

OUR MISSION

We are proud to be a Members Club and, with over 130 years of history, our **Mission** is to celebrate and recognise our heritage and traditions whilst building on this to provide our members and visitors with a quality and memorable golfing experience.

Our Club is SafeGolf accredited and we welcome golfers of all ages and abilities, providing a safe and pleasurable experience for golfers.

The reputation of our courses and facilities is highly regarded at regional and wider levels, and this is something we wish to continue to develop

OUR VISION

In support of our **Mission Statement**, we set out the following:

- Our **Vision** is to be a recognised leader in providing a high-quality golfing experience by ensuring that our three courses, two clubhouses, facilities, and services, exceed expectations

- Our philosophy is simple, within our available resources, every service we offer seeks to provide a great golfing experience with attention to detail foremost in our minds
- We will present our golf courses to consistently high standards whilst maintaining their natural characteristics
- We will provide a team of well trained and highly motivated people, working together to make our Club an enjoyable and affordable place to lay golf and socialise
- We will seek to recognise, acknowledge and respond to the views of our Members.

OUR GUIDING PRINCIPLES are to:

- **Lead** by maximising the strengths of our courses and facilities.
- **Deliver** quality facilities which offer value for money.
- **Energise, Support and Inspire** our Golfing Community.

- Provide **Assurance** providing transparency and feedback, safeguarding people and assets.

OUR SERVICE CHARTER

Our **Service Charter** sets out the standards of service Members and Visitors can expect from the MGC team with a focus on 5 core themes:

1. **Excellent Delivery and Service:**

With a focus on the Member and Visitor experience, you can expect a warm, friendly welcome from our motivated and knowledgeable staff. We will aim to provide a range of services that appeal to our Members and Visitors and will treat everyone with respect and fairness.

2. **Communications:**

Our team will seek to provide timely and effective communications using plain language to aid understanding. We will listen, and where able respond positively, or explain where this is not possible. We will use a variety of ways to communicate and will keep you

informed if we cannot respond in a timely manner

3. **Accessibility of Information:**

Our team will provide information that is clear, easily accessible, and up to date whilst adhering to privacy legislation

4. **Values:**

Our team will ensure the Club is welcoming both in its environment and culture. We will endeavour to meet individual needs whilst ensuring the safety, well-being, and security of Staff, Members & Visitors

5. **Collaboration and Working Together:**

Our teams will work together 'as one' and we will listen to our Members, identifying opportunities to improve the experience of Members and Visitors. We will engage with relevant golfing bodies and pass on relevant information when appropriate