personal Information for the following specific purposes:
 - a. to review and select prospective Members;
 - b. to review and select prospective Staff;
 - c. to facilitate the provision of services necessary for it to maintain and operate the Club as an organization and business in British Columbia;
 - d. to manage ongoing relationships with Members and Staff;
 - e. to verify identity;
 - f. to enroll a Member in a specific program;

- g. to comply with requirements established by applicable federal and provincial legislation
- h. to comply with the requirements of professional and regulatory bodies
- i. to monitor and assess program and course performance; and
- j. to provide necessary financial information to accountants, auditors, and other professional advisers as required.

The Club does not collect, use or disclose Personal Information other than for the purposes outlined above, save and except as required by law or as such collection, use and/ or disclosure is permitted by PIPA without consent. While a Member is generally required to consent to the collection, use, and disclosure of Personal Information, such consent is not required in certain circumstances, and in such circumstances consent will not be sought. The Club shall specify orally, electronically or in writing the identified purposes for which Personal Information is being collected at or before the time of collection. Upon request, persons collecting Personal Information shall explain the identified purpose(es) or refer the Member to a designated person within the Club who will explain the purpose(es) for which the Personal Information is collected. When Personal Information that has been collected is to be used or disclosed for a purpose not previously identified, the new purpose shall be identified prior to use. Unless the new purpose is permitted or required by law, or is implied in the previously granted consent, a Member's consent will be sought and obtained before the Personal Information is put to a new use.

104. The Club can be expected to collect the following Personal Information with respect to Members:

- a. name;
- b. birth date;
- c. home mailing address;
- d. names, ages, and contact information of family members;
- e. personal telephone numbers and email addresses;
- f. photograph and biometric data;
- g. product and course preferences;
- h. health information; and
- i. credit information.

The Club may also collect Personal Information from other sources including credit bureaus, employers or personal references, or other third parties who represent that they have the right to disclose the information.

105. The Club may collect, use, and disclose Personal Information as set out above. Should the Club retain a third party to provide services to the Club, and should that third party require access to Personal Information, the Club will ensure that an agreement is in place that commits the third party to adhere to this Policy. The Club will never disclose, deliver up, rent, or sell Personal Information to any outside organization unless consent to such use is specifically granted in advance of such disclosure.

106. In order to protect the confidentiality of Personal Information, the Club employs various reasonable security safeguards appropriate to the format and sensitivity of Personal Information. However, because risks such as loss or theft, unauthorized access, disclosure, copying, use, modification or destruction cannot be eliminated, the Club cannot guarantee the security of Member information and will not be liable for its release and any consequences of its release. With the exception of the on-line Member directory, which is accessible only to Members and Staff, only the Club's Staff with a business need-to-know, or whose duties reasonably so require, are granted access to other Personal Information about Members.
107. By submitting Personal Information to the Club, a Member agrees that the Club may collect, use and disclose a Member's Personal Information in accordance with this Policy and as permitted or required by law. Subject to legal and contractual requirements, a Member may refuse or withdraw his/her consent to certain of the identified purposes at any time by contacting the Club's General Manager. If a Member refuses to deliver necessary Personal Information to the Club or if the Member withdraws their consent, the Club may not be able to continue to provide the Member with certain services and/or information which may be of value to the Member; please contact the Club for more information regarding the implications of withdrawing consent.
108. The Club is dedicated to ensuring that Personal Information it collects is accurate. The Club will make reasonable efforts to ensure that all Personal Information is accurate and complete. The Club will, upon its receipt of a written request, provide a Member with a statement detailing the contents of the Personal Information held about the Member. The Club will further provide the Member with a summary how that information has been used or disclosed by the Club.
109. Member files will be kept in the Club's records for up to seven (7) years for accounting purposes after resignation.
110. The Club reserves the right to change its Privacy Policy, within the limitations of PIPA, without prior notice.

Social Media

111. Publication and commentary on social media carries similar obligations to any other kind of publication or commentary. Social media comments are instantly published and usually available to the public and media.
112. Members are expected to exercise good judgment when using social media and electronic tools to communicate about the Club as an organization, its staff, coaches/team managers, teams and athletes.
113. Members will be requested to sign the Club's Social Media policy. Any member not wishing to sign will require General Manager approval.

Private Photography & Video Recordings

114. Photographic imaging or video recording is prohibited in the following areas: changing rooms, sport dressing rooms, men's & ladies locker rooms, and washrooms.
115. Personal photography or video recording is permitted in other areas of the Club for personal use, or specific Club purpose.
116. Taking photos/videos of family and friends is a valuable part of Club life. Members are asked to be considerate of fellow Members and Guests who are in the vicinity. If someone expresses discomfort or objects to photos or videos being taken of themselves or their children, Members are asked to refrain from doing so.

Discipline

117. Members may be disciplined and expelled from the Club in accordance with the Bylaws and these Rules.
118. The General Manager or the Board may suspend a Member if:
 - a. the Member fails or refuses to pay fees, dues, assessment or other charges within thirty days after such charges are levied by the Board;
 - b. the Member breaches any of these Rules;
 - c. the conduct or action of the Member is prejudicial to the welfare and interest of the Club; the conduct or action of the Member is improper, unbecoming, or likely to endanger the interest or reputation of the Club; or
 - d. the suspension is, in the opinion of the General Manager, necessary to ensure the health or safety of a Member, a guest, an employee or contractor or a member of the public.
119. Before making any decision to suspend a Member, the General Manager or the Board shall:
 - a. send the Member written notice of the proposed suspension, including reasons; and
 - b. give the Member a reasonable opportunity to make representations to the Club respecting the proposed suspension.
120. A Member wishing to make a complaint about a Staff member must file a written Incident Report with the General Manager (the "Staff Complaint") within a reasonable timeframe of the incident. If the Staff Complaint concerns the General Manager, it should be directed to the Chair of the Board. The Staff Complaint will be addressed by the General Manager.
121. A Member wishing to make a complaint about a Member must file a complaint with the General Manager (the "Member Complaint") within a reasonable timeframe of the incident. The Member Complaint will be addressed in accordance with the House Committee Terms of Reference.
122. For a Member Complaint to be considered, it must set out:

- a. the name, address and phone number of the Complainant;
- b. the name of the Member or Staff member against whom the Complaint is made; and
- c. a detailed summary of the Complaint, including the date, time, location and a description of what occurred.

Club Committees

123. The purpose of the Committee System of the Club is to reduce the work load of the Board while, at the same time interest members in being involved with Club activities. The Committees also provide an avenue through which Club members can express their views on the Club's operations.
124. The following Committees of the Board are standing Committees at the Club: Membership, Governance, Nominating, House, Finance and Audit.
125. The following Committees of the Society sit at the pleasure of the Board:
 - a. Tennis ;
 - b. Aquatics
 - c. Minor Hockey;
 - d. Senior Men's Hockey;
 - e. Fitness;
 - f. Facilities;
 - g. Food & Beverage;
 - h. Long Range Planning; and
 - i. Relocation.
126. Committees of the Board shall be composed of selected Members, by the Board itself. Committees of the Society shall be composed of Members, with non-voting members of the Board serving on such Society Committees as the Board may direct.
127. Society Committees are governed by Terms of Reference which are approved by the Board. Society Committee members must be Members in Good Standing.
128. A Member, excepting a Board member, is not allowed to sit on more than three Committees unless approved by the Board.
129. The General Manager shall ensure that the Society Committees are operating within these Rules and their Terms of Reference.
130. All Society Committees elect their own Chair and Executive, except for the Minor Hockey Committee, in which the Chair, Vice Chair and Female Representative are Board appointed positions.

131. Any Society Committee member absent three (3) meetings or more without just cause may be replaced by the Chair of that Committee with a Member selected from the general membership, subject to approval by the Board.
132. All Society Committee shall be limited to a maximum of twelve (12) voting members unless approved by the Board. 50% of a Society Committee is to be elected each year for a two (2) year term (or may be appointed by the Board, at the Board's discretion). Society Committee nominations must be submitted to the General Manager.
133. All Society Committees normally meet once per month on Club premises during their activity season. A minimum of 50% of the elected members must be in attendance to constitute an official meeting.
134. The Board normally meets once per month. Society Committees that would like the Board to consider a submission must submit a written motion to the General Manager not less than one week prior to the next scheduled Board meeting.
135. All Committees must keep minutes of all meetings and copies of all correspondence on file at the Club. These files will be available to any Member during normal office hours.
136. The Club shall maintain a record of funds raised by a Society Committee. Expenditures from a Society Committee account will be made as authorized by the Society Committee and General Manager. The Chairman and Treasurer of any Society Committee may examine these records during normal Club office hours.
137. Society Committees are not permitted to commit the Club to any expenditure unless a properly authorized purchase order is obtained before the purchase is made. Any expenditure in excess of \$500.00 must also be approved by the General Manager.
138. A fee per registrant for sports activity usage is an annual charge and Society Committees are requested to build this charge into their yearly sports activity registration. The sports activity usage fee shall be set and reviewed annually by the General Manager with the approval of the Board.
139. Twenty-five percent (25%) of entry fees generated from external open events such as tournaments, competitions, etc., which are sponsored by Society Committees or other member groups, are to be paid into Club revenue. Waiver of a portion of this fee may be granted by the General Manager, provided the Society Committee or member group can guarantee other substantial direct financial benefit to the Club.
140. All Society Committee special events and registration fees require approval of the Board of Directors in advance. A detailed budget showing both revenue and expenditures must also be submitted to the General Manager for Board approval.

Facility Rentals

141. Members may rent facilities at the Club for personal use; inquire at the Member Services Desk.
142. Subject to approval by the General Manager, Members may not rent facilities at Member rates under any condition where a profit is made through the use of those facilities. Non-member rental rates apply in these circumstances.