



OPERATING POLICY

POLICY TITLE: GOLF OPERATIONS					
SECTION	RECREATIONAL ACTIVITIES	NUMBER	4.1	DATE	3/17/12
REPLACES POLICY NUMBER: 4.1		TITLE: GOLF – OPERATIONS & PROCEDURES MANUAL			
DATE ADOPTED: UNKNOWN					
DATE REVISED: 2/16/12					
CROSS REFERENCES:					
APPROVED:					
GENERAL MANAGER				DATE	
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 Director of Golf in consultation with the General Manager. 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 Director of Golf and approved by the General Manager. Every effort will be made to maximize the season length for our members and nonmembers and to protect the course from any long term damage due to playing during periods of snow, excessive moisture and frost. The Director of Golf 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 times 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.

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 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.

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 be eligible for a refund of a pro rata portion of the player's fees that represent the unused portion: the rain check guidelines will be used to determine the amount refunded. 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.

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 of 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 privileges with the approval of the General Manager.

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	9 Hole Rain Check
Started the 6 th hole of the round	No Rain Check

18 Hole Players

Played five holes or less	18 Hole Rain Check
Played 14 holes or less	9 Hole Rain Check
Started the 15 th hole of the round	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 unless extenuating circumstances exist requiring a refund to preserve our expected high level of customer satisfaction.

Golf Fees

Golf and cart fees will be set by the General Manager and Director of Golf 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 Director of Golf and approved by the General Manager and Board Director responsible for Golf, with input from the Golf Committee.

Group rates will be approved annually and made available to all groups equally. Group rates lower than those provided by the annually approved Fee Schedule will require a request from the Director of Golf and the approval of the General Manager.