

Subject: Golf Operation Goals – 2000

G-101

A. Policy. It is the policy of the Club that annual goals be established for the Golf Operation.

B. Goals – 2004

1. Meet or exceed fiscal year 2004 (FY-04) operating budget.
2. Continue to establish operating policies and procedures for golf operation.
3. Develop a training manual for outside staff.
4. Develop a Golf Shop Operations Manual.
5. Develop a Golf Merchandise Manual.
6. Prepare an annual Golf Program Book for members.
7. Prepare and execute a marketing plan to help generate golf rounds.

Subject: Marketing Plan – 2004

G-102

A. Policy. It is the policy of the Club that a marketing plan be developed each year to help promote golf play.

B. Discussion

1. The Club has a magnificently designed golf course. Members and guests alike rave about the quality, challenge, and beauty of the course. Such a well-received golf course will naturally generate interest and a desire to play, resulting in increased rounds.
2. Despite the quality and desirability of the course, prudent management will develop an annual marketing plan to increase interest in and enthusiasm for the game, both of which will increase golf rounds and resulting revenues.
3. While desiring to increase golf play and golf revenues, it is incumbent upon management to do so within the established parameters of a private club. The marketing plan should avoid initiatives that would detract from the exclusivity of the Club and private enjoyment of facilities by members.
4. Any proposed initiatives in the marketing plan must be measurable so they may be evaluated for their effectiveness and value. The marketing plan will address those statistics to be monitored to establish baseline and resultant performance.

C. Annual Marketing Plan. The following programs will be developed, executed, and tracked in FY-04 to increase play on the golf course:

1. New Member Contacts

- a. The golf professional staff will send a pre-printed welcome card and call each new golf or sports member welcoming them to the Club, and inviting them to play the course and attend a clinic or social event.
- b. Prior to sending the card or making any calls, the contents of the card and call will be approved by the General Manager.
- c. The Membership Director will notify the professional staff of any new golf or sports members.
- d. The Head Golf Professional will monitor new member contacts and provide the General Manager with a Golf Weekly Activity Report, Club Form 503, to include number of new members, member names, letters sent, calls made, and Golf Call Reports, Club Form 504, of all conversations with new members.

2. Tee Time Set Asides

- a. The Head Golf Professional will set aside one or two tee times every Saturday morning to be used for new members or to introduce members who do not have other members to play with. As an alternative, the regular Saturday morning "Scramble" may be used for this purpose.
- b. These tee times will be offered to new members during the New Member Contact Program as an inducement to play the course and meet other members.
- c. The utilization of Tee Time Set Asides will be reported on the Golf Weekly Activity Report.

3. Under-Participating Members
 - a. The Head Golf Professional will monitor member play using the Golf Management Software and focus the professionals' marketing efforts on under-participating golf and sports members.
 - b. These members will be contacted by phone to determine their level of interest, why they haven't been playing, and to find out what the Club can do to increase their participation. Talking points for this call will be prepared and approved in advance by the General Manager.
 - c. Depending upon the responses, the professional staff will design initiatives to try to increase play among this under-participating group.
 - d. The professional staff will contact a minimum of ten (10) under-participating members per week.
 - e. Contacts with under-participating members and a Golf Call Report indicating their reasons for not playing will be included in the Golf Weekly Activity Report.
4. Clinics
 - a. The Head Golf Professional will design a series of clinics appealing to the different interests and motivations of the following groups:
 - (1) Women (working and stay-at-home)
 - (2) Juniors
 - (3) Beginners
 - (4) Lapsed golfers – those who have played before but have "given up."
 - b. The Head Golf Professional will also develop a weekly "Tips on the Tee" program which will be "free" to members to promote initial interest and build enthusiasm for the game. Tips on the Tee will require *pro bono* work by the professional staff, but will create demand of private lessons, which will offer increased income opportunities for the professionals.

- c. The Head Golf Professional will develop a series and schedule of clinics and Tips on the Tee meeting the above criteria and present them to the General Manager for approval.

5. Pro Play

- a. All golf professionals will play at least one round of golf per week with members.
- b. The priority should be to play with under-participating members or members with whom the professionals have not played before.
- c. The professionals should use the opportunity to build relationships with members, offer tips to improve members' games, and may serve as an introduction for golf lessons.
- d. All rounds played with members will be noted on the Golf Weekly Activity Report.

6. Marketing to Members' Businesses

- a. The Club will develop a marketing piece and letter to be sent to golf and sports members at their business addresses.
- b. The piece will promote the use of the Club for the members' business activities, social events, and charitable organizations.
- c. This marketing effort should promote food and beverage revenues as well as accompanied and unaccompanied guest play on the golf course.

7. Golf Socials

- a. During the playing season of April 1st to October 31st, the Head Golf Professional will plan and execute some type of periodic golf social function for members and guests.
- b. Participation in these functions will be reported on the Golf Weekly Activity Report.

8. Improved Course Playability

- a. A successful marketing plan must be built upon the foundation of product and service delivery. This means that the Club must be able to surpass member expectations in all facets of Club operations, but most importantly in their golfing experience.
- b. Toward that end, the following steps will be taken:
 - (1) All aspects of the golf operation will be documented with written policy, procedures, and standards. From this documentation, formal training programs will be developed for golf operations staff.

- (2) The Head Golf Professional will develop and execute a plan to monitor pace of play. This plan will include specific steps to take on busy play days, identifying slow-playing members, and interventions to speed play.
- (3) The Club will form an internal club operations Golf Course Committee, chaired by the Golf Course Superintendent with the Head Golf Professional and General Manager as committee members. This committee will meet monthly to discuss golf course issues, with a primary emphasis on improving members' playing experiences.

Subject: Golf Rules and Regulations

G-104

A. Policy. It the policy of the Club that the Golf Rules and Regulations listed in the Club Rules and Regulations be followed and enforced.

B. Golf Rules

1. The Rules of Golf adopted by the USGA together with the Rules of Etiquette as adopted by the USGA shall be the rules of the Club, except when in conflict with local rules.
2. The Club activities board will notify members and designees of future tournaments, group outings, fund-raising events and other times when use of the golf course will be restricted.
3. All players, especially children and beginning golfers, are expected to learn and observe the fundamentals of golf etiquette.
4. All golfers must register in the Golf Shop before beginning play.
5. “Cutting-in” is not permitted at any time. All players must check in with the starter. Under no circumstances are players permitted to start play from residences.
6. Practice is not allowed on the golf course. The practice range and practice putting green should be used for all practice.
7. Slow play is not tolerated. In the interest of all, players should play without delay. No player should play until the players in front are safely out of range.
8. If a foursome or other group of players fails to keep their place on the course and loses more than one clear hole on the players ahead, they must allow the following group to play through. Do the same when you stop to search for a lost ball.
9. Continued slow play by players will be noted and the golf staff will attempt to improve such player's skills to enable them to complete play within a reasonable time as established by the Golf Professional. If such efforts do not result in the required completion time, the Club may limit the play of such players to times other than prime playing times.
10. All players who stop after playing nine holes for any reason must occupy the next tee before the following players arrive at the tee or they will lose their position on the golf course and must get permission from the starter to resume play.
11. Players are requested to pick up tees after driving. Players should be careful in discarding broken tees since the tees damage the mowers and puncture golf cart tires.
12. All tournament play must be approved in advance by the Golf Professional.

13. Enter and leave bunkers at the nearest level point to the green. Smooth sand over with a rake upon leaving.
14. Repair all ball marks on the green.
15. Replace all divots with sand.
16. Ball hawking is not allowed on the course at any time.
17. Golf rangers may be on duty to help regulate play and enforce golf cart regulations. The golf rangers have full authority on the golf course to enforce all rules and speed of play. Your cooperation is appreciated.
18. Each player must play from his or her own set of golf clubs.
19. Appropriate golf [Attire] is required for all players at The Point Lake and Golf Club at all times. Members and designees are expected to ensure that their immediate family members and guests adhere to such rules.
20. If lightning is in the area, all golf play shall cease and players should seek appropriate shelter immediately. See [Lightning Hazard] for more information.
21. Club management may close the golf course at any time, in its sole discretion.
22. Jogging, biking, recreational walking and similar activities are not permitted on the golf course at any time.
23. No beverage coolers are permitted on the golf course unless supplied by the Club. Club-supplied coolers are available from the Turn House.
24. “Discontinued Play” credit: less than three holes played – full eighteen-hole credit; less than twelve holes played – nine hole credit. It is the sole responsibility of the golfer to apply for a credit from the Golf Shop on the day play is discontinued. See [Discontinued Play Credit] for more information.
25. Twosomes may play at the discretion of the Golf Shop and will be permitted to start after 1:30 p.m., if space is available. Twosomes should not expect to play through foursomes and should not exert any pressure on the groups ahead. Foursomes shall have the right of way.
26. Twosomes and singles will be grouped with other players, if available.
27. Groups of five or more players shall only be permitted on the golf course with the permission of the Golf Shop.
28. The Club reserves the right to accommodate requests to have outings from time to time. Notices of these outings will be posted indicating the hours during which the outing will take place.

29. The Club may establish special rules governing access to the golf facilities by persons under the age of eighteen ("Juniors"). [Rules for Junior Golfers] shall be posted at the Golf Shop and Juniors who do not abide by these rules may lose playing privileges.
30. Whenever possible, members are encouraged to play with their guests; however members may sponsor unaccompanied guests to play golf. The number of players and the available starting times will be determined at the discretion of the Golf Professional and the General Manager and will be allocated in a manner as not to inconvenience other golfing members. Members are responsible for the charges and conduct of their guests whether or not they accompany them.
31. The Club shall have the right to allow unaccompanied guests of the Club to play golf on a fee basis, as long as there are not three hundred fifty dues-paying Golf Members in good standing at the Club. At such time as the Club has three hundred fifty dues-paying Golf Members in good standing at the Club, play by unaccompanied guests of the Club will be discontinued other than for civic, charitable and business tournaments and outings.

C. Locker Room Rules

1. Lockers are provided for rental on an annual basis payable in advance as established by the Club. No refunds on locker rentals will be made. See [Locker Rentals] for more information.
2. The Club is not responsible for any personal possessions placed in the lockers or left in the locker rooms.
3. All clothing must be kept in lockers. Clothing left out will be collected and put in a storage room and if not reclaimed within thirty days will be disposed of by management of the Club Facilities.
4. Anyone responsible for undue carelessness in keeping the locker rooms clean and orderly will be subject to disciplinary action or fine by the Club.

D. Hours of Play. The hours of play and Golf Shop hours will be posted in the Golf Shop. The Golf Course Superintendent is authorized to determine when the golf course is suitable for play. The decision of the Golf Course Superintendent shall be final. In the absence of the Golf Course Superintendent, the Golf Professional on duty shall make this decision. See [Hours of Operation] for more information.

E. Golf Starting Times

1. All players must have a starting time (tee time) set up through the Golf Shop. The staff will assign the starting time depending on availability.
2. Starting times may be made in person or by phone during Golf Shop hours as may be posted from time to time.

3. Golf Members initially have a six-day advance sign-up privilege to reserve golf starting times and Sports Members initially have a three-day advance sign-up privilege to reserve golf starting times. See [Advance Tee Times] for more information.
4. Persons reserving a starting time must give their name and membership number and the names of the players in their group at the time of reservation. See [Guest Registration Cards] for more information.
5. Starting time changes must be approved by the Golf Shop.
6. Players who fail to cancel their starting time one-hour prior to their scheduled starting time may be charged a [No Show Fee] established by the Club from time to time.
7. Please notify the Golf Shop of any cancellation as soon as possible.

F. Registration

1. All golfers must register in the Golf Shop before beginning play.
2. Failure to check in and register ten minutes prior to a reserved starting time may cause cancellation, set back or a no-show fee to be charged to the member's or designee's club account.
3. Golfers late for their starting time lose their right to the starting time and shall begin play only at the discretion of the starter.

G. Practice Range

1. The practice range is open during normal operating hours as posted in the Golf Shop. At times to be posted in the Golf Shop, the practice range will be closed for general maintenance. See [Hours of Operation] for more information.
2. Range balls are for use on the practice range only and may not be removed from the practice range. Range balls are not permitted to be used on the golf course.
3. Range balls are provided on the practice tee.
4. Golf carts are not permitted on any tee area. Parking of golf carts is allowed in designated areas only.
5. Balls must be hit from designated areas only. No hitting is permitted from the rough or sides of the practice range.
6. Proper golf [Attire] is required at all times on the practice range.
7. Hand-bag ball shaggers are not permitted.

H. Golf Cart Rules

1. Golf carts shall not be used by a member, designee, immediate family member or guest on the facilities without proper assignment and registration in the Golf Shop.
2. Each operator of a golf cart must be at least sixteen years of age and have a valid automobile driver's license. See [Rules for Junior Golfers] for more information.
3. Golf carts may only be used on the golf course when the golf course is open for play. Golf carts may not be driven to residences at any time.
4. The Club may require that carts remain on cart paths to facilitate the grow-in of the golf course and based on course and weather conditions. Players will be informed of this policy prior to beginning play. Exceptions to this [Carts on the Path] policy for handicap golfers must be obtained from the Golf Professional.
5. Golf carts cannot be used off the golf course.
6. Only two persons and two sets of golf clubs are permitted per golf cart.
7. Obey all golf cart traffic signs.
8. When golf carts are allowed off the cart paths, enter the fairway at a point past the designated entry point. Remain in the fairway while playing the hole and exit the fairway and return to the cart path before the designated exit point.
9. Golf carts are required to remain on golf cart paths, without exception, on Par 3 holes.
10. Golf carts may not cross the white line in front of the green. All golf carts must be parked on the cart path adjacent to the green once the ball crosses this line.
11. Except on golf cart paths, do not drive a golf cart within thirty feet of a green, a tee or a bunker.
12. Never drive a golf cart through a hazard.
13. Be careful to avoid soft areas on fairways, especially after rains. Use the rough wherever possible.
14. Operation of a golf cart is at the risk of the operator. Cost of repair to a golf cart that is damaged by a member, designee or immediate family member will be charged to the member or designee or, in the case of damage by a guest, to the sponsoring member or designee. Members and designees using a golf cart are fully responsible for any and all damages, including personal injury and property damage that are caused by the operation of the golf cart by the member, designee, immediate family members and their guests, and the members and designees shall reimburse the Club for any and all damages they may sustain by reason of such use.
15. When the "Carts On Path" sign is posted, it must be strictly followed.

16. "Course closed" or "hole closed" signs are to be adhered to without exception.
17. The use of golf carts is mandatory by all players except when otherwise permitted by the Golf Professional. Privately-owned golf carts and pull carts are not permitted.
18. Violations of the golf cart rules may result in loss of golf cart privileges and/or playing privileges.

I. Handicaps

1. Handicaps are computed under the supervision of the Golf Professional in accordance with the current USGA Handicap System.
2. All members and designees with a USGA approved handicap may participate in Club tournaments. All handicaps submitted may be reviewed by the tournament committee.
3. To establish a handicap, a minimum of ten scores must be turned in. Members and designees are responsible for turning in all their scores on a daily basis. See [Handicap Procedures] for more information.
4. Accurate records are to be kept of scores turned in and recorded for all full rounds played. The Golf Professional will determine if there are violations by members or designees in turning in their scores.

J. Golf Course Etiquette

1. Persons using the golf course should do their part to make a round of golf at the Club a pleasant experience for everyone. Here are some suggestions:
 - a. Do not waste time. Anticipate the club or clubs you may need, and go directly to your ball. Always be near your ball to play promptly when it is your turn. If a player is delayed in making a shot, it would be courteous for such player to allow another player to play which should not be deemed playing out of turn.
 - b. The time required to hole out on and around the green is a chief cause of slow play. Study and clear the line of your putt while others are doing the same. Be ready to putt when it is your turn.
 - c. No one should move, talk or stand close to or directly behind the ball or the hole when a player is addressing the ball or making a stroke.
 - d. When approaching a green, park your golf cart on the cart path on the best direct line to the next tee. This can save about twenty minutes per round. Never leave the golf cart in front of the green where you will have to go back to get it, while the following players wait for you to get out of the way.

- e. When play of a hole is completed, leave the green promptly and proceed to the next tee without delay. Do the scoring for the completed hole while the others in your group are playing from the next tee.
- f. If you are not holding your place on the course allow the players behind to play through. Do the same if you stop to search for a lost ball.
- g. Repair your ball marks on the greens. If you see unrepairs ball marks repair them also. Remind your playing partners to observe this courtesy.
- h. Any divots made in the fairways should be filled with sand contained in the sand buckets located on the golf carts. See [Divot Repair Bottles] for more information.
- i. Carefully rake bunkers after use.
- j. The golf rangers will report slow play and all breaches of golf etiquette to the Golf Professional for appropriate action.

2. See [Ready Play] for more information.

Subject: Hours of Operation

G-105

A. Policy. It is the policy of the Club to establish and disseminate its golf hours of operation.

B. Discussion

1. The hours of operation for the Golf Shop shall be posted in the yearly calendar of golf events, as well as on the bulletin boards in both the men's and women's locker rooms.
2. The hours of operation for the Golf Shop are found at [Hours of Operation].
3. The hours of operation for the practice facilities will remain the same as the Golf Shop except that:
 - a. they will open 30 minutes prior to the Golf Shop, and
 - b. they will close 30 minutes after the Golf Shop.
4. The practice facilities are usually mowed on Monday and Thursday mornings, though inclement weather and Monday outings can alter that schedule. Ultimately, the mowing schedule is determined by the Golf Course Superintendent in consultation with the golf professional staff.
5. In the event of inclement weather, poor practice range conditions, or at the request of the Golf Course Superintendent, the golf professional on duty will determine if the Golf Shop and/or practice facilities should close earlier than the posted time.

Subject: Starting Times

G-106

- A. Policy. It is the policy of the Club that golf groups will be assigned starting times before they begin play on the course.
- B. Discussion
 - 1. Starting times are spaced ten (10) minutes apart and will begin at the same times as listed in [Hours of Operation].
 - 2. In the event of [Frost Delays] or any other reason to delay the opening of the golf course, the Golf Course Superintendent will make the final determination on the timing of play.

Subject: Advance Tee Times

G-107

A. Policy. It is the policy of the Club that advance tee times may be made according to membership category.

B. Discussion. Advance tee times may be made by membership category as follows:

1. Golf Member (Equity or Invitational)	6 days
2. Sports Member (Equity or Invitational)	3 days
3. Master Members	3 days
4. Prospective Members (by Membership staff only)	3 days
5. Reciprocal Members (by Member's home golf staff only)	2 days

Subject: Tee Sheet

G-108

A. Policy. It is the policy of the Club that all tee times will be recorded on a tee sheet.

B. Discussion

1. Tee sheets are established and maintained to keep track of advance tee times, to monitor and track play on the golf course, and to reconcile to green fee and cart fee revenues.
2. The tee sheet is kept manually by the golf professional staff, including the shop merchandiser, in a tee sheet book. No one other than these individuals is allowed to take tee times and/or record tee times on the tee sheet.
3. Names of all players will be written on the tee sheet, and highlighted with a color corresponding to the membership type, guest (accompanied or unaccompanied), or other category.
4. The Golf Shop will retain used tee sheet books in file for a year for reference purposes.
5. The tee sheet will track rounds of golf by the following categories:
 - a. Men Golf Member
 - b. Women Golf Member
 - c. Men Sports Member
 - d. Women Sports Member
 - e. Unaccompanied Guest
 - f. Accompanied Guest
 - g. Junior
 - h. Reciprocal
 - i. Outings
 - j. PGA/Employee/Other
6. Tee times will be taken based upon the provisions of [Advance Tee Times].

Subject: Golf Outings

G-109

A. Policy. It the policy of the Club that golf outings be scheduled, planned, and executed according to established policy.

B. Discussion

1. Scheduling and Administration

- a. The Head Golf Professional will take the request for the outing, coordinating the date with the Course Superintendent and Catering Manager.
- b. Requests will be taken on a first-come, first-served basis by written request. See [Outing Request Letter]. All outings must be sponsored by a member of the Club.
- c. All requests must be approved by the General Manager.
- d. Golf outings will usually be held on Mondays. Small outings of no more than 7 foursomes may be held on other weekdays at the discretion of the Head Golf Professional as long as the outing does not interfere with normal member play.
- e. The maximum number of players participating in a Monday outing is 144 (36 foursomes); the minimum number is 72 (18 foursomes). Exceptions will be made by the General Manager.
- f. Monday outings will be expected to tee off between 9 and 11 a.m.
- g. The outing planner must meet with the Catering Manager and the Head Golf Professional 30 days before the outing to finalize the menus and format for the event.
- h. Use of spike-less shoes is mandatory. Any necessary re-spiking will be charged to the master bill at \$10 per person.
- j. Carts must stay on the cart path at all times.
- k. Rental clubs are available for a \$25 fee.

2. Food and Beverage

- a. All food and beverages must be provided by the Club to include the beverage cart; no donations or outside caterers will be allowed.
- b. A variety of food and beverage packages will be developed by the Catering Manager for use at outings. Custom menu planning is also available.

3. Contract, Deposit, Billing, Cancellation, and Guarantees

- a. A signed copy of the [Outing Policy Letter] and a \$1,000 non-refundable deposit are required to reserve the date of all outings.
 - (1) The Outing Policy Letter and deposit will be sent to the Head Golf Professional at the Club. Deposits are accepted by check or member charge. Without receipt of the deposit, the requested outing date will not be held. For this reason, it is recommended that event planners remit the deposit as soon as possible.
 - (2) Three months prior to the event, 50% of the estimated total cost is required.
- b. Outings will be billed on one master bill. Participants will not be individually billed.
- c. All outings will be billed at an all-inclusive price per person to include greens fees, cart rental, locker room access, range and tournament administration fees, food and beverage, and pro shop gift certificates.
- d. In the event of inclement weather or a natural or accidental disaster, the Club reserves the right to cancel an outing and refund the deposit and any payments or apply it toward a rescheduled date. Events cancelled by the event planner less than six months prior to the outing will be charged 50% of the estimated cost of the event. Should the Club re-book a comparable outing on this date, the deposit and the 50% payment will be returned.
- e. The Club must be notified of the exact number of players and the number of people attending for food and beverage services no later than 96 hours before the scheduled event (Thursday a.m. for Monday outings). The minimum guarantee is 72. If no guarantee is received, the original number of guests indicated will be the guarantee.

4. Favors and Prizes

- a. The Head Golf Professional will assist in the selection and ordering of special favors for the event. Donated favors are permitted so long as they do not compete with retail items carried by the pro shop. The Head Golf Professional will provide a list of these items.
- b. Signage or representation from other golf shops or golf merchandise retailers is not permitted at the Club.
- c. The Head Golf Professional will develop a range of prize packages for use at outings. Custom prize planning is also available.

5. Pricing

- a. The price for golf is \$110 per player and includes the following fees and services: Greens and cart fees, use of practice facility and balls, locker room access, and all tournament operations. Shoe service and spike changing are not included.

- b. Food and beverage pricing per person will depend on package or custom menu selection.
- c. Prize pricing per person will depend on package or custom prize selection.
- d. Any discounts will be charged to an appropriate promotional expense account.

6. Exceptions. Exceptions must be approved by the General Manager.

Subject: Ready Play

G-110

A. Policy. It is the policy of the Club to encourage all golfers to practice “Ready Play” techniques to avoid slow play on the golf course.

B. Discussion

1. As with all new clubs we experience times of slow play, especially during busier periods. It is the responsibility of all golfers to practice “Ready Play” to keep up with groups ahead of them.
2. Some suggestions to maintain the pace of play:
 - a. Be ready to play at your scheduled tee time. Late arriving groups will jam up play or cause reassignment of tee times.
 - b. Anticipate your club or the clubs you may need and go to directly to your ball.
 - c. Be near your ball and play promptly when it is your turn.
 - d. If a player is delayed in making a shot, he or she should indicate to other players to play their shots. This will not be deemed playing out of turn.
 - e. The time required to hole out around the green is a chief cause of slow play. Study and clear the line of your putt while others are doing the same. Be ready to putt when it is your turn.
 - f. It's great to be sociable, but reserve your extended conversations for the Clubhouse.
 - g. When approaching a green, park your cart on the cart path on the best direct line to the next tee. Never leave the golf cart in front of the green where you will have to go back to get it while following players wait for you to move out of the way.
 - h. When play of a hole is completed, leave the green promptly and proceed to the next tee without delay. Do the scoring for the completed hole while the others in your group are playing from the next tee.
 - i. If you are not holding your place on the course, allow the players behind to play through. Do the same if you stop to search for a lost ball.
 - j. Pick up your ball after the number of strokes allotted by the USGA has been taken. For more information, speak with the golf professional staff.
 - k. During periods of heavy play, the golf operations staff will be on the course to assist in maintaining the speed of play.

3. All golfers are encouraged to follow these simple suggestions to maintain the pace of play and enhance everyone's enjoyment of the course.

Subject: Golf Course Rating

G-111

A. Policy. It is the policy of the Club to establish a rating for its golf course.

B. Discussion

1. The State Golf Association has determined the golf course slope and course rating. For those of you who are not familiar with course ratings, here is a brief explanation:
2. The COURSE RATING is the primary factor in determining a course's difficulty. It has a larger impact on members' handicap indexes than a slope rating. A course rating has always been the primary test for a course's difficulty, and the major factor in calculating a course rating is yardage.
3. A SLOPE RATING reflects the relative difficulty of obstacles for a bogey golfer. A slope rating is determined by comparing the course ratings for a scratch golfer and a bogey golfer.
4. While yardage also dominates this rating, water hazards (particularly near the green), location of trees, narrow fairways, and heavy rough can produce higher slope ratings for a shorter course because these are more meaningful factors to the bogey golfer.
5. Golf Course Rating:

Tee Markers	Course Rating	Slope Rating
Gold	73.6	142
Blue	70.6	133
White	67.8	119
Red (women's)	69.3	124

6. The USGA Slope Rating of standard difficulty is 113.

Subject: Complimentary Rounds of Golf

G-112

A. Policy. It is the policy of the Club to establish policies regarding complimentary play.

1. The Club does not contribute complimentary rounds of golf for charitable causes. Such contributions can only come from with direction from the developer.
2. PGA professionals, golf course superintendents, and golf course raters may play complimentary rounds at the discretion of the Head Golf Professional.

B. Discussion

1. Currently, the Club operation is “owned” by the developer.
2. Eventually, the Club will be sold to the members.
3. The Club is organized as a not-for-profit entity.
4. As a matter of establishing precedent, the Club does not make charitable contributions. At the time the membership purchases the Club, the Board of Directors will determine its policy toward charitable contributions.
5. All requests for rounds of golf as a charitable contribution should be referred to the developer. The developer has its own policy toward charitable and community support, and may direct us to provide rounds of golf. In this case, the cost of the round would be charged to the developer.

Subject: Attire

G-103

A. Policy. It is the policy of the Club that appropriate golf attire is required for all players at all times.

B. Discussion

1. Appropriate Attire

- a. Shirts with collars and sleeves, slacks and golf shorts up to four inches above the knee are considered appropriate attire.
- b. Dresses, skirts, slacks, golf shorts up to four inches above the knee and blouses or golf shirts are considered appropriate attire.
- c. Soft spikes or other spikeless golf shoes or other approved shoes are required on the golf course and golf practice area.

2. Inappropriate Attire

- a. Halter tops, tank tops, tee shirts, fishnet tops, cut-offs, jams, sweat pant, blue jeans, bathing suits, tennis shorts or other athletic shorts more than four inches above the knee are not permitted.
- b. Use of shoes other than soft spikes or other spikeless golf shoes must be approved by the Golf Shop. Golf shoes with steel spikes, football spikes, and baseball spikes are not permitted.
3. This dress code is mandatory for all golfers. Improperly dressed golfers will be asked to change before playing. If you are in doubt concerning your attire, please check with the Golf Shop before starting play.
4. Members and designees are expected to ensure that their immediate family members and guests adhere to such rules.
5. Any misuse or disregard of these rules may cause a review or suspension of privileges.

Subject: Rates and Fees

G-114

A. Policy. It the policy of the Club to establish and publish rates and fees for each year.

B. Rates and Fees

1. Greens Fees

FY-2004

Sports Member Greens Fees	
Weekday	\$35
Weekend	
Guest Greens Fees	
Weekday	\$55
Weekend	\$65
Unaccompanied	\$90

2. Reciprocal

Golf Members will pay the equivalent of the other Club's
Sports Member greens fee, plus cart fee, while Sports
Members pay the greens fee plus ten dollars, and the cart fee.

Golf Members	\$35
Sports Members	\$45

3. 2nd Round Green Fee

No Charge, Cart Fee only

4. Holiday Green Fee

Same as weekend fees

5. Cart Fee

18 holes	\$14 per rider
9 holes	\$8 per rider

6. Golf Outing Fee

\$110/player (incl cart fee)

7. Bag Storage

\$132/yr

8. Locker Fee

\$132/yr

9. Handicap Fee

\$18/yr

10. Lessons

a. Head Golf Professional

\$40 per ½ hour.

b. Assistant Golf Professionals

\$35 per ½ hour.

Subject: Holes-in-One

G-115

- A. Policy. It is the policy of the Club that all holes-in-one will be recognized and publicized.
- B. Procedures
 1. Holes-in-one are significant accomplishments for any golfer and should be recognized.
 2. Whenever a player reports a hole-in-one, the golf professional on duty will:
 - a. make a copy of the scorecard and ensure it is signed and attested by another player,
 - b. take down the names of everyone in the group,
 - c. record the date, hole number, yardage, and club used,
 - d. take a picture of the player on the hole (if the player does not have time that day, arrange to take the picture another day),
 - e. call the local newspaper with the information, and
 - f. pass all information to the Activities Director for inclusion in the next Club newsletter.
 3. The Club will purchase a plaque for prominent display somewhere within the Club facilities that will memorialize all holes-in-one. Each hole-in-one will warrant an engraved plate with the player's name, the date of the hole-in-one, the hole, the yardage, and club used. The cost of engraving will be borne by the Club.

Subject: Handicap Procedures

G-116

A. Policy. It is the policy of the Club that members who wish to establish a handicap must post their golf scores in the Handicap Computer.

B. Discussion

1. See [Golf Rules and Regulations - Handicaps] for more information.
2. All members electing to establish a handicap will be assigned a handicap number.

C. Billing

1. The annual fee for maintaining a handicap is found at [Rates and Fees].
2. Handicap fees are billed annually.
 - a. New members or members establishing a handicap for the first time will be billed at the time they are entered into the handicap system.
 - (1) The first year annual charge will be prorated for the year starting at the beginning of the first full month in the system. For example, a new member is entered in the handicap computer on May 8th. He would be billed for 7/12s of the annual fee at the beginning of June.
 - (2) When a member is entered in the handicap system, the Golf Shop staff will complete a Handicap Billing Request, [SPHM Form 520]. This form will be sent to the Club accounting staff to properly bill the member for the service.
 - b. Billing for members continuing to use the handicap system will be annually in January for the full coming year by the Accounting staff.
 - c. No refunds will be made should a member discontinue using the handicap system.

D. Procedures to Enter a Member in the Handicap System

1. At the Prompt Screen, click on the “Rebuild Golfer File” icon.
2. When the computer completes rebuilding the golfer file, click on the “Handicap System” icon.
3. Click on “Golfer File Maintenance.”
4. Click on “New Golfer.”

5. Assign the next available number in “Assign #.” Find the next available number in the Handicap Roster.
6. Enter “Suffix” - 1 for male, 2 for female, 3 and above for juniors.
7. Enter member’s name - last name first and then first name.
8. Click in the “Group” window and pull down the menu. Select the type of handicap desired.
9. Click “Save.”
10. The member’s handicap account will be available after the computer is restarted.

E. Procedures to Post a Score

1. To post a score on the handicap computer:
 - a. Type in handicap number and press post.
 - b. Type the number on the screen next to their name.
 - c. Enter their score.
 - d. Type YES if they played that day.
 - e. Type NO if it wasn’t in a tournament.
 - f. Type YES if all the information displayed is correct.
2. USGA Handicaps are updated on the first of each month by the following steps:
 - a. Select OPTION 3 from the main menu.
 - b. Select UPDATE USGA HANDICAPS.
 - c. Leave space blank for GROUP UPDATES.
 - d. Press ENTER. This will update all members’ USGA handicaps.

Subject: Greens Maintenance Schedule – 2004

G-117

A. Policy. It is the policy of the Club to establish and publish the annual schedule of greens maintenance cultural practices.

B. Discussion

1. The annual cultural practices include aerification, verticutting, and topdressing.
2. Normally, these maintenance practices are scheduled for Mondays when the course is closed.
3. Scheduled maintenance may be moved to accommodate Monday outings, but the golf shop should avoid scheduling consecutive Monday outings during the months of scheduled cultural practices.

C. Maintenance Schedule

1. March 20-21	Major aerification with 5/8 inch tines, aggressive verticutting and topdressing. Recovery – two weeks. Greens will be bumpy for several days.
2. April 17	Verticutting and topdressing. Recovery – 3 or 4 days. Very little disruption of putting surface.
3. May 15	Medium aerification with 3/8 inch tines, verticutting and topdressing. Recovery – 10 days. Greens will be bumpy for 5 to 6 days, depending upon growth rate.
4. June 26	Quad-tine or solid line aerification with light topdressing. Recovery – 5 days. Very little disruption to the putting surface.
5. August 14	Quad-tine or solid line aerification with light topdressing. Recovery – 5 days. Very little disruption to the putting surface.
6. September 11-12	Major aerification with 5/8 inch tines, verticutting and topdressing. Recovery – 10 to 14 days. Greens will be bumpy for first 5 days.
7. October 2	Verticutting and topdressing. Recovery – 4

days. Very little disruption to putting surface.

Subject: Lessons

G-118

A. Policy. It is the policy of the Club that the golf professional staff will provide lessons to members upon request.

B. Discussion

1. The golf professional staff provides golf lessons to members.
2. Lessons are by appointment only.
3. Lessons are given in half hour increments on the practice range.
4. Lesson fees: See [Rates and Fees].
5. The full amount of any lesson given is income to the golf professional teaching the lesson.
6. The Club has or will purchase in the coming years a variety of teaching tools to assist in providing quality lessons to members.

C. Procedures

1. Members call the Golf Shop requesting lessons, in most cases with a particular golf professional.
2. The Golf Shop will either schedule the appointment or have the requested golf professional contact the member to set up a time.
3. Lessons are rung into the Point of Sale Terminal, crediting the golf professional with a lesson.
4. POS Procedures:
 - a. Log in at the “Log In Screen.”
 - b. At the “Select Member” screen, enter member #.
 - c. Click on the “Lesson/Rental” button.
 - d. Select professional by clicking on the name.
 - e. Enter price.
 - f. Click on the “Member Charge” button.

Subject: Clinics

G-119

- A. Policy. It is the policy of the Club that the golf professional staff will offer clinics to members throughout the year to encourage interest in the game.
- B. Discussion
 1. Clinics are group lessons usually to demonstrate some aspect of the game, such as grip, stance, short game, putting, fairway irons, sand wedges.
 2. The golf professional staff will schedule clinics throughout the year to encourage interest in the game. Often, clinics will lead to private lessons with a golf professional.
 3. Clinic fees are set by the golf professional staff and advertised in advance of the clinic. Clinics require a minimum of four participants.
 4. Some clinics will be offered at no charge to help foster interest in the game or a particular program such as for women, seniors, or juniors.

Subject: Club Storage

G-120

A. Policy. It is the policy of the Club that members may store their golf clubs at the Club for a fee.

B. Discussion

1. Club storage will be offered to all golf and sports members at an annual fee. See [Rates and Fees] for more information.
2. All members who use club storage will be entitled to having their clubs cleaned after each use, as well as an annual inspection for grip wear, rust on shaft or head, loose heads, broken shafts, etc.
3. Bags of members who use bag storage will have their clubs placed on a golf cart before they arrive for play.

C. Procedures

1. Signing Up for Bag Storage. When a member signs up to store his or her clubs, the following must be done:
 - a. The Pro Shop will assign a cart attendant to inventory all clubs in the member's bag using a Club Inventory Sheet, [SPHM Form 505].
 - b. The cart attendant will verify the spelling of the member's name and member number with the Pro Shop.
 - c. The cart attendant will assign a bag storage location and note it on the Club Inventory Sheet.
 - d. Using the label machine, the cart attendant will put the member's name and member number on a Bag Tag and place it on the member's bag. Note: Bag Tags and the labeling machine are kept in the bag storage room.
 - e. Once all the foregoing procedures are completed, the cart attendant will turn in the Club Inventory Sheet to the Pro Shop. The Pro Shop will update the Master Club Storage List by alphabetically entering the new member's name. The Master Club Storage List, [SPHM Form 516], is maintained on the Pro Shop computer in an Excel spreadsheet.
 - f. A printed copy of the updated Master Club Storage List will be returned to the club storage room to be posted on the wall.
 - g. All employees are reminded of the absolute need to maintain security of the bag storage room. Members have entrusted their valuable clubs into our care and we have a responsibility to keep their valuables secure. We can do this by:

- (1) Keeping both doors to the club storage room locked at all times. Cart attendants must keep the keys to club storage room on their persons at all times. Keys will be turned in to the Pro Shop at the end of each day. Keys may not be taken home.
- (2) Challenge any unknown persons who enter the cart barn or are “hanging around” the cart barn or club storage area.
- (3) The Club has a video recording system to monitor everyone entering or leaving the bag storage room.

2. Annual Club Evaluation

- a. In January and February of each year, a Club Evaluation Form, [SPHM Form 506], will be filled out and mailed to each member.
- b. This form will describe any problems noticed during the club evaluation and will quote a price to replace or fix said items.
- c. If a member is desirous of having their clubs repaired, he or she will notify the Pro Shop who will schedule the [Club Repair].

3. Placing Bags on Carts

- a. Each day, cart attendants will check their copy of the tee sheet and place the bags of members using bag storage on a golf cart. This will be done before the member arrives to play, usually an hour before the tee time.
- b. The Pro Shop will notify cart attendants of any bag storage members who make same day tee times, so that the members’ bags can be placed on carts.

4. Returning Clubs to Storage Room

- a. When members finish playing golf for the day and bring their golf cart back to the barn area, outside attendants will remove their clubs from golf cart.
- b. All club heads will be wiped down with a wet cloth and then dried.
- c. After cleaning, clubs will be place in the member’s assigned slot in the bag storage room.

5. Billing

- a. Club storage fees are found at [Rates and Fees].
- b. Club storage fees are billed annually.
 - (1) New members or members storing their clubs for the first time will be billed at the time they begin storing their clubs.

- (a) The first year annual charge will be prorated for the year starting at the beginning of the first full month of storage. For example, a new member begins storing his clubs on May 8th. He would be billed for 7/12s of the annual fee at the beginning of June.
- (b) When a member decides to store their clubs, the Golf Shop staff will complete a Club Storage Billing Request, [SPHM Form 521]. This form will be sent to the Club accounting staff to properly bill the member for the service.

(2) Billing for members continuing to use the bag storage will be annually in January for the full coming year by the accounting staff.

c. Refunds for members who elect to discontinue bag storage will be for the prorated remainder of the year starting at the beginning of the next month after discontinuing storage. For example, a member discontinues storing his club on August 18th. He would receive a refund for 4/12s of the annual storage fee.

Subject: Club Repair

G-121

A. Policy. It is the policy of the Club to provide club repair service to its members.

B. Discussion

1. As part of its bag storage program, the Club will inspect members' clubs annually in January and February and recommend repairs as needed.
2. Club staff can provide club diagnostic and re-gripping services from its club repair room in the Cart Barn.
3. Major club repairs can be made on a contract basis using an outside repair service. The Golf Shop staff will act as the liaison for all contracted club repairs for members.

C. Fees

1. Regripping – \$6-10 per grip, depending upon selected grips.
2. Major club repair – quoted on a time and material basis by contractor.

D. Procedures

1. Any club repairs orders must be placed in the Golf Shop.
2. The Golf Shop will complete a Club Repair Order Sheet, [Club Form 507], describing the necessary repairs. A copy of the completed form will be given to the member as a receipt. A copy will be provided to the golf professional responsible for re-gripping or sent with the club to the club repair contractor. The original copy will be placed in the Club Repair File for reference.
3. Depending upon the necessary repairs, the club(s) will be taken to the club repair room in the Cart Barn or held for pickup by the club repair contractor.
4. When the club repair contractor picks up the club(s) needing repair, he will sign and date the original copy of the Club Repair Order Sheet to document the pickup. If the clubs are dropped off at the contractor's site, have him sign and date the original copy of the order sheet to document the pickup. If the clubs are shipped to the contractor, retain the shipping documents.
5. When the club(s) are repaired, the Golf Shop will call the member to let him/her know that the club(s) are repaired and awaiting pickup in the shop.

- a. If the member indicates that he will be in to pick up the club(s), they will be held in the Golf Shop for pickup. When he/she arrives to pick up the club(s), have him/her inspect the club(s) and sign for them on the original copy of the Club Repair Order Sheet.
- b. If the member says to simply place the club(s) back in his/her bag in bag storage, comply with the request, but note it on the Club Repair Order Sheet. Completed Club Repair Order Sheets will be filed for a year.
- c. Ring the club repair charge to the member's account on the POS terminal.

Subject: Junior Golf Program

G-122

- A. Policy. It is the policy of the Club to establish a program for Junior Golfers.
- B. Discussion
 1. Junior golfers, when properly instructed, are the future of the game and a source of pride for private clubs.
 2. Teaching fundamental golf skills, sportsmanship, golf etiquette, and the traditions of the game – all contribute to instilling in junior golfers a deep passion for golf.
 3. The Club views its responsibility toward Junior Golfers seriously. The quality and direction of the Club's Junior Golf Program are important elements in shaping the future of the game.
- C. The Program
 1. The Club's Junior Golf Program will include the following:
 - a. Junior Golf Orientation.
 - b. Club fitting.
 - c. Lessons and clinics.
 - d. Junior handicaps.
 - e. Tournament schedule for Junior Golfers.
 - f. An annual Parent/Child Tournament.
 - g. Summer camps.
 2. The Head Golf Professional will develop the details of the Junior Golf Program and include these in the [Annual Golf Program Book].

Subject: Rules for Junior Golfers

G-123

A. Policy. It is the policy of the Club to establish rules governing the play of Junior golfers.

B. Definitions

1. Junior golfers are defined as those under the age of 18 years.
2. An adult is defined by a member or guest who is 18 years of age or older.

C. Club Rules and Regulations. The following are excerpted from Club Rules and Regulations:

1. Children under twelve years of age are only permitted on the golf course and in Club facilities if accompanied and supervised by an adult (see exception in paragraph b. below).
2. Children under the age of sixteen are only permitted in the men's or women's locker rooms when accompanied by an adult.
3. The Club may establish special rules governing access to the golf facilities by persons under the age of eighteen ("Juniors").

D. Rules for Junior Golfers

1. Junior golfers must take part in a Junior Golf Orientation given by the golf professional staff before being permitted to play on the golf course. The orientation will cover golf etiquette, golf rules, attire, ready play procedures, divot and ball mark repair, scoring, handicaps, and other topics to ensure that Junior golfers maintain the high standards of the Club and the game of golf.
2. Junior golfers under twelve years of age must be certified by the golf professional staff before being allowed to play the course without adult supervision.
 - a. The certification will include an assessment of the Junior Golfers playing ability, maturity, and knowledge of golf fundamentals, to include a short test on golf rules and etiquette.
 - b. Once certified by the professional staff, Junior golfers under twelve years of age may play the golf course without adult supervision (see 1.a. above) at times to be determined by the Head Golf Professional.
 - c. Juniors under twelve years of age may lose their certification if they fail to abide by the rules of the Club.
3. Junior golfers must be at least 16 years of age and have a valid automobile driver's license. A learner's permit does not constitute a valid driver's license.

- a. Juniors must present their driver's license to the Golf Shop for verification prior to being allowed to operate a golf cart.
- b. Juniors who are verified as being eligible to drive golf carts will be given a documented [Golf Cart Safety Orientation] before being allowed to drive carts.
4. Junior golfers are permitted to play golf after 2 p.m., Tuesday through Sunday, depending upon how busy the golf course is. The course is considered to be busy when 4 or more tee times each hour are reserved for adult play.
5. Junior golfers may not play during the prime playing times of opening to 11:30 daily.
6. Junior golfers accompanied by an adult may play at any time so long as they are able to keep pace.
7. The senior golf professional on duty has the discretion to allow Junior golfers on the golf course whenever, in his best judgment, they would not interfere with adult play.

Subject: Scorecards

G-124

A. Policy. It is the policy of the Club to provide scorecards and scoring pencils to all golfers.

B. Discussion

1. The Head Golf Professional is responsible for ordering sufficient supplies of scorecards and scoring pencils to supply all golfers.
2. Scorecards and scoring pencils will be placed on all golf carts.
3. Additional blank scorecards and scoring pencils will be provided to the Beverage Cart Attendant to distribute to golfers as needed.

Subject: Pin Placement Sheets

G-125

A. Policy. It is the policy of the Club to prepare pin placement sheets notifying golfers of pin placement.

B. Procedures

1. The Golf Course Superintendent has established a system of designated pin placement by dividing greens into three zones – forward, mid, and back placement.
2. During the daily set up of the golf course, golf course maintenance staff will use the designated pin placement for the day to cut the cup and place the pin.
3. The Golf Course Superintendent will provide the Golf Shop with a schedule of pin placements. Should the schedule change for any reason, the Superintendent will notify the Golf Shop of the change.
4. The golf professional on duty will relay pin placement information to all outside golf operations staff who will place pin sheets on all golf carts.
5. The Golf Course Maintenance Staff will put the pin placement designation for the day on the “Carts on the Path” sign on the 1st and 10th tees.

Subject: Security

G-126

A. Policy. It is the policy of the Club to ensure the security of golf shop inventories, members' stored clubs, and golf operations furniture, fixtures, and equipment.

B. Discussion

1. The Club's golf operation encompasses much valuable furniture, fixtures, and equipment that must be safeguarded in a prudent manner.
2. In addition, the Club handles and stores bags and clubs belonging to members and guests. Bags and clubs represent a significant investment on the part of our members and guests and must be safeguarded.
3. Club facilities have been furnished with security systems to safeguard buildings during non-operating hours. These systems are described in [Security System – Golf Shop] and [Security System – Cart Barn].
4. To help control access to the Bag Storage room, the Club has installed two security cameras to monitor this sensitive area.
5. All golf operations staff, both golf shop and outside staff, must be security conscious. Any strange or unknown person in the area must be challenged to ensure he or she has a right to be there.
6. Access to the Cart Barn, Bag Storage Room, and Club Repair Room must be limited to golf operations employees only.
7. Golf carts must only be provided to members and guests who are playing golf. All other requests for use of golf carts must be directed to the golf professional on duty. This includes use of golf carts by Club employees from other departments.

C. Responsibilities

1. It is the responsibility of the Head Golf Professional to ensure the security of all assets in the golf operations area. Further, he must instill in all golf employees a keen awareness of security and security issues.
2. It is the responsibility of all golf operations employees to be aware of security issues and challenge anyone entering golf operation work areas who does not have a need or a right to be there.

Subject: Carts on Path

G-127

A. Policy. It is the policy of the Club to declare “Carts on Path” when course conditions warrant.

B. Discussion

1. Golf Carts are normally allowed on the golf course with certain restrictions (tees, bunkers, inside white line in front of greens, and par 3 holes).
2. The usual rule to follow when carts are allowed on the course is the designated entry and exit rule. This requires golfers to enter the fairway at a point past the designated entry point, remain in the fairway while playing the hole, and exit the fairway before the designated exit point.
3. When the course is wet or other course or weather conditions warrant, the Golf Course Superintendent will determine that carts will remain on the cart path.

C. Procedures

1. The Golf Course Superintendent or a designated employee will inspect the golf course each day and determine whether carts will be allowed on the course.
 - a. He will then communicate to the golf professional on duty that carts will be allowed on the course or carts will be kept on the path.
 - b. If carts are to be kept on the path, he will ensure that the signs by the 1st and 10th tees indicate “Carts on Path.”
2. The golf professional on duty will relay cart instructions to all outside golf operations staff and to golfers.

D. Exceptions

1. Members and guests with bona fide handicaps may obtain permission from the golf professional on duty to drive carts on the course, course and weather conditions permitting.
2. When such permission has been granted, the golf cart must display a red flag provided by the Golf Shop.

Subject: Beverage Cart Operation

G-128

- A. Policy. It is the policy of the Club to notify golfers whether or not the beverage cart is operating on any given day.
- B. Discussion
 - 1. The beverage cart provides an important service to golfers.
 - 2. The beverage cart will normally operate whenever business levels warrant. The Dining Services Manager will communicate with the golf shop to determine anticipated level of play and schedule the beverage cart accordingly.
 - 3. Whether the beverage cart operates or not, it is imperative that members and guests are informed of the beverage cart schedule for that particular day.
 - 4. If the beverage cart is not operating, cart attendants should suggest to members and guests that they stop by The Turn before going out on the course. The Turn has soft coolers for golfers to pack beverage and snack items to take with them on the course.
- C. Procedures
 - 1. The Dining Services Manager will notify the Golf Shop of the beverage cart schedule on a weekly basis. Any changes to the schedule must be communicated to the Golf Shop as soon as they are known.
 - 2. The golf professional on duty will relay the beverage cart information to all outside golf operations staff so they may inform members and guests.

Subject: Reciprocal Play

G-129

- A. Policy. It is the policy of the Club that agreements can be established with other clubs to allow reciprocal play on our golf course.
- B. Reciprocal Agreements. See [Reciprocal Agreements] for more information.
- C. Discussion
 - 1. Golf access is limited to weekday play with a two day sign-up for advance tee times.
 - 2. All tee times must be arranged through the Golf Shop at the Member's home Club.
 - 3. To ensure the reciprocal club's financial responsibility, the golf staff must provide the member's account number in order to make the tee time reservation.
- D. Fees
 - 1. Golf Members will pay the equivalent of the other Club's Sports Member green fee, plus cart fee, while Sports Members will pay the greens fee plus ten dollars, and the cart fee. See [Rates and Fees] for more information.
 - 2. Members must accompany any guests and are subject to the guest restriction of the home Club. Reciprocating members would have to pay the full guest fee for all guests. As always, members are responsible for the conduct of their guests.
- E. Guest Registration Cards. Reciprocal members must complete [Guest Registration Cards] for themselves and their guests.
- F. Charging Reciprocal Members
 - 1. Ring up charge on Point of Sale system using account number B9999.
 - 2. Reciprocal members must always sign and write their home member number on the charge ticket.

Subject: No Show Fee

G-130

- A. Policy. It is the policy of the Club that a “no show” fee may be charged by the Golf Shop when warranted.
- B. Discussion
 - 1. While it is understood that members and guests may sometimes be unable to make their scheduled tee times, it is in the best interest of the Club that such “no show” instances be limited.
 - 2. In the first instance of a “no show” by a member or guest, the Head Golf Professional will speak with the member or sponsoring member to ensure they understand the requirement to cancel tee times that cannot be met. This conversation must be noted in the [Golf Shop Log Book].
 - 3. In the second instance of a “no show,” the Head Golf Professional will give a final warning to the member or sponsoring member. This warning must be noted in the Golf Shop Log Book.
 - 4. Should there be another instance of a “no show” with the same member or sponsoring member, the member’s account will be charged a “no show” fee of \$160 per tee time (foursome).
 - 5. A “no show” fee will not be charged if other golfers fill the same tee time or if play is considered slow at the time of the “no show.” Slow play is defined as less than 5 foursomes per hour.
 - 6. Members and guests who call one hour before their tee time to cancel will not be charged a “no show” fee.
 - 7. Members or guests who can demonstrate a bona fide emergency, such as sudden illness or injury of themselves or family members, will not be charged a “no show” fee.
 - 8. Sponsoring members are responsible for their guests who are “no shows.”

Subject: Discontinued Play Credit

G-131

A. Policy. It is the policy of the Club to issue a discontinued play credit to members and guests upon request.

B. Discussion

1. Any golfer playing 3 holes or less may receive a discontinued play credit for 9 holes.
2. Any golfer playing 12 holes or less may receive a discontinued play credit for 18 holes.
3. It is the responsibility of the golfer to apply for a credit from the Golf Shop.
 - a. While it is preferable that they apply on the day the play is discontinued, we will be happy to issue a credit when reported within the next week.
 - b. If reported after a week has elapsed, the credit can be given at the discretion of the Head Golf Professional so long as the discontinued play can be properly verified.

C. Procedures

1. When reported the same day, the Golf Shop staff will simply reverse the member charge for the round.
2. When reported the next day or later, the golf shop will fill out a Discontinued Play Credit Request, [SPHM Form 517].
 - a. Once approved by the Head Golf Professional, the Discontinued Play Credit Request will be sent to the Club Controller.
 - b. The Club Controller will issue the credit to the member's account.

Subject: Frost Delays

G-132

- A. Policy. It is the policy of the Club to declare a frost delay whenever weather conditions warrant.
- B. Discussion
 1. During frost conditions turf grass can be damaged by foot and vehicle traffic.
 2. During the winter months when frost can be expected on most mornings, it is important that the course not be opened until the frost has melted.
 3. Given the fact that there will be frost delays on most mornings during the winter months, the Head Golf Professional, in consultation with the Golf Course Superintendent, will determine a “normal” first tee time for the winter months. While it is understood that a frost delay may require a later opening, the “normal” first tee time would be the earliest that the course would open.
- C. Procedures
 1. The Golf Course Superintendent or one of his employees will inspect the golf course each day and determine the extent of any frost delay. He will then communicate this information to the golf professional on duty.
 2. The golf professional on duty will delay play until the time determined by the Golf Course Superintendent.

Subject: Lightning Hazard

G-133

A. Policy. It is the policy of the Club to declare a lightning hazard whenever thunderstorms are present or severe weather is imminent.

B. Discussion

1. Hundreds of people are killed every year nation-wide as a result of lightning strikes.
2. The southeastern United States is particularly susceptible to severe thunderstorms.
3. Golfers, because of their exposed position out of doors, are among those most often affected by lightning strikes.
4. The Club has a responsibility to warn its members and guests of imminent severe weather and to educate members as to their best course of action to avoid lightning hazards.

C. Procedures

1. Whenever severe weather is forecasted for the local area, or if thunderstorms pop up in the area, the golf professional staff will monitor the Weather Channel on the Golf Shop television.
2. When the Weather Channel indicates severe storms are imminent for this locale, or when thunder is heard, the senior golf professional on duty will declare a "Lightning Hazard."
3. Warning. When a lightning hazard is declared:
 - a. A cart staff attendant will be sent to clear the practice range as quickly as possible. Members and guests will be instructed to seek shelter in any of the Club buildings.
 - b. Send an assistant professional or other responsible golf operations employee out in their private vehicle with two air horns.
 - (1) This employee should be instructed to drive up Clubhouse Drive as far as the golf cart tunnel between holes 4 and 5, sounding the air horn out the window of his/her vehicle. The air horn should be sounded in two continuous blasts of two seconds each with a one-second pause between blasts (Blast 1-2, Pause-1, Blast 1-2).
 - (2) After reaching the tunnel, the employee should turn around and drive south on Clubhouse Drive past the traffic circle to the golf cart crossing between holes 13 and 14, while continuing to sound the air horn to warn golfers.
 - (3) After reaching the crossing, the employee should turn around and drive back to the golf shop, continuing to sound the air horn.

4. All Clear

- a. When the lightning hazard has passed as evidenced by no lightning or thunder in the area for 10 minutes, the golf professional on duty will declare "All Clear."
- b. At this time, a cart attendant will notify golfers that the practice range is open and another employee will be sent in his/her vehicle with two air horns to sound the "All Clear". This will be done by driving up and down Clubhouse Drive while sounding the air horn in continuous blasts of three seconds (Blast 1-2-3, 5-second Pause, Blast 1-2-3).

D. Responsibilities

1. It is the responsibility of the Head Golf Professional to:
 - a. educate members and guests to the potential hazards of lightning and what to do when lightning is present, and
 - b. ensure that the Golf Professional Staff is trained to properly follow the above procedures in case of lightning.
2. It is the responsibility of the golf professional on duty to determine when lightning is present or imminent, and to execute the above procedures as quickly as possible.

Subject: Guest Play

G-134

A. Policy. It is the policy of the Club that the Head Golf Professional will issue guidance regarding the scheduling of guest play.

B. Discussion

1. Accompanied Play

- a. A member may sponsor up to seven (7) guests, playing in back to back foursomes, accompanied by the member Tuesday through Thursday.
- b. A member may sponsor up to three (3) guests accompanied by the member Friday through Sunday, and on holidays.

2. Unaccompanied Play. Members may sponsor unaccompanied guests in accordance with the following:

- a. On Tuesday through Thursday, a maximum of four unaccompanied groups (16 players) may play each day, with not more than two foursomes per hour.
- b. On Friday through Sunday, and on holidays, unaccompanied play will be allowed after 2 p.m. The maximum number of groups is four (16 players), with not more than two foursomes per hour.
- c. Reciprocal guests and PGA Professionals/Superintendents/ Raters, etc., do not count toward the maximum number of unaccompanied groups.

3. Weekday Outings

- a. Scheduled play where members sponsor more than 11 guests (7 accompanied and 4 unaccompanied) will be considered [Golf Outings] and will be charged the outing fee.
- b. The maximum number for a weekday outing is 7 foursomes or 28 players.
- c. Weekday outings may only be held on Tuesday through Thursday.
- d. All golf events not meeting these guidelines must have the approval of the General Manager.

4. Rates and Fees. For current guest charges, see [Rates and Fees].

5. Guest Registration Cards. [Guest Registration Cards] must be filled out for all guests playing at the Club.

Subject: Golf Cart Rules

G-135

- A. Policy. It is the policy of the Club that members be charged cart fees for use of golf carts.
- B. Discussion
 1. General Golf Cart Rules. See [Golf Rules and Regulations – Golf Cart Rules] for more information.
 2. Cart Fees
 - a. See [Rates and Fees].
 - b. In the case of inclement weather, illness, injury, or other emergency, the completion of 3 holes will be charged for 9 holes and the completion of 12 holes will be charged for 18 holes. Use of the cart for less than this number of holes will result in no charge for the cart.
 3. Special Cart Needs
 - a. Members needing use of carts exceeding the established cart rule of the day (i.e. carts on path) must first receive approval from the golf professional on duty.
 - b. Such member's carts must be identified with a red flag provided by the golf shop.
 - c. Permission will not be granted on days when such usage would cause damage to the golf course.

Subject: Green Fees

G-136

A. Policy. It is the policy of the Club to charge appropriate green fees, dependent upon membership category, for play on the golf course.

B. Discussion

1. Green fees are charges for playing the golf course.
2. Members pay green fees for themselves and their guests depending upon their [Membership Classification].
3. [Rates and Fees] are determined annually.
4. Members may sponsor [Guest Play] up to 5 times per calendar year.
5. Members' single children under the age of 23 have unlimited playing privileges and pay the green fee of their parents' membership category. These children may play in special Club events, but may not invite guests to such events. They are, however, excluded from the Club championship.
6. Members' married children, their spouses, and grandchildren, as well as single children age 23 and older, may play golf as:
 - a. [Club Rules and Regulations - Day Guests] by paying the accompanied or unaccompanied guest rate, as appropriate. They may play up to five (5) times per calendar year.
 - b. [Club Rules and Regulations - House Guests] when staying at the house of the sponsoring member.
 - (1) House guests are allowed use of Club facilities only in accordance with the privileges of the membership classification of the sponsoring member upon payment of any or all use fees. For instance, the house guest of a sports member may only make tee times 3 days in advance and must pay the sports member green fee.
 - (2) A former house guest who returns to use the Club as a day guest is limited to use Club facilities a maximum of five (5) times per calendar year. The use of the Club as a house guest will constitute one use regardless of the duration of their stay as a house guest.

C. Procedures

1. All golfers are required to register with the Golf Shop before playing.
2. The golf professional will charge the appropriate green fee for each golfer depending upon membership category and guest status.
3. Payment for green fees may be made by member charge or credit card.

Subject: Golf Shop Log Book

G-137

- A. Policy. It is the policy of the Club to maintain a log book in the Golf Shop to improve communication among the Golf Shop staff.
- B. Discussion
 - 1. One of the challenges in an operation that has extended hours like the golf operation, is communication among staff who work different days and different shifts.
 - 2. A log book is a common communication tool to allow staff to record items of interest and concern, challenges, problems, complaints and suggestions from members, and communications from one shift and employee to another shift and employee.
 - 3. A standard record book available from any stationery shop can be used as the log book. The log book must always be kept in a designated place within the Golf Shop.
 - 4. Golf Shop staff will record all items of interest or importance during their shift in the log book.
 - 5. Each employee arriving for work will record the date and time and the fact that he or she is on duty. Each employee will also read over all entries in the log book since last working.
- C. Responsibility. It is the responsibility of the Head Golf Professional to review the log book and ensure that it is being used appropriately by staff to communicate relevant information of interest to the golf operation.

Subject: Locker Rental

G-138

A. Policy. It is the policy of the Club to provide members with lockers in the locker rooms for an annual fee.

B. Discussion

1. Locker rental will be offered to all golf and sports members at an annual fee. See [Rates and Fees] for more information.
2. All members who rent a locker will have a customized engraved name plate placed on their locker.

C. Locker Sign Up Procedures

1. At the time a golf or sports member joins the Club, the Membership Director will ask the member to fill out a Club Services Request, [SPHM Form 605], indicating their interest in:
 - a. Locker rental – 1 per adult in the family.
 - b. Club storage – 1 per adult in the family.
 - c. Golf handicap system.
2. The Membership Director will send the completed Club Services Request to the Facilities Manager.
3. The Facilities Manager will verify the spelling of the member's name and member number with the Membership Office, if necessary.
4. The Facilities Manager will assign a locker and note it on the Master Locker Assignment Sheet – Women, [Club Form 606], and Master Locker Assignment Sheet – Men, [SPHM Form 607-1].
5. The Facilities Manager will place an order for an engraved nameplate with the Club's engraving service.
6. The Facilities Manager will send the Club Service Request to the Accounting Office to bill the member for the locker rental.

D. Billing

1. Locker rental fees are found at [Rates and Fees].
2. Locker rental fees are billed annually.

- a. New members or members renting a locker for the first time will be billed at the time they sign up for a locker. The first year annual charge will be prorated for the year starting at the beginning of the first full month of rental. For example, a new member rents a locker on May 8th. He would be billed for 7/12s of the annual fee at the beginning of June.
- b. Billing for members continuing to use the bag storage will be annually in February for the full year (January through December) by the accounting staff.
3. There are no refunds for members who discontinue using a locker during the year.

Subject: Slow Play Plan

G-139

A. Policy. It is the policy of the Club to establish a plan to deal with slow play concerns.

B. Discussion

1. One of the most frequently heard complaints on any golf course is that of slow play.
2. While every course is different and has different reasons that contribute to slow play, it is incumbent upon management to foresee these challenges and develop a plan to eliminate or lessen their impact.

C. Slow Play Challenges

1. Players' Expectations. Each member and guest playing the course has an expectation of how long it should take to play a round. Our course has some unique features that contribute to slower play.
 - a. Because of the elongated layout of the golf course, stretching north and south along Clubhouse Drive in the narrow confines of the Collins Peninsula, there are a number of holes with greater than normal distances between greens and tees.
 - b. The challenges of the course that include water hazards, stands of tall fescue, a number of risk-reward shot decisions, fairway undulations that contribute to blind shots, and long cart path layouts to skirt hillsides and lake inlets, contribute to slower play.
2. Turn House Location. The location of the Turn House requires a detour for golfers making the turn who wish to stop for refreshments.
3. Lack of Starter Control. The remote location of the first tee from the Golf Shop makes it difficult to ensure timely starting of golf rounds. A single late-starting foursome can delay play for much of the day.
4. Varying Skill Levels of Golfers. Less skilled players typically play slower because of mis-hits, errant shots, and lost balls.
5. Number of Guests Playing Course. Golfers who are unfamiliar with the course will slow play.
6. Lack of Awareness. Players who are unaware of "ready play" techniques will play slower rounds.

D. Overcoming Challenges

1. Educate Members about Realistic Time to Play. Coordinate with the State Section of the PGA to determine a realistic time to complete a round at our course. Once determined, publicize this time to our membership.
2. Use Hot Dog Stand to Lessen Impact of Turn House Location. Purchase a hot dog stand for use on the golf course and at other Club events. Position the hot dog stand between the 9th green and 10th tee on days of heavy play. On these days the Turn House would not be open. The Turn House Attendant would operate the hot dog stand, allowing members and guest to procure refreshments without having to return to the Turn House.
3. Use Starter on 1st Tee or Use Hot Dog Stand Attendant to Monitor Starting Times. When level of play warrants, staff the 1st tee with a starter equipped with a radio to communicate with the Golf Shop staff. As an alternative, the hot dog stand attendant could monitor and report starting times to the Golf Shop via the radio.
4. Identify and Work with Slow Players. Over time through experience and monitoring of play, we will determine which golfers seem to have difficulty maintaining pace of play. Our golf professional staff should make a conscientious effort to work with these golfers to help them understand the causes and remedies of slow play.
5. Familiarize Guests with Course and Issues of Slow Play. Prepare an easy-to-read descriptive booklet for guests. This booklet will include a layout and description of the course, pace of play guide, and “ready play” techniques.
6. Educate Membership about Slow Play Issues. Continually emphasize slow play issues and their remedies to membership through newsletters, posters, reminders, lessons, clinics, and the Annual Golf Program Book.
7. Utilize Rangers/Marshals to Emphasize/Enforce Pace of Play
 - a. This is the usual response to slow play. While it can be helpful, it depends to a great degree upon the force of personality and authority of the individual ranger. Too often, these individuals do not possess the necessary standing or authority to have a meaningful impact on members.
 - b. The consensus of the General Manager, Head Golf Professional, and Golf Course Superintendent is that the golf professional staff are the appropriate staff to enforce pace of play. We would prefer not to use rangers, instead relying on the professional staff to monitor pace of play, aided by the hot dog stand attendant and beverage cart attendant, intervening as necessary.
 - c. Using rangers on a regular basis adds a significant payroll expense to the golf operation. We would prefer to save this expense, utilizing it for other needed items such as the hot dog stand, and only use rangers as a last resort when all else has failed.

Subject: Golf Shop Accounting Checklist

G-140

A. Policy. It is the policy of the Club to use checklists to ensure completion of key tasks.

B. Discussion

1. Checklists are used to ensure completion of and accountability for key tasks.
2. The Golf Shop Accounting Checklist, [SPHM Form 522], is used as a reminder of daily and monthly accounting responsibilities for the Golf Shop.

C. Responsibilities

1. It is the responsibility of the golf professional on duty to complete and sign the Golf Shop Accounting Checklist daily and include it with the daily accounting package sent to the Accounting Office.
2. It is the responsibility of the Head Golf Professional to ensure compliance with this policy.

Subject: Lost and Found

G-141

A. Policy. It is the policy of the Club to establish procedures for lost and found items on the golf course.

B. Discussion

1. Clubs, umbrellas, and clothes are frequently left on the golf course by members and guests. The Club has a responsibility to safeguard these items in case they are later claimed.
2. Usually lost and found items are found by other golfers and turned in to the Golf Shop or Cart Barn. Sometimes, these items are turned in by golf course maintenance staff.

C. Procedures

1. All lost and found items will be stored in the club repair room of the Cart Barn.
2. Before any item is placed in lost and found, it must be recorded in the lost and found book. The following information must be recorded for each item:
 - a. Date found.
 - b. Description of item.
 - c. Location found, if known.
 - d. Name of person who found it.
 - e. Initials of person who made entry in lost and found book.
3. If a lost and found item is later claimed, you must record the following with the original entry in the lost and found book:
 - a. Name of person who claimed the item.
 - b. Date claimed.
 - c. Initials of person making the entry.
4. The Golf Professional staff should periodically use the Club newsletter to remind members that lost and found items are available for them to look for missing items.
5. Disposal of lost and found items.
 - a. Items unclaimed after six months may be disposed of in any of the following ways:

- (1) Donation to a charity.
- (2) Put out for members to take free of charge.
- (3) Use in operation as appropriate.

b. When disposing of lost and found items in this way, a notation must be made in the lost and found book of the ultimate disposition of each individual item.

Subject: Golf Course Yardages

G-142

A. Policy. It is the policy of the Club to publish golf course yardages.

B. Yardages

<u>Hole #</u>	<u>Gold</u>	<u>Blue</u>	<u>White</u>	<u>Red</u>
1	398	369	336	324
2	536	505	468	403
3	200	173	131	100
4	358	320	285	269
5	426	385	351	308
6	388	353	310	262
7	166	144	125	80
8	554	509	453	425
9	<u>355</u>	<u>317</u>	<u>293</u>	<u>244</u>
Out	3381	3075	2752	2415
10	478	441	414	375
11	405	358	310	289
12	559	520	487	447
13	186	177	125	112
14	449	413	371	205
15	183	150	117	105
16	552	515	481	436
17	403	376	334	297
18	<u>441</u>	<u>405</u>	<u>363</u>	<u>291</u>
In	3656	3355	3002	2557
Total	7037	6430	5754	4972