

CITY OF SANTA FE
ADMINISTRATIVE MANUAL
 Originating Business Unit

Parks Division/MSL

SUBJECT

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| Marty Sanchez Links de Santa Fe Patron Code of Conduct Policy | Policy # | # Pages 3 |
| | Effective Date May 5, 2014 | Revision Date |

1.0 PURPOSE:

1.1 To set forth the City of Santa Fe Marty Sanchez Links de Santa Fe (MSL) golf course Patron Code of Conduct and provide procedures for enforcing the MSL Patron Code of Conduct at the golf course, pro shop and restaurant. Use of the MSL is a privilege and patrons are expected to be good citizens and respect the rights of others. Individuals who engage in unacceptable or irresponsible behavior may have their access to MSL revoked or modified indefinitely as determined by the MSL Management.

2.0 APPLICABLE TO:

2.1 All MSL patrons and staff.

3.0 REFERENCES:

3.1 None.

4.0 DEFINITIONS:

4.1 None.

5.0 POLICY:

All MSL patrons and staff are required to adhere to the MSL Patron Code of Conduct described herein at all times.

5.1 Entrance to MSL:

5.1.1 All patrons seeking to use the MSL shall pay the required applicable fees, including without limitation, greens fee, cart fee, punch pass, league fees, and tournament fees.

5.1.2 In addition, all MSL patrons shall obtain a proof of purchase, and, if requested, provide proof of purchase to a City staff member or golf course Marshal while playing a round of golf.

5.1.3 At all times, children, aged 17 or younger, must be accompanied by an adult guardian 18 years or older, who are required to remain in the immediate vicinity of the children and who shall obtain and provide the proof of purchase on behalf of the minor. Adults are responsible for all actions of the children they are accompanying.

5.2 Obey Posted Rules: All patrons are required to comply with and obey all posted rules at the MSL and follow MSL or MSL Proshop staff verbal instructions.

- 5.3 **Prohibited Acts:** In order to maintain a pleasant environment, all patrons, while at the MSL, must not:
- 5.3.1 Act in any way that interferes with or disrupt the ability of MSL or MSL Proshop staff to provide a safe, enjoyable, family environment.
 - 5.3.2 Be impaired by the use of alcohol or drugs.
 - 5.3.3 Deal or possess illegal drugs or substances.
 - 5.3.4 Gamble or panhandle.
 - 5.3.5 Use abusive, threatening, insulting, offensive or suggestive language and/or make obscene comments, slurs or epithets.
 - 5.3.6 Harass, intimidate, or act in a hostile manner which interferes with the ability of other patrons to use the MSL or MSL staff to perform their duties.
 - 5.3.7 Engage in or threaten any physical violence, assault, battery, including but not limited to, unwanted or unsolicited harmful touching towards another patron or MSL staff.
 - 5.3.8 Bring any type of weapon into or onto the grounds of the MSL.
 - 5.3.9 Misuse and/or abuse MSL equipment and/or the MSL premises.
 - 5.3.10 Steal or cause physical damage to MSL's or any other patron's personal property.
 - 5.3.11 Disrupt public or private activities.
 - 5.3.12 *This list should not be construed to be a complete list, but rather is representative of the types of behavior that are deemed unacceptable.*

If any of the above infractions are observed by or involve any patron and/or staff or their personal property, the patron and/or the staff should immediately report it to MSL Management staff and/or to MSL security.

6.0 PROCEDURES FOR ISSUING A PATRON CODE OF CONDUCT VIOLATION OR CONTACTING THE POLICE:

- 6.1 If a patron's conduct requires summoning the Santa Fe Police Department for assistance, the patron may be immediately and permanently expelled from the MSL by MSL Management.
- 6.2 For all other types of violations of this Patron Code of Conduct MSL staff may file a Patron Code of Conduct Violation and take the following actions resulting in up to permanent expulsion from the MSL.
 - 6.2.1 **First time violations:** MSL Management may issue and file a Patron Code of Conduct Violation by personally serving the patron with a written suspension of not to exceed 30 days.
 - 6.2.2 **Second time violations:** MSL Management may file a Patron Code of Conduct Violation by personally serving the patron a written suspension of a period exceeding 30 days.
 - 6.2.3 **Third time violations:** MSL Management may file a Patron Code of Conduct Violation by personally serving the patron with a written permanent expulsion.
 - 6.2.4 Appeals of written suspensions or permanent expulsions shall be made to Parks Division Director within 7 days of receipt of the written suspension or permanent expulsion who shall issue his/her written decision within 15 days of receipt of the Appeal.
 - 6.2.5 Appeals of the Parks Division Director's written decision regarding a written suspension or permanent expulsion may be made to the City Manager within 7 days of receipt of the decision who shall issue his/her final written decision within 15 days of receipt of the Appeal.

7.0 APPENDIXES:

7.1 Patron Code of Conduct Violation Form to Serve to Patron

| 8.0 REVIEW AND APPROVALS: | | |
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| | Prepared by: <u><i>Jennifer Romero</i></u> | |
| | Jennifer Romero, MSL Manager | |
| 8.1 | Approved by: <u><i>Ben J. Gurule</i></u> | <u><i>5/2/14</i></u> Date |
| | Ben J. Gurule, Parks Division Director | Date |
| 8.2 | Approved by: <u><i>Issac J. Pino</i></u> | <u><i>5-2-14</i></u> Date |
| | Issac J. Pino, P.E., Public Works Department Director | Date |
| 8.3 | Approved by: <u><i>Brian K. Snyder</i></u> | <u><i>05/06/14</i></u> Date |
| | Brian K. Snyder, City Manager | Date |
| 8.4 | Approved by: <u><i>Kelley Brennan for</i></u> | <u><i>4/30/14</i></u> Date |
| | Kelley Brennan, Interim City Attorney | Date |