
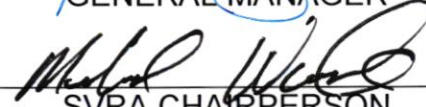




OPERATING POLICY

POLICY TITLE: GOLF OPERATIONS					
SECTION	RECREATIONAL ACTIVITIES	NUMBER	4.1.2	DATE	
REPLACES POLICY NUMBER: 4.1.1		TITLE: GOLF – OPERATIONS & PROCEDURES MANUAL			
DATE ADOPTED: 4/18/2019					
DATE REVISED:					
CROSS REFERENCES:					
APPROVED:					
 GENERAL MANAGER				5-18-2023 DATE	
 SVRA CHAIRPERSON				05-18-2023 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 and require a credit or debit card on file with the exception of season pass holders. For members of SVRA, golfers may reserve tee times up to two weeks (14 days) in advance, and for nonmembers, one week (7 days) in advance. For groups of 16 or more, tee times may be reserved up to four months (120 days) in advance. For all tee time reservations for 15 or less participants, players will be advised that tee time changes must be made twenty-four (24) hours in advance. For all groups of 16 or more, players will be advised that tee time changes must be made no less than two weeks (14 days) prior to the reservation. SVRA reserves the right to charge the golfer(s)' credit or debit card on file for the full amount of tee time reserved for cancellations and or rescheduling with less than a

twenty four (24) hour notice. In addition, SVRA reserves the right to charge the golfer(s)' credit card on file for all failures to show and or a reduced number of participants other than initially reserved.

SVRA reserves the right to use 3rd party tee time booking software(s) in order to advertise and increase revenue.

Rules of Play

All 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. 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 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.

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 may result in consequences up to loss of golf privileges.

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.

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.

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 6th 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 15th 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 expire at the end of the season or on October 31st of each year, whichever comes first. Rainchecks 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.

Established clubs and or weekly golf groups are not eligible for group discounted rates.

Group/Tournament rates will be approved annually. Groups of 16 or more players are eligible to receive a group rate at the discretion of the Golf Professional, Pro Shop Manager, and or the General Manager. Group rates will be valid for groups/tournaments using the course for a specified number of rounds for up to 2 days per year.

Group fees, with the exception of season pass holder players, must be paid in full no later than thirty (30) days prior to the reservation date.

Tournament fees must be paid in full no later than thirty (30) days prior to the reservation date.

Cancellations with less than a 2-week (14 days) notice will be subject to a cancellation fee of 20% of the original reservation fee. Rainchecks will be at the discretion of the Golf Professional, Pro Shop Manager and or the General Manager. No refunds/rainchecks will be provided for a reduced number of participants than originally reserved.

Pro Shop Credits

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

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 one-half (1/2) of the couples 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.