



CJGA POLICIES & PROCEDURES

2021

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CJGA TOURNAMENT ENTRY PROCEDURES

General:

Junior Golfers do not have to be a member at a Golf Club or have a handicap card. Any junior may apply to a CJGA event regardless of ability. Juniors may apply to as many events as they wish.

There are two ways a junior golfer may register for a tournament: as a member or non-member. Members, however, are given preference to enter Championships or qualify for International Events. Non-members may enter qualifiers for Championships or International Events, however, if they do qualify, they must pay the membership fee.

Memberships are renewable each year.

Members of the CJGA

A CJGA member may apply to enter any tournament regardless of ability, provided that they meet the following criteria.

- a) Must be a current season member of the CJGA for which the event is part of.
 - a. Junior Member – may enter Junior competitions. If they are still Linkster age, they may also enter Linkster events as well without paying the Linkster membership as long as they are a Junior Member. Junior members should be between 18 and 12 years of age
 - b. Linkster Member – may enter Linkster competitions only. Linkster ages are 14 years of age or under.
 - c. CJGA Amateur Members – may only enter amateur events. The age for Amateur members is 19-24.

Non-Members of the CJGA:

Juniors who are not current members of the CJGA may enter events under the following restrictions;

- a) The event the non-member is applying to enter must be considered an “Open” event by the CJGA and available to non-members.
- b) Must pay the Non-member entry fee for the event which they are applying to enter (if applicable).
- c) Must complete the non-member tournament application form online and agree to the waiver that must read and understand.
- d) Non-members may only participate in a maximum of two (2) CJGA events in a calendar season. Non-members who wish to participate in more than two (2) events in a season must become members of the CJGA before competing in their third event and must remit payment of any applicable membership dues (note that the fees paid a non-member to enter the two events will be applied to the full membership and the difference will be applied).
- e) Must meet any applicable age requirements for the event for which they are applying to enter

Important notes for non-members:

- In order to be eligible to utilize any exemptions awarded by the CJGA for any national or international competitions, juniors must be a member in good standing with the CJGA for the current calendar season. Once a non-member has played two events, they must purchase a full membership to participate in further events. The non-member fee already paid will be credited to the full membership fee and the non-member will only pay the difference.
- Once the Tournament Entry Deadline has passed, or if the Wait-list for an event has been activated, or for any Invitational Events – Entry priority for entry into any events will first be awarded to current CJGA members in good standing on a first-come basis.

Entry Procedures

1. All entrants must register directly with the Canadian Junior Golf Association (CJGA) through the CJGA online registration system or by completing a printable tournament application form and submitting it along with payment of entry to the CJGA national office prior to the tournament entry deadline for the stipulated event. Entries received after the deadline will not be guaranteed access to the competition. Entries may be emailed into info@cjga.com
2. Tournament entries for the:
 - a) CJGA Junior Tour is open to all persons aged 12-18. Juniors 11 & under may play in CJGA Junior Tour events but must have CJGA approval before entering into a CJGA Junior Tour event. Juniors will compete in their respective age divisions based on their age as of August 1st of the current calendar year.
 - i. Juniors will compete in the following age divisions:
 - ii. Boys
 - Junior – U19 (ages 15, 16, 17, 18)
 - Bantam – U15 (ages 12, 13, 14)
 - Girls
 - Junior – U19 (ages 15, 16, 17, 18)
 - Bantam – U15 (ages 12, 13, 14)
 - b) CJGA Linkster Tour is open to all persons aged 5-14. Juniors will compete in their respective age divisions based on their age as of August 1st of the current calendar year.
 - i. Linksters will compete in the following age divisions:

Boys	Bantam –	U15 (ages 13, 14)
	Peewee –	U13 (ages 11, 12)
	Atom –	U11 (ages 9, 10)
	Novice –	U9 (ages 5, 6, 7, 8) – play 9 holes
Girls	Bantam –	U15 (ages 13, 14)
	Peewee –	U13 (ages 11, 12)
	Atom –	U11 (ages 9, 10)
	Novice –	U9 (ages 5, 6, 7, 8) – play 9 holes
3. Applications for all regular CJGA Junior Tour and CJGA Junior Linkster Tour events are accepted on a **first come first serve basis**. Applicants may register ONLINE or send in their applications by mail or email into the CJGA National Head Office or can call directly into the office to have an application filled out. Email can be done to info@cjga.com.

4. Entry fees and, if applicable, membership fees, must accompany the application for all events in the form of a cheque, money order or credit card (VISA, Mastercard, American Express). Proper payment must accompany all applications in order to be accepted.
 - a) Policy for the treatment of nonsufficient funds (NSF) cheques returned from a participant's bank: A cheque returned due to insufficient funds will incur a NSF charge of \$25 or whatever the bank may charge. The amount of the NSF charge along with the original document fee will be due and payable by money order, or credit card. Participants will not be permitted to register for any further tournaments unless the NSF charge has been paid.
5. All applicants should receive an email confirming their acceptance or may check their schedule online through their member portal to see if they have been accepted. If you are unsure whether or not you have been accepted into an event, please contact the CJGA National Head Office at 1-800-598-CJGA (2542) or 647-812-8522
6. Membership and tournament entry fees are NON-REFUNDABLE once an application has been processed and the applicant is accepted.
7. Golf Courses must be guaranteed participation numbers 8-14 days prior the CJGA booked event. As a result, anyone who wishes to withdraw within the eight days before the tournament will NOT receive a refund since guarantees to the golf course have been set and guaranteed.

Waiting List Policy

Waiting lists are available to CJGA participants for any tournament that has reached capacity. If a tournament is full, juniors may request to be put on the waiting list either by contacting the CJGA Head Office or through the CJGA online system (Payment information is required but not processed until they are admitted into the tournament).

Juniors will be added to the waiting list according to age division and will gain entry on a first come, first serve basis once space becomes available. Please make sure you indicate your:

- Name
- Age/Division
- Phone Number
- Credit Card Info

If a spot becomes available prior to the day of the event, the junior first on the waiting list in their age division will be notified by email or called. Due to time constraints, if an immediate response is not received, the next junior on the waiting list for that age division will be contacted.

Waiting Lists have been initiated to ensure fairness. If the junior's name is not on the waiting list at the time a spot has become open in an event, he/she will not be considered.

Championship Events (Performance Based Entry)

All juniors are encouraged to apply to any CJGA regional or national championships. Priority will be given to those juniors (CJGA Members) that have performed well in local, provincial, regional, or CJGA events but are still open to everyone to apply. Championships may have different criteria for acceptance depending on the tournament format.

1. Participants can enter online or fill out the Championship Application Form available online. For those filling out an application and sending it in to the CJGA office, they must provide information on past tournament accomplishments and other golfing credentials.
2. Applicants should register ONLINE or mail in their application to the CJGA office in advance of championship (at least two weeks).
3. Any application with incorrect or a falsified resume will be ineligible for selection. Credit card payment, money orders and cheques that accompany championship applications must be made separate from all Membership and/or regular CJGA Junior Tour events. Cheques must be dated two weeks prior to the date of the championship.
4. Entry fees are non-refundable once an applicant has been accepted into the championship.
5. The CJGA Selection Committee will select the field for the championship two weeks before the date of the event. The field will be posted on the CJGA website one week prior to the championship.
6. Juniors not accepted will be placed on the Waiting List. If a spot becomes available, the first available junior on the list will be accepted. Juniors should continue to check the CJGA Head Office to check the status of their entry (1-800-598-CJGA (2542) or 647-812-8522).

Championship Tournament Application

The Championship Tournament Application may be found on the CJGA website.

The two championship events are:

- CJGA PING Canadian Junior Match Play Championship
- CJGA Mizuno National Golf Championship.

Acceptance into CJGA Championship events will be determined by the CJGA committee based on the qualifying criteria outlined on the CJGA Website.

Online registration or applications must be completed online or received by CJGA Head Office at least two weeks prior to the tournament date to be considered. A separate entry or championship form must be filled out for each tournament when applying for multiple championship events. Participants should register ASAP since they event fill very quickly. Members, however, may register online. Members may be put on a waiting list at first while the CJGA Committee checks out their performance in past events.

Tournament Withdrawal Policy

The following information outlines the CJGA's Withdrawal & Refund policy. Please read and understand carefully before entering events.

The CJGA has a NO REFUND policy

The CJGA does not issue refunds of entries paid for tournaments. The CJGA, however, may issue a credit for entry fees less an administration fee that are good for one year from the date of withdrawal. If the credit is not used within one year, the credit expires and a donation receipt that may be used for tax purposes is issued for the credit not used.

NOTE: All withdrawals are subject to an administration fee.

A withdrawal prior to the tournament entry deadline (8 days prior to the tournament date not including the date of tournament) – can be performed by contacting the CJGA national office at 1-800-598-CJGA 2542 or 647-812-8522. NOTE: Participants should plan their schedule properly. Participants that are constantly withdrawing from events may not be issued any credit or refund.

The participant withdrawing from an event may be issued a credit for their entry. The participant withdrawing because they have entered another event or call to withdraw in the last minute inside the eight days at the same time will not be given a credit. The CJGA will not be used as a fall back in case a junior golfer is not be accepted into the other event and then receiving notice that they have been accepted notify the CJGA wishing to withdraw.

NOTE: Participants who have a history of withdrawing may not be issued a credit or refund.

Administration Fee CJGA JUNIOR TOUR

\$60.00 Administration Fee – If a participant withdraws from a tournament and is given a credit, an administration fee will be deducted per tournament from any credits to be issued for the withdrawal. No credits will be issued for withdrawals received less than 8 days in advance of the first day of competition.

Administration Fee CJGA LINKSTER TOUR

\$30.00 Administration Fee – If a participant withdraws from a tournament, an administration fee will be deducted per tournament from any credits to be issued for the withdrawal. No credits will be issued for withdrawals received less than 8 days in advance of the first day of competition.

Use of Credits

- Credits if approved will be applied to the participant's account less any applicable administration fee.
- Juniors using credits to apply for other tournaments must ensure that any difference in price accompanies the application before the applicant will be accepted into the event. Credits will remain on the member's account for one (1) year. Credits not used within one year expire. Participants though will receive a donation receipt for the credit that lapses. This donation receipt may be used on their tax returns for the year that you participant in.
- Credits cannot be used to pay for memberships the following year or for entry into International, National events or the CJGA World Junior Challenge in Florida, December 28-30 each year.
- Credits issued for withdrawals may be applied to entry fees for future events up until the end of the following season (ie. credits issued for events in 2021 will be valid for one (1) year from the date of withdrawal. Please note that if a player withdraws from an event and then withdraws from the new event that they enter, the credit will expire from the date of the first event that the player has withdrawn.). Players will be required to pay any remaining difference between the credit & entry fee at time of entry.
- Participants again must remember that credits not used within the above stated time period will lapse.
- Credits may only be applied to events that operate under the same currency as the credit was issued in (ie credits issued for events in Canadian dollars may only be used towards events which have an entry fee in Canadian Dollars). Credits in Canadian Funds may not be used for any events in the USA.

- Credits may be used for regular tournament entries only and may NOT be applied to any Membership Fees or National or International Events.

Tournament No Shows

Players who do not show up for their scheduled tee-time because of having another event, just forgetting, or being late will not receive any refund. Participants who say that they notified the office that they could not attend and wish to withdraw must show proof (copy of email or letter sent) that they notified the office in sufficient time (8 business days prior to the event not including the day of the event or weekends). Players should note that disciplinary action under the CJGA code of conduct could occur as a result. Such disciplinary action may include suspension from participating in future tournaments.

2021 CJGA LOCAL RULES AND TERMS OF COMPETITION

The Rules of Golf as approved by the USGA, the R&A and Golf Canada govern play. The as indicated by the governing bodies concerning Local Rules and Terms of the Competition are in effect at all CJGA Championships and competitions. See the applicable championships or competition Notice to Players and Entry Form for modifications or additions to these Local Rules and Terms of Competition that will be provided at each CJGA event. Complete text of the Rules and Local Rules may be found in the Golf Canada Official Guide to the Rules of Golf, effective January 1, 2019.

Unless otherwise noted, the penalty for breach of a Local Rule is the General Penalty:
(Match play - Loss of hole; Stroke play – Two strokes)

- 1. Out of Bounds (Rule 18.2)** - Defined by course-side points at ground level of white stakes and fence posts. Where stone walls define Out of Bounds the wall is an Integral Object. A ball is considered Out of Bounds when it comes to rest outside the wall. A ball coming to rest on or beyond a road defined as Out of Bounds is Out of Bounds, even though it may lie on another part of the Course that is in bounds for other holes. Gates in boundary fences are Integral Objects.
- 2. Penalty Areas (Rule 17)** - When a red penalty area is defined on only one side, it extends to infinity. When a red penalty area is connected to the out of bounds edge, the penalty area extends to and coincides with out of bounds.

Dropping Zones for Penalty Areas – Where a dropping zone is marked for a penalty area, it is an additional option for relief under penalty of one stroke. The dropping zone is a relief area. A ball must be dropped in and come to rest in the relief area.

- 3. Abnormal Course Conditions**, Including Immovable Obstructions (Rule 16) -
 - a. Ground under Repair - Rule 16.1** includes:
 - i. Areas defined by white lines;
 - ii. French drains filled with stones;
 - iii. Relief from Seams of Cut Turf – If a player’s ball lies in or touches a seam of cut turf or a seam interferes with the player’s area of intended swing:
 - (a) Ball in the General Area: The player may take relief under Rule 16.1b.
 - (b) Ball on Putting Green: The player may take relief under Rule 16.1d.
 But interference does not exist if the seam only interferes with the player’s stance. All seams within the area of cut turf are treated as the same seam in taking relief. That means that if a player has interference from any seam after dropping the ball, the player must proceed as

required under Rule 14.3c(2) even when the ball is still within one club-length of the reference point.

- iv. **No Play Zones** – Areas that are ornamental garden beds, turf nurseries or decorative flowerbeds are No Play Zones that are to be treated as Ground Under Repair. Player must proceed under Rule 16.1f.
- v. **Aeration Holes** – If a player's ball lies in or touches an aeration hole:
 - (a) Ball in General Area. The player may take relief under Rule 16.1b. If the ball comes to rest in another aeration hole, the player may take relief again under this rule.
 - (b) Ball on Putting Green. The player may take relief under 16.1d.But interference does not exist if the aeration hole only interferes with the player's stance or line of play.

4. Immovable Obstructions - White-lined areas of ground under repair and the artificially surfaced road or path or other identified obstructions they are connected to are a single abnormal course condition when taking relief under Rule 16.1. Wood Chips and Mulch (Rule 15.1) - Wood chips and mulch are loose impediments.

5. Integral Objects – The following are integral objects from which free relief is not allowed:

- a. Wrappings, wires, cables and other similar objects when closely attached to trees;
- b. Artificial walls and/or pilings which are adjacent to the edge of bunkers.
- c. Bunker liners in their intended position. Interference by a liner with a player's stance is deemed not to be, of itself, interference under this Rule.

6. Permanent Elevated Power Lines or Cables - If a ball strikes a permanent elevated power line or cable, the stroke does not count. The player must play a ball without penalty from where the previous stroke was made in accordance with Rule 14.6.

7. Temporary Immovable Obstructions – Model Local Rule F-23 is in effect. Temporary Immovable Obstructions include, but are not limited to, starting tents, scoring tents and pace of play stations.

8. Clubs and Balls (Rules 4.1a & 4.2a)

- a. List of Conforming Driver Heads: Model Local Rule G-1 is in effect. Penalty for making a stroke with a club in breach of the Local Rule: Disqualification.
- b. List of Conforming Golf Balls: Model Local Rule G-3 is in effect. Penalty for breach of the Local Rule: Disqualification.

Note: An updated List of Conforming Clubs and Balls is available via www.golfcanada.ca/rules.

9. Pace of Play (Rule 5.6) - The player must play without delay in accordance with the current CJGA Pace of Play guidelines in effect and posted at all tournaments.

Note 1: Different Pace of Play guidelines are in effect for different forms of competition. The player is responsible for knowing the Pace of Play guidelines and penalties specific to the event.

Note 2: Rule 5.6a (Unreasonable Delay) is still applicable.

10. Practice (Rules 5.2 and 5.5) in Stroke Play:

Rule 5.2b is modified in this way: A player must not practise on the competition course before or between rounds.

Penalty for first breach: General Penalty (applied to the player's first hole).

Penalty for second breach: Disqualification.

Rule 5.5b is modified in this way: Between the play of two holes, a player must not:

- Make any practice stroke on or near the putting green of the hole just completed, or
- Test the surface of that putting green by rubbing the putting green or rolling a ball.

11. Stopping and Resuming Play (Rule 5.7) – The course and all practice areas are closed when play is suspended for a dangerous situation until the Tournament Committee has declared them open. A player practicing in these areas when closed will be subject to penalties under the Code of Conduct. Note: A suspension for a dangerous situation will be signaled by one prolonged air horn note.

All other types of suspension will be signaled by three consecutive air horn notes.

Resumption of play will be signaled by two short air horn notes.

12. Caddies (Rule 10.3) Rule 10.3a is modified in this way: A player must not have a caddie during a round.

13. Transportation – Players must not ride on any form of transportation during a round unless authorized or later approved by the Tournament Rules Committee. A player who will play, or has played, under penalty of stroke and distance is always authorized to ride on motorized transportation for that purpose.

The player gets the General Penalty for each hole during which there is a breach of this Local Rule. If the breach occurs between the play of two holes, it applies to the next hole.

14. Returning Score Card – The scoring area may include but is not limited to tents or rooms. A player has officially returned his or her score card when it has been returned to the defined official scoring area and the player has exited the area with both feet, unless the player verbally informs the scoring official that he or she needs to leave the scoring area and will immediately return. When a tent is used for scoring, the official scoring area is defined by the outermost limits of the scoring tent posts or when the tent is roped off, the scoring area is defined by the outermost limits of the roped off area.

15. Code of Conduct (Rule 1.2b) - Any player who breaches the Code of Conduct as established by the CJGA is subject to any or all the following:

- First Breach - Warning
- Second Breach - One-stroke penalty
- Third Breach - General penalty
- Fourth Breach – Disqualification

16. Ties - In a stroke play competition, ties for first place will be decided by a hole-by-hole playoff. In the event a playoff cannot be conducted; the tie will be decided by matching cards based on the best score for the last nine holes. If the tying players have the same score for the last nine, then the last six holes, last three holes and finally the 18th hole will be used to determine the winner. If the players are still tied, the same process will be used for the front nine.

In match play, in the event of a tied match, (a) the winner is decided immediately by a hole-by-hole play-off and (b) the round is deemed to extend to as many holes as are required for a match to be won.

17. When Competition is Final –

- a. Stroke Play Championships: The competition is deemed to be closed when the trophy has been presented to the winner, or in the absence of prize ceremonies, when all scores have been approved by the Tournament Committee.
- b. Match Play Championships: The result of a match is considered to have been "officially announced" when CJGA tournament staff have posted the results on the CJGA website.

18. Meaning of Round - Unless otherwise posted in the Notice to Players a tournament round for a division will consist of two consecutive 9-hole rounds when all play in a division starts on the same hole. If every player in a division is unable to complete 18 holes but has completed 9 holes and the event is subsequently cancelled, the 9-hole score will count. Every player in that division must complete nine holes for the event to count.

19. Parents and/or Spectators: A player may be subject to penalty if he/she or any member of his/her party is in violation of the CJGA Spectator Policy, which is in effect and posted.

CANADIAN JUNIOR GOLF ASSOCIATION RULES COMMITTEE - Effective January 1, 2021

AGE DIVISION POLICY

A player's age will be determined as of August 1st of the calendar year for all categories. A player will compete in the same age division all season long.

Example: A 14-year old junior that will turn 15 years old on or after August 2 of the current calendar year, will compete in the Bantam (U15) division during the entire season. Although the junior will be 15 before the season is complete, they were 14 as of August 1 of the calendar year. Juniors may request though to play up a division. Juniors should note that merit points will not be carried over into the new age group.

CJGA Junior Tour			CJGA Linkster Tour		
Gender	Division Name	Ages	Gender	Division Name	Ages
Boys	Junior (U19)	17 & 18	Boys	Bantam (U15)	13 & 14
Boys	Bantam (U15)	13 & 14	Boys	Peewee (U13)	11 & 12
Girls	Junior (U19)	17 & 18	Boys	Atom (U11)	9 & 10
Girls	Bantam (U15)	13 & 14	Boys	Novice (U9)	8 & Under
			Girls	Bantam (U15)	13 & 14
			Girls	Peewee (U13)	11 & 12
			Girls	Atom (U11)	9 & 10
			Girls	Novice (U9)	8 & Under

Requests for specific age divisions, tee times or player pairings may be made for any CJGA event. Participants should note that they may be able to play up a division but requests for tee times or player pairings are not usually considered.

Requests must be sent by email 8 days prior to the event to info@cjga.com. Once tee times have been posted requests will not be accommodated.

Please note that the CJGA will try to accommodate all requests, although it cannot be guaranteed that all requests will be fulfilled.

CJGA Code of Conduct and Dress Code Policy

All competitors must adhere to the CODE OF CONDUCT AND DRESS CODE POLICY as set forth by the CJGA. This CODE OF CONDUCT AND DRESS CODE POLICY applies to all participants throughout the tournament, both on and off the golf course. The CJGA expects all participants to act as responsible young adults. Our objective is not only to help junior golfers improve their game, but also to help them mature as individuals.

CJGA CODE OF CONDUCT

Violation of the Code of Conduct during tournament rounds includes but is not limited to the following:

- Any use or association with drugs, alcohol or tobacco;
- Any intentional abuse of the golf course;
- Failure to replace divots, rake bunkers, repair ball marks on greens and/or littering;
- Abusive language, club throwing, and emotional outbursts;
- Disrespect for: CJGA officials, golf course representatives, fellow- competitors, or spectators;
- Intentional breach of the Rules of Golf;
- Withholding any relevant information about a rules infraction;
- Leaving the course during a competitive round without notifying a CJGA official;
- Not adhering to the dress code.

Violation of the CJGA Code of Conduct off the golf course includes but is not limited to the following:

- Any use or association with drugs, alcohol or tobacco;
- Any vandalism, theft or abusive behaviour to host facilities or its employees;
- Any abusive behaviour to a host family or their property;
- Any other conduct unbecoming of a CJGA member;
- Not adhering to the dress code as set by the CJGA at the time.

CJGA DRESS CODE POLICY

Proper golf attire is required of all CJGA participants while at the host golf club

- Tank tops, T-shirts, denim shorts/pants are not permitted;
- Athletic/Cargo shorts/pants are not permitted;
- Cell/smart phones, IPods and other audio devices are not permitted during tournament rounds;
- Shirts with a collar are required, except for mock neck shirts;
- All shirts must be tucked in at all times;
- Hats/visors must be worn with the brim forward;
- Closed toe golf or flat soled shoes must be worn at all times. Metal spikes prohibited.
- Shorts or skirts must be no shorter than 5" above the top of the knee when standing;
- Ladies sleeveless golf shirts are allowed;
- Shirts that display offensive language or material will not be allowed.

Based on the severity of the misconduct, the CJGA Committee may apply any of the following penalties for Code of Conduct and Dress Code violations:

PENALTIES

Code of Conduct (Rule 1.2b) - Any player who breaches the Code of Conduct as established by the CJGA is subject to any or all the following:

- **First Breach - Warning**

- **Second Breach - One-stroke penalty**
- **Third Breach - General penalty**
- **Fourth Breach - Disqualification**

NOTE: The CJGA will track code of conduct violations that occur during our events. Code of conduct violations may be treated as cumulative across multiple events. Players who continually demonstrate violations of the code of conduct over the course of multiple tournaments may be subject to receive penalties or disqualifications without first receiving a warning as warnings issued during the course of previous events to the player will be deemed sufficient to warrant a more severe penalty.

In the event of a disqualification or suspension, the Canadian Junior Golf Association's Disciplinary Committee will be informed and subsequently polled regarding further punitive actions. Appeals of suspensions may be made to the CJGA Disciplinary Committee.

SPECTATOR POLICY

The CJGA strives to provide the best competitive environment for junior golfers, not only develop their skills as players, but also to develop as young adults. As a result, the CJGA has developed a Spectator Policy to allow junior golfers to develop their own personal decision-making skills without interference from parents, coaches or spectators.

Spectators must adhere to golf cart path and if no golf cart paths as close to the tree line or fescue as possible on the outside part of the fairway.

Spectators must note that some golf courses do not allow spectators and should be aware of this so that they can make plans while their junior is playing.

Interference and Influence: Spectators, including parents, are to have no influence on play. Any direction, interference, discipline, scolding, influence, or advice is a violation of the Spectator Policy and/or Code of Conduct. Any of these incidents or similar incidents may result in disqualification of the player. Spectators or parents violating this rule will be asked to leave the course and the property.

Incidents will be reviewed by the CJGA Disciplinary Committee to determine any further action. Serious violations may result in suspension of membership.

Minimum Distances and Prohibited Areas: A minimum distance of 30 yards must be maintained between the player and spectators in ALL circumstances with the following exceptions:

- Once all players have reached the green, spectators must remain 10 yards from the green.
- Once all players are on the tee, spectators must remain 10 yards from the tee and on the cart path.

When cart paths are provided, spectators (walking or riding) **MUST** stay on those paths. When no cart paths are available, spectators must walk in the outside rough.

Spectators are prohibited from the following areas:

- Tees, Fairways, Greens;

- Scoring and Starting areas; and,
- Rules Situations.

Communication: NO communication (verbal or non-verbal) is to take place with the players during a stipulated round.

Exceptions:

- I. Asking or giving the player food, drink, umbrella or the like;
- II. Need to deal with a medical situation.

Lost Golf Balls: The CJGA requests that spectators assist with pace of play by observing when and where golf balls stray. It is permissible to point to the area where the ball travelled but spectators are not authorized to assist the player in searching for the ball unless asked by a player or CJGA official.

Equipment and Clothing: Spectators are permitted to carry items for players (e.g. a rainsuit, umbrella, food, and drink). However, once a spectator has given the item to the player they are not to retrieve the item at any time during the round.

Dress Code: Each course has its own particular dress code policy. Spectators who do not meet the standard established by the host club and/or the CJGA, will be refused admittance to both the golf course and/or clubhouse. Please contact the CJGA National Office for more information on a suggested Dress Code for spectators.

Cell Phones/Smartphones: All mobile devices must be set to the “vibrate” only or “silent” mode or turned off. Many golf clubs have policies that prohibit the use of mobile phones on the golf course and/or in the clubhouse. It is the responsibility of the spectator to follow the policy of our host facility.

Golf Carts: Spectators carts are not permitted at any CJGA Junior Tour event.

PENALTIES

Based on a breach of the Spectator Policy, any or all of the following penalties could be levied:

- Verbal warning to the spectator and/or the player.
- Two-stroke penalty to the player being followed.
- Disqualification from the tournament of the player being followed.
- Spectator banned from the golf course and or property for the round.
- Spectator banned from the tournament.
- Spectator banned from future CJGA events.

OTHER GUIDELINES

Alcohol Consumption: We ask all spectators wishing to consume alcoholic beverages that they do so in the confines of the clubhouse and then only in areas licensed and designed for that purpose. Despite the fact that some clubs offer this service from “the beverage cart”, we ask that you respect our wishes in our request that the consumption of alcoholic beverages does not take place in the view of our underage participants.

Smoking on Golf Course: For those spectators who smoke or use other tobacco products we would appreciate you do so out of the players view. Cannabis is not prohibited at any CJGA event.

PACE OF PLAY POLICY

5.6(3)a. Unreasonable Delay of Play

You must not unreasonably delay play, either when playing a hole or between two holes.

Penalty for Breach of Rule 5.6a:

- **Penalty for first breach: One penalty stroke.**
- **Penalty for second breach: *General Penalty*.**
- **Penalty for third breach: Disqualification.**

If you unreasonably delay play between two holes, the penalty applies to the next hole.

b. Prompt Pace of Play

A *round* of golf is meant to be played at a prompt pace.

Your pace of play is likely to affect how long it will take other players to play their *rounds*, including both those in your group and those in following groups. You are encouraged to allow faster groups to play through.

Pace of Play Recommendations. You should play at a prompt pace throughout the *round*, including the time taken to:

- Prepare for and make each *stroke*,
- Move from one place to another between *strokes*, and
- Move to the next *teeing area* after completing a hole.

You should prepare in advance for your next *stroke* and be ready to play when it is your turn.

When it is your turn to play:

- It is recommended that you make the *stroke* in no more than 40 seconds after you are (or should be) able to play without interference or distraction, and
- You should usually be able to play more quickly than that and are encouraged to do so.

Playing Out of Turn to Help Pace of Play. In *stroke play*, play “ready golf” in a safe and responsible way.

In *match play*, you and your *opponent* may agree that one of you will play out of turn to save time.

In accordance with Rule 5.6b(3), the CJGA has adopted the following Pace of Play Policy.

Stroke Play Championships (3 or more rounds) & Regular (2 round) Competitions

ALLOTTED TIME

Each group is allotted a specific amount of time to complete a group of holes and the round at a pace in at each course. When a group falls out of position, regardless of the reason, it must regain its position. Time for ball searches, rulings, and walking time between holes is also included in the allotted time. Time for search is 3 minutes.

Checkpoints: Four (championships) or Two (regular) checkpoint holes will be designated throughout the course. Normally holes # 4, # 9, #13 and # 18 will be the designated checkpoint holes for championships. Holes # 9 and # 18 will be the designated checkpoint holes for regular competitions.

Play of a checkpoint hole is deemed completed when all players in the group have completed play of the hole and the flagstick has been replaced in the hole after the last player's ball is holed and/or if the player makes a stroke with the flagstick in the hole, as soon as his/her ball is holed. AND the ball is removed from the hole.

Note: If a group or player incurs a penalty, the penalty will be applied to the checkpoint hole where the breach occurred.

DEFINITION OF "OUT OF POSITION"

First Group: The first group (off the 1st and 10th holes, both morning and afternoon) to start will be considered out of position if, at any time during the round, they exceed the time allotted to complete a checkpoint hole, as detailed on the applicable course's Pace of Play Time Chart. This also includes a first group after a Starter's Time.

Note: In the event of a split-tee draw (starting on both #1 and #10), the first group to start off of each tee (#1 and #10) becomes a "following group" when they are delayed by the last group to start from the opposite tee.

Following Groups: A following group is out of position if it:

1. Takes more than the time expected to complete a checkpoint hole **AND**
2. Completes play of a checkpoint hole more than 14 minutes (14:59) after the preceding group completed play of that hole.

Time charts outlining the time per hole, including the finish times for the checkpoint holes, are provided at the starting tee and on the scorecards.

Penalties

Stroke Play – Group is behind time on arrival at checkpoint:

- 1st missed checkpoint – warning (regular competitions and championships)
- 2nd missed checkpoint – liable to a 1 stroke penalty (regular competitions and championships)
- 3rd missed checkpoint – liable to an additional 2 stroke penalty (championships only)
- 4th missed checkpoint – liable to disqualification (championships only)

Note: If a group has not received a warning at a previous checkpoint hole, but is out of position at the final checkpoint, each player in the group is liable to a penalty of one stroke if no effort was made by the players to complete their round within the time expected for the final checkpoint.

Note: In circumstances where the Committee deems fit, the penalties under Rule 5.6a may still apply

Timing

If a group is out of position, it may be monitored or timed for failing to comply with the Pace of Play guideline. When a group is out of position each player in the group is expected to make any stroke within 40 seconds after timing of the player's stroke begins.

Other than on the putting green, the timing of a player's stroke will begin when he or she has had reasonable opportunity to reach his/her ball, it is his/her turn to play and can play without interference or distraction. Time spent determining yardage will count as time taken for the next stroke.

On the putting green, timing will begin after a player has been allowed a reasonable amount of time to lift, clean and replace his/her ball and repair damage and remove loose impediments on the line of play. Time spent looking at the line of play from beyond the hole and/or behind the ball will count as part of the taken time for the next stroke.

Note: A player is permitted 40 seconds to make a stroke. An extra 10 seconds (for a total of 50 seconds) will be allowed for:

1. The first player to make a stroke on a par-3 hole
2. The first player to make a second stroke on a par-4 or par-5 hole
3. The first player to make a third stroke on a par-5 hole
4. The first player to make a stroke around the putting green
5. The first player to make a stroke on the putting green

Note: The Committee reserves the right, at any time, to time a group when the Committee deems it necessary. Players should also be aware that the Committee may assess a "bad time" to a player in a group which is out of position if the player makes no effort to help his group get back into position. An example of this would be a player who unreasonably delays play between strokes.

Penalties

The following are the penalties, in sequence, for any player in a group being timed who takes more than the allotted time to play a stroke after timing of the player's stroke begins:

- One bad timing exceeding the allotted time – warning
- A second bad timing – 1 stroke penalty
- A third bad timing – Additional 2 stroke penalty
- A fourth bad timing – Disqualification

Note: If the group in question regains its proper position, any previous timings of more than the

allotted time will be carried over for the remainder of that round in the event that the group requires additional monitoring. Any group with a player(s) who has a bad time will be notified if the group requires additional monitoring and time during the round. The CJGA reserves the right to adjust the Pace of Play Policy without notice.

Award and Prize Distribution Policy

In a CJGA Junior Tour event, ties for awards and prizes will be decided by the following methods:

1st Place – A hole-by-hole playoff. In the event a playoff cannot be conducted, the tie will be decided by matching cards on the basis of the best score for the last nine holes. If the tying players have the same score for the last nine, then the last six holes, last three holes and finally the 18th hole will be used to determine the winner. If the players are still tied, the same process will be used for the front nine.

2nd Place – Match score cards on the basis of the best score for the last nine holes. If the tying players have the same score for the last nine, then the last six holes, last three holes and finally the 18th hole. If the players are still tied, the same process will be used for the front nine.

Note: This policy does not affect how points are awarded on the CJGA National Order of Merit.

OFFICIAL RESULTS POLICY

Due to the growing interest from College Coaches, the CJGA has implemented the following codes for scoreboard usage and CJGA official results. These codes are to provide juniors, spectators, coaches, etc., a more meaningful and accurate explanation of the information being viewed.

DNS (Did Not Start) - Those players who do not come to the tournament at all.

DQ (Disqualification) – Player is disqualified for a breach of the Rules of Golf.

WD (Withdrawal) – Reserved for a deliberate voluntary action or decision not to continue play after having started a competition and turned in a score for the entire stipulated round.

NS (No Show) - Completed one or more rounds - fails to report for tee time and previously has not notified anyone.

NC (No Card) – After having begun competition - a deliberate decision not to sign or turn in a card, walks off the course, etc.

Note: In the eyes of the amateur ranking organizations and college coaches the terms NC and NS situations are not held in high regard. In general terms it is always preferred that a player formally withdraws from a competition as opposed to simply not showing up for their tee-time or leaving in the middle of a round without notifying an official. Accepted reasons for withdrawing mid-round may include **Injury** or **Family Emergency**, however in these situations, players must seek out and notify an official, if a valid reason for withdrawing mid-round is not provided the Tournament Committee may treat such Withdrawals as a **NC**.

The CJGA Tournament Committee will determine which of the above codes will show on the scoreboard.

The CJGA Tournament Committee, on an individual basis, will deal with any other actions not covered

by these codes.

The CJGA Disciplinary Committee, on a per tournament basis, will review juniors listed as NC or NS. Disciplinary action may include suspension from future CJGA events.

PRIVACY POLICY

Background

As of January 1, 2004, individuals are protected by The Personal Information Protection and Electronic Documents Act. This federal law sets out ground rules for how private sector organizations may collect, use or disclose personal information in the course of commercial activities.

The code was developed by business, consumers, academics and government under the auspices of the Canadian Standards Association. It lists 10 principles of fair information practices, which form ground rules for the collection, use and disclosure of personal information. These principles give individuals control over how their personal information is handled in the private sector.

An organization is responsible for the protection of personal information and the fair handling of it at all times, throughout the organization and in dealings with third parties. Care in collecting, using and disclosing personal information is essential to continued consumer confidence and good will.

CJGA's Privacy Policy

The Canadian Junior Golf Association ("CJGA") is committed to respecting the privacy of our members, their families and our employees by adhering to the

privacy principles set forth in the Personal Information Protection and Electronic Documents Act ("PIPED"). CJGA's Privacy Policy adheres to the ten principles of the PIPED Act, and these principles can be obtained from our offices in written form, or it may be found on our website. If you choose to provide personal information to the CJGA, we assume that you consent to the collection, use and disclosure of your personal information as outlined in CJGA's Privacy Policy or otherwise at the time of collection, use or disclosure.

In order for the CJGA to be able to meet its obligations under the new PIPED Act, it has adopted the following ten principles:

1. Accountability
2. Identifying Purposes
3. Your Consent
4. Limiting collection
5. Limiting Use, Disclosure, and Retention
6. Accuracy
7. Safeguards
8. Openness
9. Individual Access

10. Providing Recourse

These principles should be read in conjunction with key sections of the Act. For the purpose of this policy, these definitions are provided:

Member – an individual that has completed an application for membership and has been accepted and has paid for these services.

Prospective Member – an individual that has completed a membership application form but has not paid the membership fee or has not been accepted as yet.

1. Accountability

The Privacy Officer of the CJGA is the Chief Operations Officer. This individual is responsible for the organization's overall compliance with the Act.

The Privacy Policy is available to customers, employees and the public for their perusal. The Policy can be obtained through the CJGA head office in writing, or it may be obtained on the company website, www.cjga.com.

2. Identifying Purposes

2.1. Types of Information We Collect

With your consent, we may gather personal information from you in person, at our offices, over the telephone, or by corresponding with you via mail or on the Internet through the CJGA website.

The requested personal information will vary depending on the services requested by the CJGA members. This section (section 2.1) will detail the data that is maintained by the CJGA for the various services that are offered. The next section (section 2.2) will explain how we use this data.

2.1.1 CJGA Junior Tour Membership Form

The information that we collect includes Last Name, First Name, Middle Initial, Address, City, Postal Code/Zip Code, Province/State, Country, Birth Date, Home Phone, Player's E-mail, High School Grad Year, how individual heard of CJGA, Score Handicap/Index, Parent's Name, Parent's Business Phone, Parent's Email, Name of Home Golf Club, Club Professional Name, Club Professional Phone, Golf Coach Name, Golf Coach's Phone, Name of Local Newspaper, Newspaper Phone, Newspaper's E-mail, Newspaper's Fax, Payment Method, Credit Card Number (if paying with credit card), Credit Cardholder's Name (if paying by credit card, and Expiry Date (if paying by credit card).

2.1.2 CJGA Junior Linkster Membership Form

The information that we collect includes Last Name, First Name, Middle Initial, Address, City, Postal Code/Zip Code, Province/State, Country, Birth Date, Home Phone, Player's E-mail, how individual heard of CJGA, Parent's Name, Parent's Business Phone, Parent's Email, Name of Home Golf Club, Club Professional Name, Club Professional Phone, Golf Coach Name, Golf Coach's Phone, Name of Local Newspaper, Newspaper Phone, Newspaper's E-mail, Newspaper's

Fax, Payment Method, Credit Card Number (if paying with credit card), Credit Cardholder's Name (if paying by credit card, and Expiry Date (if paying by credit card).

2.1.3 Player Profile Membership Form

The information that we collect includes Last Name, First Name, Middle Initial, Address, City, Postal Code/Zip Code, Province/State, Country, Birth Date, Home Phone, Player's E-mail, High School Grad Year, how individual heard of CJGA, Score Handicap/Index, Parent's Name, Parent's Business Phone, Parent's Email, Name of Home Golf Club, Club Professional Name, Club Professional Phone, Golf Coach Name, Golf Coach's Phone, Name of Local Newspaper, Newspaper Phone, Newspaper's E-mail, Newspaper's Fax, Payment Method, Credit Card Number (if paying with credit card), Credit Cardholder's Name (if paying by credit card, and Expiry Date (if paying by credit card).

1.1.4. CJGA General Tournament Application

The information that we collect includes Last Name, First Name, Middle Initial, Address, City, Province/State, Postal Code/Zip Code, Country, Home Phone, Birth Date, Gender, Handicap/Index, Player's E-mail, Payment Method, Credit Card Number (if paying with credit card), Credit Cardholder's Name (if paying by credit card, and Expiry Date (if paying by credit card).

1.1.5. CJGA Championship Tournament Applications

The information that we collect on this application includes Last Name, First Name, Middle Initial, Address, City, Province/State, Postal Code/Zip Code, Country, Home Phone, Birth Date, Gender, Handicap/Index, Player's E-mail, personal golfing credentials (events, dates, hosted by, scores, finish and field size for three events), Payment Method, Credit Card Number (if paying with credit card), Credit Cardholder's Name (if paying by credit card, and Expiry Date (if paying by credit card).

1.1.6. CJGA Emergency Treatment Form (for international tournaments only)

The information on this form includes Name, Date of Birth, Parent's Address, Home Phone, Business Phone, Family Physician's Name, Physician's Phone, three contacts and their phone numbers in case of emergency.

1.1.7. CJGA Associate Membership Form

The information that we collect includes Last Name, First Name, Middle Initial, Address, City, Postal Code/Zip Code, Province/State, Country, Home Phone, Payment Method, Credit Card Number (if applicable), Credit Cardholder's Name (if applicable) and Expiry Date (if applicable).

1.1.8. Golf Camps / Linksters Golf Clinics

The information that we collect on this application includes Junior's Name, Gender, Home Phone, Address, City, Province/State, Postal Code/Zip Code, Country, Birth Date, Parent's E-mail, Parent's Phone, Parent's Fax, Parent's Name, Junior's Ability Rating, Payment Method, Credit Card Number (if applicable), Credit Cardholder's Name (if applicable) and Expiry Date (if applicable).

1.1.9. Donations and Fund-Raising

The information on these forms includes First Name, Middle Initial, Last Name, Address, City, Province, Postal Code, Credit Card Number (if applicable), and Credit Card Expiry Date (if applicable).

1.1.10. Corporate Sponsorships

Corporations that sponsor the CJGA will provide information as part of a new contract between itself and the CJGA. The information that we collect from sponsors include Company Name, Address, City, Province/State, Postal Code/Zip Code, Country, Company Phone, Contact Name, Contact E- mail, Contract Amount(s), Payment Schedule and Payment Method.

1.1.11 Photography

Players should be aware that in the waiver that they must read when making application as a member or to tournaments that the CJGA has the right to use any Photographs/Interviews of the player may be used for CJGA purposes. Photographs may be taken at tournaments, and special CJGA ceremonies, to publicize and promote the CJGA, its tournaments and its members. Photographs may be taken of CJGA representatives and members during the course of various tournaments. These photographs may be used for CJGA brochures, announcements, press releases and for the CJGA website for promotional purposes.

1.2. How We Use Your Personal Information

In general, the personal information collected about you is used by the CJGA to provide you with the services you have requested, to confirm your identity, to communicate with you, to respond to your inquiries, to send you important information about our tournaments and special events, to track attendance of members (tournament tee times), to track progress (tournament results) of members, to prepare press releases that acknowledges achievements of CJGA members, and to fulfill the legal and legitimate business requirements of the CJGA.

CJGA also uses personal information to process financial transactions (membership fees), to process program transactions (tournament applications, player profile registration) and to maintain the register of member names for audit and legal purposes.

Personal information provided by members on the CJGA Emergency Treatment Form will allow the CJGA to call doctors to assist with the emergency where the member's own doctor is not available.

CJGA will occasionally be requested to release personal information to post- secondary institutions (universities, etc.) in the United States and Canada. This personal information is forwarded to these institutions in cases where there are opportunities for members to receive scholarships from those post-secondary institutions.

Information provided from sponsors and donors are maintained for audit and legal purposes only.

Photographs collected will only be used for the purposes stated in section 2.1.11 of this document. These photographs are maintained by the CJGA, and will not be shared with other organizations (other than those stated) unless written consent has been obtained from the member and/or his/her parent.

If you do not wish your personal information to be used in any of these instances, you may opt

out of this use of your information where an opt-out is offered. You can contact the CJGA at any time to withdraw your consent to such use and disclosure. Requests to opt-out of specific uses of personal information should occur on a timely basis. You can call 1-877-508-1069, or by email at admin@cjga.com.

2. Your Consent

If you choose to provide personal information to CJGA, we assume that you consent to the collection, use and disclosure of your personal information as outlined in this Privacy Policy, or otherwise at the time of collection, use or disclosure. If you do not consent, please do not provide your personal information or, where applicable, exercise the opt-out option offered. If CJGA requests additional personal information or intends to use or disclose your personal information differently than described in this Privacy Policy, we will advise you at or before the time of collection, use or disclosure as to how we will handle that personal information. CJGA will not collect, use or disclose personal information.

Other than as described herein, or at the time of collection, use or disclosure, or as otherwise required by the PIPED Act.

There are limited instances where CJGA may collect, use or disclose your personal information without your consent as required by law, for example: 1) to meet government tax reporting requirements, 2) to comply with an order made by a court and 3) to meet annual audit reporting requirements.

Members and prospective members can provide their consent to the uses of personal information at the time of registration with the CJGA. Registrations can be paid via three payment methods. The form and timing of the consent by the customer is determined by the payment methods as follows:

Paying by Credit Card

- 1) Customer calls into the office, and cannot fax the application into CJGA office.
 - The customer is to email their consent to the CJGA. They will be told to visit the CJGA website to review the policy. CJGA may send an email to the member with the Privacy Policy disclaimer as provided on all applications. The member can then reply to the CJGA email with their consent.
- 2) Customer calls into the office, and then faxes the application into CJGA office.
 - The customer must sign the application form in order for the consent to use personal information to be valid.

Paying by Cheque and/or Cash

- 1) Customer sends cheque and application through the mail, or customer may be in the office in person.
 - The customer must sign the application form in order for the consent to use personal information to be valid.
- 2) Customer hands cheque to CJGA staff at the tournament.
 - The customer must sign the application form in order for the consent to use personal information to be valid.

Paying On-line

Customer visits the CJGA website and clicks on the desired application form. Consent to the privacy policy occurs prior to the payment during the registration phase.

The customer marks the box in the webpage where he/she provides the personal information. This checkbox indicates that the customer approves of the privacy policy. This checkmark is maintained by the CJGA.

3. Limit Collection

CJGA's Privacy Policy describes the purposes for collecting personal information of its members. If it is necessary to use the personal information collected for a purpose not identified when the information was collected, consent for the new use will be obtained from CJGA members.

4. Limiting Use, Disclosure and Retention

CJGA will use the personal information obtained from members, prospective members and employees only for the purposes for which it was collected, and will not disclose the information for other purposes except as required by the applicable law. All personal information provided to the CJGA will be maintained in a secure manner to ensure that its use is limited to the purposes for which it was collected.

Due to Revenue Canada legislative requirements, all applications will be kept on file for a period of six (6) years.

CJGA will destroy or erase personal information no longer required for stated legal and business requirements.

5. Accuracy

CJGA will maintain personal information about its members that is accurate, complete and up-to-date. The onus is on the member, or parent of the member, to provide 100% accurate personal information to the CJGA. Personal information will only be updated with the consent of the member.

Members will have the ability to view the data provided on any of their own application forms. Individuals may, on presentation of two (2) documents establishing their identity to the CJGA Privacy Officer, be able to find out whether personal information is on file with the CJGA, and if so consult it free of charge. A request may be made in writing to view personal information. A reasonable charge may apply for the transcription, reproduction or transmission of the information.

6. Safeguards

CJGA takes precautions to protect your personal information against unauthorized access, disclosure, inappropriate alteration, and misuse. Access to your personal information is restricted to those persons whose job responsibilities require them to have access.

In addition, CJGA uses technological safeguards such as encrypted passwords, Secure Socket Layer (SSL) and 128-bit encryption technologies. Given that electronically transmitted data is not 100% secure, we make no warranties as to the security of any such information that you submit, which you do at your own risk.

At the CJGA website, there are a number of links to companies with whom we have a relationship. CJGA is not responsible for the privacy practices of our business partners. We encourage you to read their privacy statements, as they may differ from ours.

When you browse the CJGA website, you do so anonymously. We do not collect personal information, including your email address. At times we may request that you voluntarily supply us with personal information such as your email address for purposes such as entering a contest, or participating on an on-line survey. However, when at all possible, an option to remain anonymous will be provided to those who wish to preserve their right to anonymity.

7. Openness

This policy and the processes and procedures for obtaining access to personal information will be available to any individual through the CJGA website, or in writing through CJGA's head office in Richmond Hill, Ontario. If any individual has a question regarding their personal information, it may be directed to the Privacy Officer via email at admin@cjga.com or by telephone at **1-800-598-CJGA (2542) or 647-812-8522**.

CJGA reserves the right to change this Privacy Policy from time to time. If CJGA makes a material change, this policy will be updated accordingly. We recommend that you review this Privacy Policy periodically so that you are aware of any changes.

8. Individuals Access

Members will have access to their personal information provided on any of their applications. On request to the CJGA Privacy Officer, the member will be informed of the existence, use and disclosure of their personal information, and will be given access to view that information.

If you wish to request access to, or correction of, your personal information in CJGA's records, please make your request in writing to CJGA's Privacy Officer via email at admin@cjga.com or through the mail. Some information may not be accessed in certain circumstances, for example if it contains personal information of other members, or for other legal reasons.

Should you identify any incorrect or out-of-date information, please notify us so that we can make the necessary changes.

9. Providing Recourse

Individuals may challenge CJGA's compliance with this Privacy Policy by contacting the CJGA Privacy Officer. The steps to resolve the problem are as follows:

Step 1 – Contact CJGA Via Telephone, Mail, E-mail or Visit Our Office

Please make your request to CJGA's Privacy Officer by any of these methods:

Telephone : **1-800-598-CJGA (2542) or 647-812-8522**

Mail (or in person) : P.O. Box 118, Newmarket, Ontario L3Y 4W3

E-mail : admin@cjga.com

The CJGA will require up to 30 days to respond to any request for access to personal information, or to resolve privacy policy conflicts.

Step 2 – Elevation to a CJGA Senior Officer

As a next step, if your problem remains unresolved, the Privacy Officer will offer to elevate your problem to the CJGA Chief Executive Officer. Alternatively, if you prefer to elevate the problem yourself, you may contact the CJGA Chief Executive Officer at the same toll-free number stated in Step 1.

Step 3 – Contact the federal Privacy Commissioner

If your problem is still not resolved, you may contact the federal Privacy Commissioner directly at 1-800-598-CJGA (2542) or 647-812-8522 or visit their website at www.privcom.gc.ca.

Privacy Policy Last Updated:
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