



# OPERATING POLICY

POLICY TITLE: GOLF OPERATIONS					
SECTION	RECREATIONAL ACTIVITIES	NUMBER	4.1.1	DATE	4/18/19
REPLACES POLICY NUMBER: 4.1		TITLE: GOLF – OPERATIONS & PROCEDURES MANUAL			
DATE ADOPTED: UNKNOWN					
DATE REVISED: 2/16/12					
CROSS REFERENCES:					
APPROVED:					
<i>Lellia Booker</i>				4/19/19	
GENERAL MANAGER				DATE	
<i>Tommy Lannan</i>				4/19/19	
SVRA CHAIRPERSON				DATE	

The golf courses at SVRA will be operated within the following guidelines.

### Hours of Operation

Operating hours of the golf courses will be set by the Golf Professional in consultation with the General Manager and Golf Course Superintendent. They will increase as daylight hours increase and decrease as daylight hours decrease. Service to the customers will be the priority in establishing cost effective operating hours. Inclement weather closings and curtailments will be posted at the pro shop on those days affected.

### Course Conditions

Annual course opening and closing dates will be determined by the Golf Course Superintendent & Golf Professional and approved by the General Manager. Every effort will be made to maximize the season length for our members and non-members and to protect the course from any long term damage due to playing during periods of snow, excessive moisture and frost. The Golf Course Superintendent will make the final decision as to whether the courses or any parts thereof will be closed to play due to playing conditions or special maintenance requirements. Any closings that exceed a single day will be reviewed and approved by the General Manager.

### Tee Time Reservations

Advance tee time reservations will be available to all golfers: for members of SVRA, two weeks (14 days) in advance, and for nonmembers, one week (7 days) in advance. All players will be advised that tee time changes must be made twenty-four (24) hours in advance. Repeated cancellations without prior 24 hour notice will result in requiring a credit card guarantee and charging the golfer making the reservation if cancellations are made after the 24 hour time period. SVRA will also have the ability to invoke this guarantee requirement if conditions warrant on very heavy holiday weekends.

SVRA reserves the right to use 3<sup>rd</sup> party tee time booking companies in order to advertise and increase revenue.

### Rules of Play

All competitive play and competition will be governed by the rules of the USGA except as modified by the SVRA Golf Committee and/or SVRA Board.

Attire – Traditional golf attire is preferred but not mandatory. All attire is expected to be golf conservative suitable for all age groups. Golf shoes with rubber cleats are preferred. Metal spikes will not be allowed on either course. Other types of shoes may also be permitted by pro shop personnel if they are suitable to be worn on the courses and no harm will be done to the greens. Golf Professional and staff shall make final decision.

Standard golf etiquette will prevail. Unacceptable behavior includes, but is not limited to, damaging/abuse of course and golf equipment (carts, rental clubs, etc...), disrespect to homeowners, flagrant public urination and drunkenness, etc. Golf course rules will be posted at the course and pro shop employees will be empowered to enforce the rules. Any golfer requested to leave the course will not be eligible for a refund. Golf Professional and Pro Shop staff shall be responsible for ensuring appropriate etiquette is followed. Golf Professional shall have the right to remove any player from the course. All players removed from the course shall be reported to the General Manager. Chronic abusers of the Golf Course rules may result in loss of golf privileges with the approval of the General Manager. In extreme cases the Lincoln County Sheriff may be called and charges filed.

Golfers are responsible for damages caused to private property. SVRA is not liable for such damages.

All golfers are required to check in at the pro shop prior to beginning play. Member players with season passes may “play to the pro shop” to check in, with advance phone approval from the pro shop and as long as there is no disruption to the rate of play of golfers on the course.

Respect shall be given to and by Golf Professional, Pro Shop Staff, and customers at all times. Lack of respect shall be reported to the General Manager by either party and may result in consequences up to loss of golf privileges and/or employment.

### Tournament and Club Play Rules

Tournaments and/or established clubs requesting a shotgun start must start their play for the day at or before 10:00 a.m. This will allow outside play after the tournament or established club play finishes. Groups that do not follow shotgun instruction by the pro shop will lose the right to shotgun start.

### Golf Cart Rules

Carts, leased and privately owned, must be driven on the courses by licensed drivers. Only two (2) persons per cart are allowed. The exception being that a child may be the third cart occupant, as long as all three occupants of the cart can comfortably occupy the seat. All carts will remain off private property, thirty (30) feet from the greens and ponds, and not driven on the tees or areas marked as restricted to carts. The exception to the 30 feet greens rule will only apply to those golfers with physical impairments. Those golfers may request a handicap flag from the pro shop which will be displayed on their cart at all times. Chronic abusers of the golf cart rules may result in loss of cart and/or golf privileges with the approval of the General Manager.

Cart rental is for the golf round only. Carts are not available for daily rental. Carts used for anything other than the golf round shall result in loss of cart and/or golf privileges.

Damage to any rented cart shall be paid for by the golfer responsible for the cart.

Golfers using private carts must have an Annual Trail Fee sticker for the current year displayed on the cart. If annual trail fee is not paid, golfer must pay the daily trail fee per person, and retain receipt for the duration of the round.

### Rain Checks

If a golfer is unable to complete their round due to inclement weather, a rain check may be issued based upon the following guidelines.

#### 9 Hole Players

Played five holes or less  
Started the 6<sup>th</sup> hole of the round

9 Hole Rain Check  
No Rain Check

#### 18 Hole Players

Played five holes or less  
Played 14 holes or less  
Started the 15<sup>th</sup> hole of the round

18 Hole Rain Check  
9 Hole Rain Check  
No Rain Check

Rain checks may also be issued to golfers who are called away due to emergencies or for purposes of personal health, where completing the round is not possible. Rain checks will have no expiration, will be signed by an authorized representative of SVRA, and will clearly state the service(s) for which the rain check can be redeemed. SVRA will not issue cash refunds due to inclement weather.

### Golf Fees

Golf and cart fees will be set by the General Manager and Golf Professional as a part of the annual budget process and approved by the Board of Directors. Any golf fee changes necessary during the golf season will be recommended by the Golf Professional and approved by the Board Directors.

Tournaments, established clubs and/or weekly golf groups are not eligible for group discounted rates.

Group rates will be approved annually. Group rates will be valid for groups using the course for a specified number of rounds 1 or 2 days per year. Group rates lower than those provided by the annually approved Fee Schedule will require a request from the Golf Professional and the approval of the General Manager.

If Aspen Hills is unavailable due to maintenance and/or tournaments, players may play at Cedar Creek, but must pay Cedar Creek greens fees. No discounts or fee waivers are possible.

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### Pro Shop Credits

Pro Shop credits shall be used by November 1<sup>st</sup> of the current year. All credits not used will be forfeited.

### Recreation and Season Pass Use

All Platinum and Gold recreation passes are valid on all days the courses are available. Aspen Hills season passes are valid only at Aspen Hills Golf Course. If Aspen Hills is closed due to maintenance and/or golf tournaments, Aspen Hills pass holders will pay appropriate greens fees at Cedar Creek. No discount and fee waiver will be available.

### Season Pass Deferral

If a pass holder becomes medically incapacitated for the season after he/she has played using the pass:

1. The member shall produce a medical certificate from a doctor verifying the conditions as a season disability
2. Upon approval the member will surrender the current sticker
3. The amount of deferral will be credited ONLY to the purchase of the next year's single member pass
4. Requests should be handled in a timely manner
5. If member purchased a couples pass only the amount of a single member pass will be discounted and deferred

Deferral will be based on date of injury and date of request.

End of May – 80% of fee deferred

June 30 – 60% of fee deferred

July 31 – 40% of fee deferred

No deferrals after July 31

Variances to this policy will be reviewed by the General Manager and Board Member Chairing the Golf Committee.