

Golf Division Policy and Procedures

Mariana Butte, The Olde Course at Loveland,
Cattail Creek

2013

Forward

The purpose of the City of Loveland, Department of Parks and Recreation, Golf Division is to provide citizens with a quality golfing experience in Loveland. Toward this end, the Golf Division maintains three diverse golf courses – two 18-hole golf courses (The Olde Course and Mariana Butte) and one 9-hole course (Cattail Creek). Each golf course is managed by a full-time Golf Services Contractor or full time City –employed Golf Professional (Head Golf Professional), staffed by knowledgeable individuals, and equipped with a practice area, pro shop, and snack bar.

The Golf Division encourages use of its three golf courses by individuals of all experience levels and ages. In particular, the Golf Division encourages new and youth golfers and supports the efforts of the Junior Golf Program.

This manual sets forth the policies and procedures for Loveland golf course use and play and employee conduct. These policies and procedures apply to everyone who uses, visits, or works at any of Loveland's three golf courses.

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Golf Division Mission Statement, Statement of Goals and Financial Guidelines

Mission Statement

To provide quality golf at reasonable and fairly-priced rates, provide consistent public relations and education, and expand golfing opportunities for the golfing public.

Statement of Goals

- Maintain a financially sound and efficient golf course operation.
- Develop means to provide golf under the most favorable circumstances to the greatest number of people at a reasonable price.
- Cooperate with organizations, groups, and individuals that promote, stimulate, and develop interest in youth golf and family golf
- Develop means to provide the highest possible quality of maintenance and operation.

Financial Guidelines

The City of Loveland Golf Fund is administered as a government Enterprise Fund; golf facilities and activities generate operational and capital funds through the charge of user fees and other golf revenue generating operations. The Golf Fund does not depend on monies from general tax dollars for day-to-day operations. The Golf Fund is responsible for the operation and maintenance of The Olde Course at Loveland, Mariana Butte, and Cattail Creek golf courses. Following are the City Council-approved financial guidelines for the operation of the Golf Division.

Operating Budget Policies

Operate with budget for all current-year operating expenses with current-year revenues.

Capital Budget Policies

Update capital expenditure projections for the budget year plus 10 years. Golf Capital is funded from fund balances, net operations, and other sources

Intra-City Transfer Policies

1. Require certain funds to make payments to the City for administrative services rendered. Such costs are associated with the general operations of the City and are difficult to apportion equally on an annual basis.
2. Require that all departments furnish to other departments such services, labor, and materials as needed by the director of such department. Any services, labor, or material that may be furnished shall be charged to the using department according to accounting procedures established by the City Manager. These charges are direct reimbursements

for services provided and shall be calculated annually utilizing a cost of service analysis.

3. City Council mandated transfer of 3% of gross for Payment in Lieu of Taxes (P.I.L.T.) into the general fund.

Reserve Management Policies

1. Establish bond reserves based on requirements of individual bond ordinances.
2. Establish and maintain, in addition to any required restricted cash reserves, on average a cash reserved fund balance in accordance with Budget Department recommendations of 3 months of full season (May, June and July) maintenance and operating costs. This balance is a target amount and may vary from year to year.
3. Establish and maintain on average a minimum cash reserve fund balance of \$1,200,000 (one million) inclusive of all reserves stated in #2 above. This balance is a target amount and may vary from year to year.

Debt Management Policies

1. Confine long-term borrowing to major capital improvements that cannot be financed from current revenues.
2. Repay any debt within the expected useful life of the project.
3. Do not use long-term debt for operating expenses.
4. Issue debt that is relative to payback ability. Borrowing must not overburden future users or the ability of the enterprise fund to maintain current equipment replacement or depreciation schedules.
5. When practical, borrow from other City funds. Monies borrowed must be repaid with interest to the lending agency before needed for their intended purpose(s). Repayment schedules and reserve sources for repayment shall be validated before borrowing from any fund.
6. Review debt at least annually for repayment or refinance opportunities. A repayment strategy shall be part of all recommended bond issues.

Factual Data

THE OLDE COURSE AT LOVELAND

Address:	2115 W. 29th			
Telephone:	667-5256			
Superintendent:	Dave Cumpsten (962-2431)			
Golf Services Contractor:	Kim and Gale Stiner (667-5256)			
Brief Description:	18 holes:	Men's Par 72	Ladies Par 74	
		Yards	Slope	Rating
	Blue	6806	127	71.3
	White	6326	123	68.9
	Red	5752	128	72.4
	Yellow	5370	124	70.2

Opened in 1959, 130 acres – beautifully mature course; signature hole is unique island green; renovated in 2001, new irrigation system, added mounds and concrete cart paths throughout.

CATTAIL CREEK GOLF COURSE

Address:	2116 W. 29th	
Telephone:	663-5310	
Superintendent:	Dave Cumpsten (962-2431)	
Golf Services Contractor:	Jim Dargis (663-5310)	
Brief Description:	9-hole Par 3:	
		Yards
	Blue	1,426
	White	1,175
	Red	973
	Yellow	831

Opened in 1991, 48 acres - fairly open with water and bunkers. Renovated in 2005 with concrete cart paths throughout

The MINI-COURSE at CATTAIL CREEK

Address:	2116 W. 29th	
Telephone:	663-5310	
Superintendent:	Dave Cumpsten (962-2431)	
Golf Services Contractor:	Jim Dargis (663-5310)	
Brief Description:	A SNAG-friendly and putting course facility:	
		Yards
	SNAG	395
	Putting Tees	287

Opened in 2012, 2+ acres – 9 SNAG-friendly and putting course holes. The course was designed especially for use with special SNAG equipment including limited flight balls. The course can also be played with putter and ball.

MARIANA BUTTE GOLF COURSE

Address: 701 N. Clubhouse Drive
Telephone: 667-8308
Superintendent: Jordan McCormick (962-3451)
Head Golf Professional: Winston Howe III (667-8308)
Brief Description: 18 hole - Par 72

	Yards	Slope	Rating
Black	6745	129	71.3
Blue	6504	127	70.2
White	5918	112	67.1
Red	5192	117	68.4

Opened in 1992, 152 acres - beautiful panoramic views, plays through bottomland of creek, bordered by Big Thompson River, elevated tees; 2004- concrete cart paths added

Golf Operations Manager: Steve Southard (962-2454)

Policies and Procedures

General

The City of Loveland, Department of Parks and Recreation, Golf Division, and its agents, is responsible for the management, operation, and maintenance of the three golf courses and their adjacent facilities. Questions concerning these Golf Policies and Procedures should be directed to the Golf Operations Manager, Head Golf Professional or the applicable Golf Services Contractor.

Hours of Operation

1. The Golf Courses proper consists of three definable areas. Hours of operation may differ depending upon the specific area.
 - a. Clubhouse Facility (clubhouse, concessions, pro shop): from ½ hour before sunrise to ½ hour after sunset, 7 days/week unless otherwise noted. Operating hours of pro shops, clubhouse, and concessions may be reduced during offseason. If hours are reduced, hours of operation will be posted
 - b. Driving Range: For safety, the driving range area shall be considered open at all times at OCAL and MBGC and is at the sole discretion of Golf Professional, Golf Services Contractor, Golf Services Supervisor, Golf Superintendent, and/or designated employees of the same. Cattail Creek driving range may be closed for winter activities. Driving range may be open for club fitting, lessons, practice, etc. when course is closed; if range is opened apart from course, all appropriate safety measures must be taken, by person opening the range, to protect customers or other persons that may be on the course, with or without permission.
 - c. Golf Course The golf course is not open for play until the first tee time, as defined by the City. The course remains open until ½ hour after sunset. All starts, closures, re-starts, etc. shall be thoroughly communicated throughout current on-duty staff. All closures shall be implemented with on-site signage..
2. Courses, golf facilities, and driving ranges will not be open on the following holidays: New Year's Day, Thanksgiving Day, and Christmas Day. The café/grille may be open subject to Food and Beverage Concessionaire.
3. Clubhouse facilities will be operational on a "weather-permitting" basis within the sole discretion of the Golf Professional, Golf Services Contractor, Golf Operations Manager, and/or their designees.
4. Golf courses and driving range) will be operational on a "weather-permitting" basis within the sole discretion of the Golf Operations Manager, and/or their designees.
5. Questionable "weather permitting" start or re-start (frost delay, partial snow, heavy rain, etc) will be sole discretion of Golf Superintendent or designated employees of the same, unless designated employees are not available then sole discretion rests with Golf Professional, Golf Services Contractor and/or designated employees.
6. The authority to close the course for the safety of golfers or for the protection of the course rests with the Golf Superintendent, Golf Professional, Golf Services Contractor, Golf Services

Supervisor and/or designated employees of the above plus Golf Manager.

- 7.
8. Maintenance closure or change to course yardage is at the sole discretion of Golf Superintendent and his/her designated employees.
9. The City reserves the right to close the courses and facilities or reduce or expand hours of operation within the sole discretion of the Golf Operations Manager or the Director of Parks and Recreation.
10. Courses and facilities may be closed occasionally for City-sponsored tournaments or maintenance.
11. Messages regarding planned course and/or facility closures will be put on the Tee Time System. Emergency closures will be announced by one or more of the following methods: (1) on the PA system, (2) cart GPS messaging, (3) by use of an air horn. In addition, play managers will use best efforts to contact all players and help them off the course.
12. Play managers are present at the courses from approximately April 1 through October 15th.

Prohibited Activities

1. Biking, jogging, running, fitness walking, walking with strollers or walking of animals (e.g. dogs) on the course or on cart paths throughout the course .
2. Hunting, fishing, boating, swimming, tubing, and wading on the course.
3. Crossing the golf course to gain access to other areas for activities. (E.g. crossing course to river for fishing).
4. Hunting for or Selling of golf balls on the course property.
5. Use of the courses during closures, whether scheduled, weather-related, or for maintenance or emergency purposes.
6. Use of motorized vehicles on the courses. The following shall be exempted from this rule: City-owned rental golf carts, private golf carts with valid permit, pre-approved assistive vehicles for persons with disabilities, and maintenance vehicles and equipment.
7. Parking private golf cart trailers in the course/facility parking lot(s).
8. Gambling or card playing in the clubhouse.
9. Use of the course without the payment of appropriate fees. This provision applies equally to the owners of homes surrounding the courses who may walk on from points other than #1 tee.

10. Engaging in any other conduct that violates any policy or procedure set forth herein or any applicable ordinance or law.
11. Coolers and glass containers (only exception is for medical purposes).
12. Pets of any type are not allowed in the clubhouses or on the golf course. The exception being animals especially trained to act as assistance animals, e.g. service animals for the visually impaired or animals used by the maintenance staff for course care (e.g. dogs used for goose control).
13. Any soliciting for lessons or use of golf facilities for commercial use other than what is contracted for with independent contractors or as allowed for use by City Golf Division employees.
14. Night Golf: Night golf events or night golf play

Winter Use

1. The Olde Course at Loveland or Mariana Butte – golf only.
2. Cattail Creek – cross-country skiing and other non-motorized winter activities are permitted when adequate snow is present and the course is not playable. Skiers must remain 100 feet away from the greens at all times. Winter privileges are at the sole discretion of the Golf Operations Manager and may be revoked at any time.

Alcohol

Pursuant to the Loveland Municipal Code and all applicable statutes of the State Liquor Code, persons may have alcoholic beverages on the course and in the facilities only if purchased from course/facility concessions. Alcohol not purchased from course/facility concessions is prohibited. All alcohol is prohibited at Cattail Creek.

Display Space in Clubhouses –Available to Clubs

The City reserves the right to limit display space available to golf services contractors, various clubs or organizations, and or school teams. The space defined in this policy should be considered separate and in addition to the golf services contractor's active retail area.

General Purpose: To communicate the display space available to the independent golf services contractor and various clubs and provide fair and consistent access among the groups active at the golf courses.

Customers Served: All three City of Loveland golf courses serve a diverse customer base. The clubs are one of the many groups of customers (ie. Loveland Junior Golf, 4 local high schools, LPGA girls golf, men's and women's club). It is the intent of the City of Loveland Park and Recreation Department to provide facilities that serve the diverse population of Loveland and develop policies that treat customers fairly and equally.

See **Appendix R** for detailed policy.

Fees and Passes

Fees

The following fees shall be charged at all courses **as applicable** unless exempted for certain pass-holders or Visiting Affiliation or employee golfers:

User Fees

Available to Annual pass holders (as defined) only.

Green Fees

Not applicable for pass holders (as defined) golf.

1. 9-hole (any day/time)
2. 18-hole (any day/time)
3. Senior (62 or older) Junior (18 or under) (Monday – Friday Cattail Creek only)

4. Senior (62 or older)/Junior (18 or under) (add-on back 9 Cattail Creek only)
5. Twilight golf
6. Winter rate, 9-hole
7. Winter rate, 18-hole
8. Youth rate
9. Promotional fees as determined
10. 9 Hole Employee/Visiting Affiliation
11. 18 Hole Employee/Visiting Affiliation
12. 9-Hole High School/Visiting High School
13. 18-Hole High School/Visiting High School
14. Mini-Course, Putting course, 9-hole

Golf Cart Fees

1. Rental Golf Carts.
 - a. 9-hole single rider
 - b. 18-hole single rider
2. Private Golf Cart Permits
 - a. Annual permit
 - b. Daily Use permit
3. Employee Carts
 - a. 9-hole single rider employee rate
 - b. 18-hole single rider employee rate

Driving Range Fees

1. Small basket
2. Large basket
3. Jumbo
4. Employee Rate

Pre-Reservation Fee

For groups exempt from fee, see page 35

Tournament Fee

Mariana Butte Pro Shop Fees

1. Merchandise for Retail
2. Rental Fees
 - a. Clubs
 - b. Pull carts
3. Service Fees
 - a. Tournament handling
 - b. Repairs
4. GHIN fees
5. Men's Association Fees
6. Lesson Fees
 - a. Private lessons
 - b. group lesson

Pro Shop Fees Charged by Independent Contractors

Passes

As a convenience to players, the City offers a variety of passes designed to provide players with multiple golfing opportunities at a discounted rate. Players should be aware that, in consideration of the discount they receive by purchasing a pass, the City will not refund any pass unless specifically stated otherwise in these policies and procedures.

Annual Passes

Eligibility

Residents of Loveland/Berthoud. Applicants must provide a valid, current driver's license with Loveland/Berthoud address*. Individuals who relocate out of Loveland/Berthoud during the calendar year in which the annual pass is valid may continue to use the annual pass until its expiration or apply in writing to the Golf Operations Manager for a refund. Such individuals are not eligible to purchase an annual pass in successive years unless they once again relocate to Loveland/Berthoud.*Requests for alternate form for proof of residency may be made in writing to the Golf Manager and approval of such will be at his/her sole discretion.

1. Grandfather Clause Exceptions to the residency rule are made for those individuals who were grandfathered as out-of-town players in 1998 and who continued to purchase annual passes in each successive calendar year since that time. Individuals so grandfathered are not eligible to purchase annual passes once they fail to purchase an annual pass in any calendar year
 - a. 2013 Grandfathered Exceptions to Residency rules
Dave Anderson
Tom Conway
Donna Flock
Joe Haefner
Dale Holst
Ken McKenzie
Rich Nash
Ed Pando
Joyce Pedersen
Ed Merritt
Brian Nelson
2. Youth Passes In addition to the eligibility requirements set forth above, dependents, of residents, who are 18 years of age or younger and still living at home, are eligible for annual youth passes. Exceptions to the residency rule for youth are made for those student currently attending R2J schools. Individuals with youth passes are not permitted to play on weekends before 3:00 p.m. unless they are 14 years of age or older, playing with an adult, or playing in a scheduled tournament, Junior Golf Program activity, or high school event.

Availability

1. A cumulative total of 700 annual passes are available per calendar year. Of the 700 available annual passes, only 150 adult passes and 50 youth passes (dependents 18 years of age or younger and living at home) for use of all three golf courses are available (3 course passes).
2. Annual passes go on sale December 1st of current year and are valid from January 2nd through December 31st of the following year.
3. Individuals must renew and pay for annual passes in full by December 31st. Any pass not renewed or paid for in full by this date will be sold on a first-come, first-served basis until availability limits are reached.
4. Individuals wishing to purchase a three-course pass, who are not renewing their existing 3-course pass, must place their name on the 3-Course pass waiting list. Individuals may be added to the list by calling (970) 962-2496. Any current year 3-course pass not renewed by the 12/31 deadline will be made available to golfers on the waiting list.

Types

Individuals may purchase an annual pass for play at The Olde Course at Loveland\Cattail Creek (2 course pass) OR all three courses (3 course pass). Annual passes for all three courses are subject to a restricted tee time reservation window at the Mariana Butte golf course. Individuals may purchase either type of annual pass for use at ONE of the following times:

1. Full week (good any time Monday – Sunday, provided start times are available).
2. Monday – Friday Noon (good any time Monday – Friday noon, provided start times are available). Pass is not valid for use on Memorial Day, Independence Day, and Labor Day.
3. Monday – Thursday (good any time Monday – Thursday, provided start times are available). Pass is not valid for use on Memorial Day, Independence Day, and Labor Day.
4. Monday – Thursday after 1:00 (good after 1:00 Mondays – Thursdays, provided start times are available). Pass is not valid for use on Memorial Day, Independence Day, and Labor Day.

Application

Eligible individuals interested in purchasing an annual pass must complete and sign an application and provide all requested information. For a copy of the application, please see Appendix C. The City reserves the right to deny any individual's application for cause, including, without limitation, failure to completely and truthfully execute the application, failure to comply with any policy or procedure set forth herein or any applicable ordinance or law, or a history of repeat violations.

Use

1. Only the individual to whom an annual pass is granted may use the annual pass. Annual passes may not be shared or transferred.
2. User fees apply.
3. Annual passes may not be used during tournaments at Mariana Butte. Exceptions to this rule are prescheduled Men's or Women's Association events held after 1:00 p.m., the City Championship Tournament, Ryder Cup and the Men's Association season opening and closing tournaments held no later than the last week of April or no earlier than the last week of September.

Suspension and Revocation

1. Annual pass holders may be subject to expulsion for the day, suspension for a period of time, or pass revocation for violation of any policy or procedure set forth herein without refund.
2. Annual pass holders may be subject to suspension for a period of time, or pass revocation without refund for failing to resolve checks that have been returned to the City for non-sufficient funds (NSF) or for any other reason

Partial-Year Rates

Partial-year rates are not available.

Punch Passes

Eligibility

Punch passes are available to both nonresidents and residents.

Availability

1. Punch passes are available for golf rounds, golf cart rentals, and range balls.
2. Punch passes go on sale 12/01 and are valid from January 2 through December 31 of the following year.
3. Beginning October 1, punch passes for daily fee golf and golf cart rentals may be sold for ½ the quantity of the pass at ½ the price.

Application

Application is not required.

Use

1. Punch passes may be used any day the course is open for play.
2. Punch passes issued at Mariana Butte may be used at all three courses; punch passes issued at The Olde Course at Loveland and Cattail Creek may only be used at the issuing course.
3. Full-week golf cart passes are valid at all three courses.
4. Range ball punch passes are valid at all three courses.

5. Cattail Creek Junior/Senior punch cards are valid Monday – Friday, April 1st – October 31st, and Monday – Sunday, November 1st – March 31st.
6. Punch passes may be shared and transferred within the original scope of the punch pass (i.e. junior pass not eligible for non-junior player).
7. Punch passes may not be used during tournaments at Mariana Butte; exceptions to this rule are pre-scheduled Men's Association events held after 1:00 p.m. the City Championship Tournament, Ryder Cup, and the Men's Association season opening and closing tournaments held no later than the last week of April or no earlier than the last week of September.

Suspension and Revocation

Punch pass holders may be subject to expulsion for the day, suspension for a period of time, or pass revocation for violation of any policy or procedure set forth herein without refund.

Replacement

Individuals are responsible for their punch cards. Refunds and replacements may not be available. Requests for either should be referred to the Golf Manager.

Schedule of Fees

Table: For a complete schedule of current fees, please see Appendix A.

Play

Rules of Play

Reserving Tee Times

Available Tee Times

During the summer, the first available tee time are as follows:

- The Olde Course
 - Monday – Friday 5:46 am
 - Saturday – Sunday 5:24 am
- Mariana Butte
 - Monday – Friday 5:46 am
 - Saturday-Sunday 5:24 am
- Cattail Creek

The course is available for play beginning ½ hour before sunrise. The clubhouse and rental cart fleet will open at 6 a.m. or as sunlight allows. The last available tee time is 7:00 p.m. Tee times will depend on available sunlight.

Automated Tee Time System (970) 669-5800

Tee times for any of the courses may be obtained, confirmed, or canceled by using the touch-tone, phone-activated, computerized scheduling system or by

utilizing the online web access of www.golfloveland.com. ("Tee Time Systems"). The Tee Time Systems are available 24 hours/day, 7 days/week (except during times of system maintenance). To access the Tee Time Systems, individuals may obtain a golfer ID number by completing a golfer ID application at any of the courses. A Golfer ID number will be assigned to him/her. However, non-registered golfers may also access the systems by using their telephone number (automated phone system) or email address (web access) secured with a valid Visa or MasterCard. No individual will be denied a golfer ID number upon application. The Tee Time Systems will prompt golfers to enter desired day of week, number of holes, time of day, number of players, and course of choice. The Tee Time Systems will then suggest the earliest tee time available based on request. Golfers can confirm the time or request a different course, day, etc. The systems accept only advanced reservations. The systems will not accept same day reservations. For availability of tee times on the day of play, golfers must call the golf shop at desired course.

Advanced Reservations

1. For daily-fee players, reservations at any of the courses will be accepted 8 days in advance beginning at 7:00 p.m. For example, reservations for Saturday will be accepted the week previous on Friday beginning at 7:00 p.m. Singles will be provided an advanced tee time if they can be paired with a twosome or threesome currently holding a reservation.
2. For annual pass holders, reservations for applicable courses will be accepted beginning at 7:00 p.m. as follows:
 - a. 8 days in advance at The Olde Course at Loveland and Cattail Creek
 - b. 5 days in advance at Mariana Butte. For reservations at Mariana Butte made prior to 5 days in advance, only 2 annual pass holders per foursome will be allowed.
3. For LifeTime pass holders, reservations for Mariana Butte only will be accepted 5 days in advance beginning at 7:00 p.m.
4. 9-Hole tee time availability may be limited on a per course basis.

Pre-Reserved Reservations

Tee times can be pre-reserved, when space is available, by calling the pro shop directly no more than 21 days in advance. Golfers pre-reserving tee times will be charged a pre-reserved fee. The pre-reserved fee shall be collected at such time the desired reservations are booked. Pre-Reserves numbering more than 20 individuals will be considered a tournament or group outing and charged appropriately. Annual pass holders can pre-reserve times at Mariana Butte by paying the pre-reserve fee plus green fees for each player following all current annual pass holder restrictions. (For groups exempt from the pre-reserved fee, please see page 32)

Limit

No more than 3 reservations per day, per player will be accepted.

Confirmation and Payment

All players are encouraged to report to the pro shop at least 30 minutes prior to their scheduled tee time to confirm and pay for their reservations. Tee times

not paid for 10 minutes prior to scheduled tee time may be subject to time change or sale to another player.

Cancellation

To avoid penalty, all tee times must be honored or canceled by 6:00 p.m. on the day before play. For example, tee times for a Saturday, must be cancelled or modified by 6:00 p.m. Friday. Cancellation or modification within 2 hours of tee time **may be** acceptable in cases of unforeseen circumstances and emergencies within the sole discretion of the Golf Manager.

No-Show Reservations

A no-show reservation is defined as any tee time that is not filled as it was reserved. Individuals will be categorized as no-show players and notified by letter of such fact if:

1. They do not cancel or modify their tee times in advance, or arrive with fewer than the number of players reserved for without contacting the pro shop in advance.
2. They make reservations and then do not report to play with their group.

When determining no-show reservations for letter notification, pro shop staff will have discretion in cases of emergencies or inclement weather. No-show reservations will be considered "repeat offense" if they occur within a 12-month period from the first notification. No-show reservations will be penalized.

Receipts

Players will receive a receipt upon registration. Players must be able to present their receipts during play when requested to do so by authorized golf course employees. Players unable to present receipts may be requested to leave the course.

Beginning of Play

Players must begin play at the hole designated by golf pro staff or the tee manager. Play will generally begin at #1 tee unless otherwise designated by golf pro staff or the tee manager.

Beginning/Continuing Play – Lightning

Players are solely responsible for beginning or continuing play during times of lightning.

Speed of Play

1. Players must have individual sets of clubs and bags to ensure that an acceptable speed of play is maintained. The sharing of clubs or bag is not allowed. Spectators are not required to have a bag or clubs.
2. Players not keeping the pace may be requested to skip a hole or holes or, in extreme cases, to leave the course by authorized course employees to ensure that an acceptable speed of play is maintained.

3. Whenever possible, the honor rule should be waived; players should hit their golf balls when ready rather than waiting for the farthest golf ball out to play.
4. Players should endeavor to complete their golf round in the time allowed as follows:

THE OLDE COURSE AT LOVELAND

9-holes in 2 hours 5 minutes, or less

18-holes in 4 hours 25 minutes, or less

MARIANA BUTTE

9-holes in 2 hours and 10 minutes, or less

18-holes in 4 hours and 30 minutes, or less

CATTAIL CREEK

9-holes in 1 hour and 45 minutes, or less.

5. Play Tee Manager Manual: All speed of play policies and infractions as outlined in Play and Tee Manager Manual, are enforceable by staff or independent contractors.

Obstructing Putting Area Prohibited

Players who hole out should move away from the green promptly and not obstruct the putting area.

No Practice Play during Golf Round

A player may not play more than one golf ball to the green. Players may have only one golf ball in play during each round. Practice chipping, putting, and driving are prohibited during the round and must be conducted at the appropriate practice facilities.

Fivesomes

Fivesomes are not permitted on the course April 1st through October 31st. Fivesomes may be permitted November 1st through March 31st (or during slower times in October) by permission of the Golf Services Contractor/Head Golf Professional staff.

Youth Players

Players 17 years of age and younger may use the courses at any time when playing golf with an adult. If not accompanied by an adult, youth players may use the courses when: (1) participating in a youth golf activity; (2) participating in a scheduled tournament; (3) participating in a high school event; (4) playing

golf after 3:00 p.m. on the weekends. In all cases, speed of play must be maintained. Youth (not accompanied by an adult) will be allowed on the golf courses at other times subject to the discretion of the golf operations manager or golf services contractor/head golf professional.

Spectators

1. Youth spectators 17 years of age and younger are permitted on the course as long as their guardian has completed and signed a waiver form for that day, they remain with their assigned group, and their assigned group maintains speed of play (please see Appendix G for Waiver for Minor Form).
2. Adult spectators are permitted on the course as long as they remain with their assigned group and their assigned group maintains speed of play

Divots

In order to maintain the course in the best possible condition, players must replace or repair all divots, place sand in tee divots on par 3's, repair golf ball marks on the green, when possible enter and leave bunkers at nearest proximity to golf ball - rake all tracks smooth, and place all trash in provided receptacles.

Tee Areas and Flagstick Placement

The Golf Course Superintendent is responsible for tee area and flagstick placement. Players may not change tee areas or flagstick placements unless requested to do so by the Golf Course Superintendent. Notwithstanding the above, during Men's and Women's Association events, committees may change tee areas, but not the flagstick placements.

Precedence at #10 Tee

Golfers playing through directly from #9 green to #10 tee have precedence over those players coming from the clubhouse to begin their round on #10 tee. Players making the turn have 5 minutes to stop at the clubhouse before losing their place at the 10th tee. (During reverse 9's the tee designations reverse as well)

Practice and Lesson Tees

Players must hit from mats during all times in which practice or lesson tees are closed for maintenance.

Driving Range

Players must hit from between the practice tee markers when using the driving range. No one is permitted beyond the practice tee markers. Players able to hit the ball longer than the limits of the driving range are prohibited from using their drivers. The Driving Range is considered a "for fee" area.

Closed Course

No one is permitted on the course when the course is closed absent prior written approval from the Golf Course Superintendent, Golf Services Contractor/Head Golf Professional or Golf Operations Manager.

Posted Rules

Individuals must abide by all other rules as may be posted at the applicable course.

Rules of Conduct

Generally

The City's courses are public golf courses made available for the use and enjoyment of all individuals. Individuals should conduct themselves accordingly. Making excessive noise, throwing clubs or other objects, using profane language, or engaging in any un-sportsman-like conduct or other conduct prohibited by these policies and procedures, any applicable ordinance or law, or the accepted rules of golf etiquette is prohibited on the course and all golf facilities. Individuals who engage in such conduct may be expelled or have their playing privileges suspended or revoked as set forth herein.

Dress Code

Shirts and appropriate footwear must be worn at all times. Shirts with collars are preferred. Clothing displaying offensive or obscene words or images is prohibited. Players and spectators who are not appropriately dressed may be asked to leave the course or facility.

Footwear

Footwear with metal spikes is not allowed.

United States Golf Association Rules

In addition to the policies and procedures set forth herein, USGA rules apply and govern all play at the courses to the extent they do not conflict. Local rules will take precedent.

Violations

The Golf Services Contractor, Head Golf Professional, the Golf Operations Manager, and their designees reserve the right to expel from the course or facilities or refuse, suspend, or revoke playing privileges to any individual who fails to abide by any policy or procedure set forth herein or the accepted rules of golf etiquette. Unless otherwise specifically noted or situation is deemed worthy of immediate expulsion, suspension, or revocation by the Golf Manager or designees, violations shall be handled as follows:

1. First violation – verbal warning.
2. Second violation – expulsion for the day.
3. Third violation – suspension for a term of days depending on the severity of the individual's history of infractions within the sole discretion of the Golf Operations Manager.
4. Fourth violation – revocation of golfing privileges for 1 year from the date of the fourth violation.

Individuals who are expelled, suspended, or whose privileges are revoked *are not entitled to a rain check or refund*, regardless of whether they are playing on a daily basis

or are using a punch card or annual pass. Individuals will *not be given additional time* equivalent to the expulsion, suspension, or revocation in which to use their punch passes or annual passes.

Mini-Course at Cattail Creek **Before Playing**

1. Maximum group size is at discretion of golf professional/contractor or his/her designees.
 2. Spectators/Supervisors are allowed. Spectators under the age of 17 are required to have an adult sign a youth waiver. (See junior golf policy)
 3. Players 3 years of age or less can play for free with paying adult. Adult must sign Mini-Course youth waiver prior to play. See Appendix S
 4. Holes must be played in order
-
5. Beginning Play – All groups must wait until the group ahead of them passes the blue PLAY flag on the second hole. .
 6. When on the Short Grass - All shots hit from the short grass (greens) must be hit with a traditional putter or SNAG Roller
 7. Balls hit into the long grass - Balls hit into the long grass may be lifted and placed in the closest, mowed area, no closer to the hole.
 8. Out of Bounds - The split rail fence marks the out of bounds. Balls hit out of bounds should be returned to the playing area at the location where the ball crossed the out of bounds.
 9. Lost Ball – If a ball is lost, the participant is responsible to replace to lost equipment.
 10. Pace of Play – 1 hour maximum for both SNAG and Putting. 20 minute checkpoint after the 3rd hole and 40 minute checkpoint after 6th hole.
 11. SNAG equipment is required when playing the course from the teeing ground. A traditional golf ball and putter is allowed when playing the putting course. Besides the putter, no other traditional golf clubs are permitted on the mini-course.
 12. Riding carts are not permitted
 13. Children 11 and under must be directly supervised by an adult 18 years of age or older
 14. Golfers are responsible for rental equipment leased from the golf services concessionaire

Golf Cart Use

General Rules

Fees

For a complete schedule of current fees, please see Appendix A. Individuals who fail to pay any required golf cart rental or permit fee (either daily use fee or yearly fee) shall be subject to the following:

1. First Infraction – Individual must pay the appropriate fee immediately and will not be permitted to resume play at any course until such fee is paid.
2. Second infraction – Golf cart privileges will be revoked for a period of 30 days. Individual must pay the appropriate fee immediately and will not be permitted to resume play at any course until such fee is paid.
3. Third infraction – Golf cart privileges will be revoked permanently. Individual must pay the appropriate fee immediately and will not be permitted to resume play at any course until such fee is paid and reinstatement approved by Golf Manager, such reinstatement will be at the sole discretion of the Golf Manager.

Operation

1. Individuals must operate golf carts in a safe, considerate, and responsible manner subject to all permit or rental agreement provisions. Operators of any cart must be 16 years of age or older and possess a valid driver license.
2. Private Carts may be operated only by the owner and authorized persons listed on the application for registration, each of whom shall be a spouse, parent, or child over 16 who possesses a valid driver's license.
3. Golf carts must stay on designated paths when near tees and greens, and when course conditions dictate. However, these rules shall not apply to carts that carry a course-designated handicap cart flag.
4. Golf carts must be kept at least 30 feet from all hazards, ditches, and lakes when not on designated paths.
5. Players are presented with rental golf cart rules before they leave the first tee.

Rental Carts

Rental Golf Carts

The City maintains golf carts at the courses available for rent. Only adults (ages 18 years and above) with valid driver's licenses who complete the Golf Cart Rules and Rental Agreement in its entirety are eligible to rent City-owned golf carts. (See Appendix D for form) Generally, no more than 2 people are allowed per golf cart. An exception to this rule is made for youth spectators who ride with an adult. Golf carts are charged at single (one individual) and full rates (two individuals). Youth spectators ride free and do not count toward golf cart occupancy.

Rental Cart Violations

1. If the play manager observes a violation after the players leave the first tee, the play manager will provide the players with a verbal explanation of the rules.

2. If the play manager observes a second violation after the players leave the first tee, the play manager will record the golf cart number and cause the driver of the golf cart to be notified of his/her options for continued play. Operators and individuals riding in a golf cart with two or more violations may be asked to leave the course.
3. The individual operation of a golf cart in a destructive or negligent manner or while under the influence of alcohol is strictly prohibited. Individuals who violate this rule will be asked to leave the course immediately.

Private Golf Carts

Individuals may use their own, private golf carts at any of the three courses provided the golf cart is electric (or has been pre-approved by Golf Manager) and has a valid permit for that course displayed in the front lower right-hand corner on the face of the golf cart. Individuals permitted to use private golf carts are subject to the same rules of operation set forth above, as well as those additional rules stated below.

Private Golf Cart Permits

Annual and daily-use permits are available for purchase at The Olde Course at Loveland and Mariana Butte and are valid from January 2nd through December 31st during the applicable year.

Eligibility and Application

Individuals must reside in the Loveland/Berthoud area as evidenced by a valid driver's license with a Loveland/Berthoud address to be eligible for a private golf cart permit. Eligible individuals must complete and sign a permit application form and provide proof of insurance in a form set forth in Appendix E. Permits issued pursuant to applications which are found to be incomplete or inaccurate may be revoked without refund.

Number of Permits Available

The Olde Course at Loveland – 80 annual permits; unlimited daily-use permits. Joint ownership of carts is available.

Mariana Butte – 50 annual permits; unlimited daily-use permits.

Cattail Creek – 0 annual permits (annual permits issued by The Olde Course at Loveland valid at Cattail Creek); unlimited daily use permits.

Wait List

If needed, the City will maintain a wait list for individuals interested in purchasing annual permits

Payment

All annual permits must be applied for/renewed and paid in full no later than January 31st of the applicable calendar year. If an individual fails to do so and the annual permit limit is reached before full payment is received, he/she will lose the permit.

Fees

Fees are set forth in Appendix A. Partial-year fees are not available.

Transfer of Permits

Permits are not transferable

Non-Permitted Carts

Non-permitted private golf carts are prohibited on the courses.

Golf Carts on Trailers

Trailing of golf carts is prohibited.

Junior Golf Program and Youth Golf

Junior Golf Program

1. Management

The Junior Golf Program is an independent, nonprofit program that promotes youth golf. The City supports its efforts and offers special programs and fees to encourage participation by youth in the game of golf.

Components Include, but are not limited to:

Cattail Creek Play Days

The Olde Course at Loveland LPGA Girls Golf Program

Mariana Butte Masters Program

2. Registration

Individuals may register for the Junior Golf Program by contacting the Golf Services Contractor at the appropriate golf course.

3. Fees

- a. Special junior golf program fees are available at all courses; dates and times may be limited. See Appendix A for complete listing of fees.

- b. Participants in the Junior Golf Program at Cattail Creek- Current Youth Special Fee, Monday – Friday, 1:00 – 3:00 when space is available, June 1 through August 31.

- c. Cattail Creek Play Days and Youth Tournaments

Current Youth Special fees apply. Play Days include one 9-hole round of golf plus 2 small or 1 large basket of range balls. Throughout the year, participants may purchase additional range balls at ½ regular rate for a large basket by presenting their player's card.

- i. A 10-play Play Day Punch Card is available for sale to registered Junior Golf Program participants at a 20% discount over regular youth play day rates. Play Day Punch Cards are transferable to other youth involved in Junior Golf Program. Refunds are not available for destroyed, lost, or unused cards

- d. Advanced Junior Golf Program

The following rates apply to registered participant's in the Advanced Junior Golf Program (note – these rates do not apply to holders of youth annual passes). Rates also apply to traveling teams participating in tournaments at The Olde Course at Loveland or Mariana Butte.

- i. ½ regular green fee, 9 or 18-holes (available Tuesdays from 1:30 p.m. - 3:30 p.m.).
 - ii. ½ regular rate for a large basket of range balls (available throughout the year upon presentation of player's Advanced Junior Golf Program card)
 - iii. Advanced program supervisors may request large amounts of range balls in 350 ball baskets for 50% discount. (\$15.00 in 2009)

- iv. .
- v. Annual Youth Golf passes are valid for any practice or tournament round. Participants using an annual pass will pay the current User Fee.
- 4. Play, Conduct, and Violations
 - a. Rules of Play

Players must reserve tee times 1 week prior to play. All other registration procedures applicable to adult players apply.
 - b. Rules of Conduct

All rules of conduct applicable to adult players apply.
- 5. Violations

Penalties for violation applicable to adult players apply.

Youth Golf

Driving Range Balls – Youth Group Discount

A 50% discount on range balls will be available to recognized youth groups and their leaders during non-prime times as determined by the Golf Operations Manager or the Golf Services Contractor/Head Golf Professional at the desired course.

High School Golf

High School Golf

Fees

1. Players

High school players trying out for the team, playing during coach-organized events within the competitive golf season, and playing during designated practice rounds will be charged the current user fee only. This is not applicable on Saturday and Sunday.

2. Coaches

Coaches playing golf will be charged as follows:

- a. League matches, tournaments, state or regional competitions: ½ regular green fees for all rounds played during high school golf season competitions unless coaches have a current annual pass for that course, in which case the appropriate user fee will be charged.
- b. Practice rounds (coaches and managers) on home course: Current user fee as long as coach and managers are one of 12 players scheduled for tee times and allowed for that day. Outside of 12 players ½ regular green fee unless coaches have a current annual pass for that course, in which case the appropriate user fee will be charged. Coaches wishing to use a City rental golf cart while **playing a round** will be charged the full fee.
- c. Coaches and/or designated faculty representatives **conducting on-course supervision during practice or competitive rounds** and who desire to use a City-owned rental golf cart for such supervision will not be charged for cart

use

3. Spectators

Spectators wishing to use a City rental golf cart will be charged the full fee and will be required to complete the cart rental agreement.

4. Fees Day of Play

All applicable fees must be paid in full on day of play. All revenues must be accurately accounted for on the appropriate business day.

Tryouts

1. Each potential local high school golf participant and local high school golf coach must read, sign and date the applicable Player/Coach agreement (see copy in Appendix T) prior to participating in any golf activity on the course including but not limited to the first tryout rounds.
2. Thompson Valley, Loveland, Mountain View, and Berthoud high schools may each have up to 4 afternoons for tryouts. A maximum of 24 individual tee times per day/per team will be provided for these tryouts. Tee times for tryouts begin at 1p.m.
3. High schools may be asked to move tryouts or practices to Cattail Creek (to allow for adequate daily fee rounds at either 18 hole facility).
4. Scheduled tournaments or leagues will have priority of tee times over high school events, tryouts, and any practice rounds.

Team Membership

1. "Golf team members" are those R2-J school district students who have passed all school-required physicals, submitted all necessary paperwork, and paid all necessary participation fees to the school district.
2. Schools will be afforded tee times up to a maximum of 12 members on the golf team from the end of tryouts forward. This limit will be strictly enforced. Any violation of this limit may result in revocation of playing privileges to all members of the applicable golf team.

Course Availability

The Golf Services Contractor/Head Golf Professional has the final word on when tryouts, practice sessions, tournaments, and matches may be held. The Golf Services Contractor/Head Golf Professional will alter schedules when necessary to avoid undue interference with daily course operations.

Practice rounds at a course other than the designated "home course" may be allowed by written or verbal consent from the Golf Services contractor/Head Golf Professional based on availability of course, (E.g. the week prior to a tournament to be played on another Loveland course).

Play, Conduct and Violations

1. In addition to any rules set forth in this section, golf team members and coaches are subject to the same rules of play, conduct, and penalties for violation as adult players.
2. Golf teams are not permitted on the course unless accompanied by a golf coach or other designated faculty representative.
3. Golf teams will be classified as a group represented by the assigned coach or faculty member. Coaches and/or designated faculty representatives are accountable and responsible for golf team members' behavior both on and off the course.
4. Coaches and/or designated faculty representatives must supervise, marshal, and instruct golf team members both on and off the course.
5. Coaches and/or designated faculty representatives conducting on-course supervision during practice or competitive rounds and who desire to use a City-owned rental golf cart for such supervision will not be charged for cart use.
6. Golf teams benefit from privileges at the Loveland golf courses. Each team member is expected to fix all ball marks, replace divots, sand all divots on par 3's, and conduct themselves with honor and adhere to all rules and regulations.

Driving Range Use

1. Range Balls

A special range ball price is extended to golf team members to encourage practice on the driving range and putting greens rather than on the course. Coaches and/or designated faculty representatives must call the course where practice is to be held in advance to inform the course of the number of range ball baskets needed.

 - a. During tryouts – if requested by the coach or designated faculty representative, large amounts of range balls in baskets of 350 will be available at a 50% discount (\$15.00 in 2009).
 - b. During the competitive season – if requested by the coach or designated faculty representative, large amounts of range balls in baskets of 350 will be available at a 50% discount (\$15.00 in 2009).
 - c. Range balls are not provided at a discount on match and tournament days.
2. Range Punch Passes

Upon request, each golf team will be provided 10 complimentary range punch passes for use by golf team members for practice before matches and tournaments and weekend range practice. Abuse of this privilege will cause the complimentary range passes to be revoked and may eliminate the potential for future complimentary range passes.

Tournament Play

1. Schedule

With the exceptions of the Walt Clark Invite and Eagle Invite all high school tournaments will be scheduled to begin after 12:59 p.m. Golf teams may schedule and hold matches as follows:

- a. Loveland and Mountain View High Schools – The Olde Course at Loveland
 - i. (1) Monday – Thursday afternoon: two (2) Northern Conference matches limited to 60 players each.
 - ii. (2) Monday – Thursday afternoon: one (1) junior varsity match limited to 40 players.
- b. Thompson Valley and Berthoud High Schools – Mariana Butte
 - i. (1) Monday – Thursday afternoon: two (2) Northern Conference matches limited to 60 players each.
 - ii. (2) Monday – Thursday afternoon: one (1) junior varsity match limited to 40 players.
- c. All High Schools - Cattail Creek
High schools may schedule and hold matches as approved by the Golf Services Contractor

2. Fees

- a. R2-J School District Student Players
Golf team members are required to pay the current user fee during tournaments.
- b. Non R2-J School District Student Players
Applicable for League matches, Regional and or State Competitions:
Non R2-J golf team members are required to pay ½ the current green fee during tournaments.
- c. Non R2-J School District Student Players: Practice Rounds
Applicable for League matches, Regional and or State Competitions:
Non R2-J golf team members may play a “practice round” for ½ current green fee. Tee times for practice rounds may not be reserved for dates any sooner than 7 days before an event. Tee times for practice rounds on Saturday or Sunday may not be reserved for times prior to 1:00 pm.
- d. Coaches
Coaches and/or designated faculty representatives must pay ½ regular green fees unless they have a current annual pass for that course, in which case the appropriate user fee will be charged. However, coaches and/or designated faculty representatives must supervise or marshal during the rounds and supervise team members after they complete rounds

Twilight & Mini Round Golf

The twilight golf rate offers a discount from the normal daily green fee and is designed to allow *up to 18-* holes of play when the 18-hole green fee is paid. Twilight golf players may not tee off before the designated twilight time set forth below *even during the early and late times of the season when a full 9 or 18 holes is not possible*. Players who abuse the privilege of twilight golf will have those privileges revoked.

Twilight Golf

1. Tee Times
 - a. Second Sunday of March – First Saturday of November (DST), Monday – Sunday The Olde Course at Loveland and Mariana Butte: 3:30 p.m. and later; times may be adjusted for offseason-shoulder season play.
 - b. Cattail Creek: 6:00 p.m. and later; times may be adjusted for offseason; shoulder season play.
2. May 1st – August 31st, Monday – Friday Only
All courses: Opening – 6:20 a.m.
3. Fees
See the section on fees in Appendix A.

Super Twilight

TBD

Mini-Rounds

The Mini-Round rate offers a discount from the normal daily fee and is designed to allow 3 holes of play. Mini-rounds are designed for the beginning golfer and families.

1. During the summer months as light permits.
 - a. Cattail Creek golf course One hour before sunset and later; times may be adjusted for offseason - shoulder season play
 - b. See the section on fees in Appendix A.

Tournament and Group Events

Tournaments

Form

All tournaments, tee time events or group events must be recorded on the Tournament Reconciliation Form and submitted to the Golf Operations Manager. Form sections to be distributed to manger, customer, and office as noted.

Fees

1. Green Fees and Tournament Fees

Unless otherwise noted, individuals playing in tournaments or group events **numbering more than 20 players** will be charged green fees plus the appropriate tournament fee. Tournament fees must be paid at the time of reservation.

2. Golf Cart Rentals

City-owned golf carts are available for rent at the regular rate. Unless otherwise directed by the Golf Operations Manager, individuals playing in tournaments or group events at Mariana Butte must rent golf carts.

3. Annual Passes and Punch Passes

Unless otherwise directed by the Golf Operations Manager, annual passes and punch passes are invalid for tournament and group events at Mariana Butte.

4. Shotgun Tournament/Group Event Fees

- a. Saturday – Sunday – May through September The Olde Course at Loveland and Mariana Butte: \$10.00 per person per round.
- b. Monday – Friday – May through September, The Olde Course at Loveland and Mariana Butte \$5.00 per person per round.
- c. Cattail Creek: \$2.00 per person per round.
Shotgun tournaments/group events held October – April - no tournament fee, other fees may be applicable.

5. Handling Fee

Golf Services Contractor may charge an additional \$2.00 handling fee per person for all tournaments and group outings within his sole discretion, collection and benefit. the City may also opt to collect a handling fee.

6. Groups exempt from pre-reserve fee

All tournaments, leagues, and City-sponsored groups are exempt from paying pre-reserve fees. City-sponsored groups include, without limitation, the following:

a. Early Birds at the Olde Course at Loveland

Events may be held on any Saturday or Sunday that a Men's Association event is not scheduled. Tee times are limited to 28 individuals April – October and to 20 individuals November – March, or limited to such number as frost or other

events dictate. Additional Early Bird tee times will be allowed only on the following holidays: Memorial Day, Independence Day, Labor Day, and Veteran's Day. No Early Bird tee times will be scheduled on any other holiday date. Early Bird players are required to sign up 1 week in advance (by 5:00 p.m. Monday for a tee time on Saturday or Sunday) for the allotted tee times; any remaining times will be open to general play. In case of inclement weather, the number of tee times permitted will be at the discretion of the Golf Services Contractor.

- b. Wednesday Women's Day at The Olde Course at Loveland and Mariana Butte.
- c. Youth Play Days at The Olde Course at Loveland, Cattail Creek, and Mariana Butte
- d. Men's Association at Mariana Butte and The Olde Course at Loveland

Deposits

1. Method of Payment

All tournament and group outing fees may be paid by Visa/Master Card, cashier's check, company check (within the sole discretion of course staff and approval from bank of issue), or money order. Personal checks will not be accepted. All deposits are non-refundable and payments made will be deposited immediately. (Credit cards will be charged at this time). The Golf Services Contractor/Head Golf Professional will be responsible for ensuring all deposits are deposited and fees are credited to appropriate tournament for application to final payment due.

2. Initial Deposit

An initial non-refundable deposit of 10% of anticipated green fees, cart rentals and tournament fees is required to reserve a date for a tournament or group outing. The pro shop must receive the deposit along with an executed Tournament Reservation Form, a copy of which is attached as Appendix H, before the date of the tournament can be confirmed. Tournament dates can be reserved by phone and held for up to 2 weeks. If the deposit is not paid or an executed Tournament Reservation Form is not received at the end of the 2 weeks, the date will be released.

3. Final Payment

All green fees, cart fees, and tournament fees must be paid in full no later than 10 days prior to the tournament or group outing. Amounts held on deposit will be applied towards balance due. If funds are not received, the Golf Services Contractor/Head Golf Professional will contact the tournament chairman, who must pay all fees in full within 24 hours. All funds received are to be deposited and credited to the tournament immediately. The Golf Services Contractor/Head Golf Professional will also immediately contact the Golf Operations Manager and advise him/her of the situation.

4. Cancellation for Failure to Pay Fees

If the final payment is not received as outlined above (more specifically 9 days

before the tournament date), the Golf Services Contractor/Head Golf Professional will contact the Golf Operations Manager, who shall decide, in his/her sole discretion, whether or not to cancel the tournament. If the tournament is cancelled, the tournament chair will be notified immediately and all tee times reserved for the tournament will be opened to the public.

5. Day of Play

All deposits and fees credited to tournament prior to the date of the tournament or group outing will be processed through the point of sale system. All collected amounts will be used toward green fees due.

6. Failure to Appear or Late Cancellation

Failure to appear on time for a scheduled tournament or a group outing or cancellation of a scheduled tournament or group outing without the Golf Services Contractor's/Head Golf Professional's prior approval will result in a forfeiture of all deposits and fees.

7. Green Fees

Green fees may be assessed regardless of whether the tournament or group is able to fill the requested number of green fees.

Play, Conduct, and Violations

1. Regular Rules Apply

Rules set forth herein for regular play, conduct, and violations shall apply to all individuals participating in tournaments and group outings.

2. Scrambles

Tournaments and group outings with a number of high handicappers are required to play a "scramble." Scramble forms are available at the pro shop.

3. Hole Events

The Head Golf Professional/Golf Services Contractor must review and approve all proposed hole events for tournaments.

Prizes, Food and Beverages

All prizes, food, and beverages (including alcoholic beverages) must be purchased at the clubhouse/pro shop. However, the Golf Services Contractor/MBGC Food and Beverage Concessionaire may permit the use of outside vendors within his/her sole discretion.

Men's and Women's Association Tournaments

1. Tournament Fee Exemption

All Men's and Women's Association tournaments are exempt from the tournament fee.

2. Loveland Men's Golf Association – The Olde Course at Loveland

The Men's Golf Association at The Olde Course at Loveland is permitted a total of 15 days total for tournaments per calendar year as follows:

- a. Tournaments held October 1 – April 30; 100 players
- b. Tournaments held May 1 – September 30; 80 players

- c. The Club Championship; 100 players
- 3. Loveland Women's Golf Association – The Olde Course at Loveland
In addition to Tuesday morning Ladies' Days, the Women's Golf Association is permitted 3 days for tournaments per calendar year to be limited as follows:
1 Monday and 1 Tuesday tournament limited to 40 players each.
- 4. Mariana Butte Men's Association – Mariana Butte
The Mariana Butte Men's Association is permitted 6 days total for tournaments per calendar year to be limited as follows:

4 Days of Tournaments

- a. All tournaments limited to 60 players each.
- b. Shotgun tournaments are permitted only if held in conjunction with another previously-scheduled shotgun tournament.
- c. Tournaments beginning before 1:00 p.m. are charged green fees; annual passes and punch passes are not valid; golf carts rentals are required.
- d. Tournaments beginning after 1:00 p.m. – annual passes and punch passes are valid; golf cart rentals are not required.

2 days of tournaments

- a. All tournaments limited to 60 players each.
- b. Shotgun tournaments are permitted only if held in conjunction with another previously scheduled shotgun tournament. Or, tournament numbers are small enough to allow shotguns off the back.
- c. Kick off tournament in early April (no later than the last weekend in April). Tournament beginning before 1:00 p.m. Carts required. Annual passes and punch passes are valid.
- d. Wrap up tournament in October Tournament (no earlier than the 1st week of October) beginning before 1:00 p.m. Carts required. Annual passes and punch passes are valid.

- 5. Mariana Butte Women's Association – Mariana Butte
The Mariana Butte Women's Association is permitted up to 16 tee times on Wednesday mornings for Ladies' Day.

City Championship Tournament

The City Championship Tournament is played 1 day at The Olde Course at Loveland and 1 day at Mariana Butte. The tournament is limited to 104 players. Annual passes good at all three courses and course and golf cart punch passes are valid. Golf carts are mandatory at Mariana Butte.

Ryder Cup Tournament

Other Tournaments

List of abbreviations:

OCAL	The Olde Course at Loveland	UF	User fees
MB	Mariana Butte	GF	Green fees
CC	Cattail Creek	TF	Tournament fees
CO	Colorado	R2-J	R2-J school district
HF	Handling Fee		

TOURNAMENT NAME	FEES CHARGED	OTHER INFORMATION
	Any applicable fee may be charged unless listed as exempt below	
Loveland Invitational – OCAL	Full GF each day for 2 tournament rounds. Carts at full rate Exempt from TF	
MB/OCAL Foothills Charity Tournament	Fee to be determined by Golf Manager depending upon day of the week, month, etc., plus tournament fee Exempt from TF	Benefits Namaqua Center Friday afternoon shotgun following full shotgun tournament City Fees 2009 \$24 per player: Greens fee \$10.00 Cart Fee \$10.00 Open Range \$2.00 Tournament Fee \$2.00
CO Golf Association tournaments: Men's, Women's, and Seniors	Full GF for tournament rounds plus tournament fee.	If played on a Monday (Excluding all holidays) ½ GF, Full Cart, No T.F
CO Junior Golf Association	½ GF plus tournament fee;. Fees may be adjusted by Golf Manager based on time of day and month of tournament or if tournament covers multi-days	Permitted 1 tournament every 5 years at each course.
R2-J High School Matches	UF plus tournament fee; ½ green fee for non-R2-J team members.	Matches must be held after 1:00 p.m.
Tee Off for Kids Tournament	\$ 1/2 green fee per person for golf and nc golf cart, <u>current open range fee</u> ; exempt from TF.	Loveland Parks and Recreation Foundation
Golfers Of Tomorrow tournament	\$1/2 green fee per person for golf andnc golf cart; exempt from TF.	Hosted by Junior Golf Program
Loveland Junior Golf tournaments	½ GF; if annual pass holder must pay UF; exempt from TF.	
OCAL and MB organized women's associations – visiting teams playing tournaments or with leagues	½ GF for all visiting team members. No T.F. Normal rates for local women's association players	Visiting teams are those teams invited by and playing with OCAL or MB on a day other than the normal Women's Day for that course.

TOURNAMENT NAME	FEES CHARGED Any applicable fee may be charged unless listed as exempt below	OTHER INFORMATION
OCAL 9-hole Ladies Inter City Play day = Tuesdays	UF Only if held on normal golfing day set aside, otherwise ½ G.F. Normal rates for local women's association players No T.F.	Visiting teams are those teams invited by and playing with OCAL or MB organized women's leagues
OCAL 18-hole Ladies "Guest Day" Play day = Tuesdays	UF Only if held on normal golfing day set aside, otherwise ½ G.F. Normal rates for local women's association players No T.F.	Visiting teams are those teams invited by and playing with OCAL or MB organized women's leagues
R2-J Fundraising Tournament Eagle Invite Walk Clark Invite	UF plus tournament fee. Full cart fees Full range fees	Preferable that tournaments are held Monday - Thursdays
High School Golf: League play, Regional and State Tournaments	R2-J team players, UF Non-R2-J team players ½ green fee	Practice rounds by Non R2-J teams played no more than 7 days in advance; tee time reservations restricted until after 1:00 p.m. Saturdays or Sundays or anytime Monday – Friday. Fee: ½ green fee All Coaches for day of competition ½ green fee, full cart fee and full range fee
Full Course Rental Full Day	Market Price: Fee Set By Golf Manager	E.g. McKee, WalMart 2009 June – Aug \$17,500 MBGC \$14,000 OCAL April, May, Sept, Oct \$14,000 MBGC \$12,000 OCAL * Prices are for golf only and do not include any pro shop prize amounts or gift certificates
Full Course Rental	Market Price:	2009

TOURNAMENT NAME	FEES CHARGED Any applicable fee may be charged unless listed as exempt below	OTHER INFORMATION	
½ Day	Fee Set By Golf Manager * Prices are for golf only and do not include any pro shop prize amounts or gift certificates	Prime June – Aug \$10,000 \$8.000 Apr, May, Sep, Oct \$8,000 \$7,000	Afternoon \$8, 000 MBGC \$6,000 OCAL \$7,000 MBGC \$5,000 OCAL

Rain Checks and Refunds

Rain Checks

Availability

Rain checks may be issued to players who are unable to complete play: Examples may include the following reasons:

1. Poor weather conditions (e.g., heavy rains, very high winds, snow).
2. Player is called away from the course due to an unforeseen emergency.
3. Player experiences unusually slow play.
4. Player is unable to begin play due to a time delay not caused by the player.
5. Player wishes to quit golfing due to fear of lightning.

Procedure

1. Players must present their daily green fee receipt in order to qualify for a Rain check.
2. Rain checks will be issued on the forms provided and signed by the Golf Services Contractor/Head Golf Professional or his/her representative. (See Appendix I for form). White copies will be retained by the golf course and attached to that day's tee sheet; yellow copies will be given to players to use when redeeming the rain check.
3. The Golf Services Contractor/Head Golf Professional or his/her representative will have the authority to issue a rain check for the equivalent of a full 9 or 18 hole round depending upon number of holes played. Cash refunds will also be allowed in certain unique situations.
 - a. **Preferred** –The first option offered to a customer not completing a round should be a rain check for the qualifying number of holes. The rain check should be issued based on the fee type originally paid. For example, a 9-hole Twilight or 9 Hole Winter Rain Check should be issued when twilight or winter rates are originally paid.
 - b. **Unique Situations** – A refund can be issued in a unique situation defined as a situation where the customer is unable to return to play. Examples may include the customer is from out of state, has a medical emergency. See – Refunds; Green Fees and Rental Cart Fees .

Limitations

1. Daily fee players will be awarded a prorated rain check depending upon the number of holes played.
2. No rain checks will be offered for a 9-hole round once the 5th hole of that round has been started. Example: A customer pays for 18-holes of golf, completes 6 holes on

the front. The customer would receive a rain check for a full 9 holes of golf, not 18 as 6 holes of the 9 holes were completed. A full 9-hole rain check is issued not a rain check for the value of the “second” nine.

3. No rain checks for the second 9 holes of an 18-hole round will be offered once the 13th hole of that round has been started. Rain checks for an entire 18 holes will be issued only if the 5th hole of that round has not been started.
4. No rain checks will be issued to annual pass holders for user fees. However refunds will be offered in certain circumstances. See following Section B.
5. Rain checks will be honored for 90 days from date of issue.
6. Rain checks will not be re-issued if misplaced, destroyed, stolen, or expired.

Redeeming Rain Checks

1. Golfers who return to redeem their rain check during a period with the same price structure will not incur any additional costs unless they are “upgrading” from a 9 hole round to an 18 hole round. In this case, the difference between the value of the rain check and the higher green fee will be charged. Example: No additional charge will be incurred if a golfer redeems a 9 hole regular rate rain check to play a 9 hole regular rate round.
2. Golfers returning to redeem their rain check during a period with a higher price structure will pay the difference between the value of the rain check and the current price. Example – A golfer is issued a winter 9 hole rain check in March (winter rates) and returns to redeem the rain check on Memorial Day (regular rates). The difference between the value of the winter 9 hole rate and the regular 9 hole rate will be charged. This dollar amount for this difference will be recorded as a rain check balance sale.
3. Golfers returning to redeem their rain check during a period with a lower price structure will not receive a cash refund or an additional credit. Example – a golfer receives a 9 hole regular rate rain check and returns to redeem during twilight hours.

Refunds

Unless otherwise stated herein, refunds are at the sole discretion of the Golf Operations Manager. **Refunds are not available for fees lost as a result of an individual’s expulsion, suspension, or revocation.**

Annual Pass Holders

1. User Fees
Annual pass holders are entitled to a refund of user fees for any 9 or 18-hole round not started (includes refund of user fees for the back 9 not started on an 18-hole round). No refunds are available for a 9-hole round once the 5th hole is started, and no refunds are available for the back 9 once the 13th hole is started.
2. Pass Fees

- a. Individuals may be entitled to a refund of annual pass fees following a death, injury, or relocation out of Loveland/Berthoud. Individuals requesting a refund for this reason must make written request to the Golf Operations Manager and show proof of relocation satisfactory to the Golf Operations Manager in his/her sole discretion. Refunds will be calculated as follows: [pass price] – [actual times pass used multiplied by the applicable punch pass rate] – [the amount of user fees paid] + \$20.00 processing fee.
- b. Individuals entitled to a refund will have any outstanding amounts owed, or any amounts due to damage caused by them during time of possession of pass deducted, from any refund amount offered.

Punch Pass Holders

Individuals may be entitled to a refund of punch pass fees following a death, injury, or relocation. Individuals requesting a refund for this reason must make written request to the Golf Operations Manager. Refunds will be calculated as follows: [Punch pass price] – [actual times pass used].

Private Cart Permit Fees

Individuals may be entitled to a refund of annual cart permit fees following a death, injury, or relocation out of the Loveland/Berthoud area. Individuals requesting a refund for this reason must make a written request to the Golf Operations Manager.

Green Fees and Rental Golf Cart Fees

Refund of green fees or golf cart rental fees will be addressed through the issuance of rain checks as a preferred method. Cash refunds will be issued in unique cases. For example, refunds will be issued for golfers from out of state that will be unable to return to play on a rain check, golfers called away due to a medical emergency, or golfers that refuse to return to play due to a bad experience on our course. In these situations, golfers will be refunded based on the charges for the fee that they actually played or incurred. Example – A customer from Missouri, who is playing the golf course on the last day of their vacation, is unable to complete their round (the second 9) due to a thunderstorm; they would be issued a refund.

In cases similar to the above scenario, the customer will be charged for the value of the fees utilized. Using the Missouri example above-- The customer will be refunded the difference between the value of a full 9 hole round (played and completed) and the eighteen hole fee paid. See Rain Checks; Limitations for guidance on what constitutes a round played and completed.

Procedure

1. Players must present their daily green fee receipt in order to qualify for a refund.
2. Refunds will be issued on the forms provided and signed by the Golf Services Contractor/Head Golf Professional or his/her representative. (See Appendix I for form). The customer will sign the refund receipt generated by the POS system. Both the signed receipt and the white copy of the form will be retained by the golf course and attached to the daily work ; the yellow copy of the refund receipt may be given

to the customer.

3. The Golf Services Contractor/Head Golf Professional or his/her representative will have the authority to issue a refund for the difference between the charge for the fee paid and the round actually played.

Visiting Affiliation Fee & Life Time Pass Holder Golf

Visiting Affiliation Golf

Visiting Affiliation Fee golf ("VAF") is golf for the price of ~~the user fee only~~ current employee golf rate for that course. Course staff must complete a VAF Golf Authorization Form for individuals approved for VAF golf. (See Appendix J for form) Visiting Affiliation Fee Golfers must "SIGN IN" in logbook with name, course name where employed, and phone number of employer.

Eligibility

1. Golf Professionals
P.G.A. and L.P.G.A. golf professionals and assistants with a current P.G.A. or L.P.G.A. card and currently working at a golf course.
2. Golf Superintendents
Golf Course Superintendents and assistants with a current G.C.S.A.A. or R.M.G.C.S.A. card and currently working at a golf course.
3. Parks and Recreation Directors
Directors of Parks and Recreation departments, other City officials or governmental employees from visiting agencies as deemed appropriate by the Loveland Director of Parks and Recreation or the Golf Operations Manager.
4. Others
Others within the discretion of the Loveland City Manager, Director of Parks and Recreation, and the Golf Operations Manager

Privileges and Restrictions

1. Eligible individuals are limited to 2 VAF rounds per year.
2. Tee times may only be booked as follows:
 - a. **No out of town VAF golf rounds on Fridays, Saturdays and Sundays.**
 - b. 8 days in advance if visiting professional is accompanied by 3 full-paying players.
 - c. 2 days in advance if visiting professional is accompanied by other non-full fee paying golf players.
3. Range privileges
VAF golfers will be afforded range privileges at the employee rate two times per year. After two times of use, range privileges will be at full price.

4. Rental fleet golf carts are available at the employee cart rate of \$4 per 9 holes or \$6 per 18 holes.
5. Privileges do not extend to any type of tournament play.

Lifetime Pass Holders

Generally

1. Lifetime pass holders will be allowed to request their tee times 5 days in advance at Mariana Butte.
2. Lifetime pass holders wishing to purchase their own private golf cart permits must complete the same paper work and provide all insurance documentation required of other private golf cart owners. No annual golf cart permit fee will be charged to lifetime pass holders. Non-lifetime pass holder's use of a lifetime pass holder's golf cart without the lifetime pass holder playing in the same group is prohibited without paying the private golf cart daily permit fee. All individuals riding with lifetime pass holders must pay per rider fee.
3. Relatives and guests of lifetime pass holders will be charged regular fees.
4. Don Fox is entitled to free golf at all of the courses, use of a golf cart, and a small basket of range balls.
5. Ron Mielke is entitled to free golf at all of the courses, use of a golf cart, and a small basket of range balls.
6. Rod Chapman is entitled to free golf at all of the courses, use of a golf cart, and a small basket of range balls.

Mariana Butte Lifetime Pass Holders

1. Mariana Butte lifetime pass holders are exempt from all green fees and cart rental fees. However, if the lifetime pass holder has a rider in the golf cart other than another lifetime pass holder, the rider will be charged per rider fee.
2. Mariana Butte lifetime pass holders will be charged the regular price for all range privileges and will adhere to current tee time reservation policies and all other course policies.
3. The following individuals have been issued a Mariana Butte (only) lifetime pass: Steve Ackard, Dorothy B. Morey, and Howard and Barbara J. Nicholson

Memorials and Donations To City

The City of Loveland is pleased to accept memorials and donations. Individuals wishing to contribute are encouraged to contact the Golf Course Superintendent or the Golf Operations Manager, who must approve all memorials and donations.

Types of Memorials and Donations

The City of Loveland generally accepts the following types of memorials and donations:

1. Site Furnishings: Memorial Benches
2. The Olde Course: Commemorative Brick
3. Cash Donations
Cash donations should be made payable to the Loveland Parks and Recreation Foundation, care of the City of Loveland, Department of Parks and Recreation, Golf Division

Plaques

Individuals are permitted to commission and have installed recognition plaques to place near or alongside their donations at their sole cost and expense, provided they meet the following criteria:

1. Site Furnishings
 - a. Plaques must be made of a corrosion resistant metal or a polycarbonate or similarly durable material.
 - b. Plaques must be of a color approved by the Department of Parks and Recreation, Golf Division, to ensure that the plaque is in harmony with the site.
 - c. Plaque size shall not exceed 50 square inches (7" x 7").
 - d. Plaques will be installed by course staff depending on the application and plaque material and must be done in such a way so as not to impair the use or maintenance of the site.
 - e. Wording on the plaque must be approved by the Department of Parks and Recreation, Golf Division.
2. Commemorative Brick Pathway Bricks
 - a. Furnished by and available at The Olde Course at Loveland
 - b. Bricks must be purchased through The Olde Course at Loveland's Women's Association
 - c. Bricks are of a pre-prescribed size of 8" w x 4"h and have a maximum of 3 lines of 12 characters each (including spaces) available for inscription of Honoree(s) names, nicknames etc.
3. City Not Responsible for Damages
In all cases, the City shall not be responsible for vandalism to or repair or replacement of the plaque. If a plaque is vandalized or damaged so that it presents an eyesore or a hazard, the Golf Division may, in its sole discretion, remove the plaque. In this case, the donor will be contacted and informed of the action

Records of Donations

The City will keep a record of the donation, to include the name of the donor and a description of the nature and estimated value of the donation, on file in the Department of Parks and Recreation, Golf Division office. Records shall be kept in the form attached as Appendix K. Copies of donation records will be made available to the applicable donor upon request.

Removal or Discontinuance

The City reserves the right to remove, alter, or discontinue the use of a donated item or item acquired with, or partially acquired with, donated funds or labor at any time based on the City's assessment of current needs.

Memorials and Donations from City to Third Party

The Colorado Constitution prohibits a city from making a donation or grant to a private corporation – even a nonprofit corporation and even for a worthy cause. (Article XI, Sec. 2). The exception being if City Council makes the determination that said donation or grant serves a “public purpose.” (I.e. tax incentives, incentive agreements.) City employees have a fiduciary duty to act for the benefit of the City. Using City resources for the benefit of a third party –even for a good and worthy cause – may create an appearance of impropriety by diverting taxpayer resources to a private charity without a policy determination by the Council that such an action serves sufficient public purpose.

The City may use resources in order to benefit the City. E.g. the Chilson may run a program that “gives away” rewards (city resources such as passes) to members – but these City resources are benefiting the City by rewarding customers to encourage participation in City programs.

Employee Policies and Procedures

Employee Conduct

Dress Code

All employees must be neatly groomed and wear work uniforms and appropriate protective equipment as set forth below. Employees are responsible for all cleaning and repairs necessary to present a neat and professional appearance. Employees must comb, fashion, or restrain their hair to ensure that visibility is not restricted and they are safe for work around moving equipment.

Work Uniform

Work uniforms will consist of Golf Division-approved shirts, pants, and safety-toed shoes. Golf Division-approved shirts are defined as any full top that covers the upper body. Shirts may have short, medium, or long sleeves. Tube tops, tank tops, halter tops and half shirts are prohibited. Shorts must have at least a 3" inseam and be neatly hemmed. Sweats and cut-off shorts are prohibited. Work uniforms must be worn at all times and kept neat, clean, and in good condition.

Footwear

Safety-toed footwear is required. The City will reimburse employees up to \$150.00 per year towards the purchase or repair of safety shoes. Employees may elect to resole/repair safety shoes that are otherwise in good condition. Employees must obtain supervisory approval before purchasing safety shoes and must submit a receipt for reimbursement. Reimbursement will be made through the City accounting system. Please refer to the Purchasing Manual for current City policies regarding purchase of safety equipment. Anything set forth therein which contradicts these policies and procedures shall control.

Optional Clothing

Employees may wear hats or jackets approved by the Golf Division.

Personal Protective Equipment "PPE"

Employees must follow all applicable City ARs regarding PPE use.

Responsibilities

Generally

Employees must perform their assigned duties in an effective and efficient manner, paying close attention to detail.

Conduct While On Duty

Employees must conduct themselves in a manner that reflects positively on the City. Employees are subject to the same rules of conduct applicable to players and spectators, in addition to those rules set forth in any applicable City policy or AR. Profane or offensive language is prohibited.

Conduct While Off Duty but ON City Property

Employees are encouraged to play the courses as set forth in policies and procedures. However, when doing so, employees must conduct themselves in a manner that reflects positively upon the City. Employees should remember that even though not officially “on-duty,” their actions, language, and consumption of alcohol are seen by others as actions of a City employee. Employees who engage in inappropriate behavior or who conduct themselves in a manner that reflects negatively upon the City may have their golf privileges revoked.

Smoking

Employees must conduct themselves in accordance to any applicable City policy, AR, Parks and Recreation policy or Golf Division policy. Employees may not smoke in any City owned building or within 15 feet of said building, or within 50 feet of any group of customers or other employees who do not smoke. Employees may not smoke in any City owned motor vehicle, including City owned golf carts, mowers, etc., at any time while working. Employees may smoke on break, during lunch, or before and after work, but only in designated smoking areas or in accordance to the points of smoking stated above.

Use of Coolers

Employees are not permitted to take coolers or glass containers onto golf course (see pages 10 & 11, Prohibited Activities). The only exceptions to this policy is when taking City coolers onto golf course, small coolers as provided by Food and Beverage concessionaire, and coolers for medical reasons.

Incident and Accident Procedures

Reports

In the case of an incident, accident, or injury involving the public, employees must notify the Golf Operations Manager immediately and submit a written report of the incident, accident, or injury to the Golf Operations Manager within 24 hours. An example Accident and Incident Report Form is attached as Appendix L.

Claims

All damage and liability claims made against the City must be processed through the City’s Risk Management Department. Employees must complete all applicable forms and submit them to the Golf Operations Manager, who will forward them to the Risk Management Department. See Appendix M, N and O for other Injury/Illness forms.

Employee Golf

(Includes **City Golf Division employees**, employees of **Golf Services Contractor**, and **Mariana Butte Food & Beverage Contractor**) Allowing affordable golfing benefits to employees is a privilege, not a right. This privilege is one that can be easily removed if abused. Divisional or departmental benefits are not given to employees in other departments of the City of Loveland

Employee Golf Definition

Employees (full-time, part-time and seasonal that work at least 18 hours per week) are entitled to the following golf benefits **during the time of their employment. All Privileges Extend To The Employee Only:**

Employee Golf:

Employees must pay current employee rate at course of choice, limited as follows:

1. Supervisors are required to submit appropriately signed paperwork prior to employees utilizing employee golf benefits.
2. Employee Golf: Employees must pay current employee rate at course of choice, limited as follows:
 - a. Monday – Sunday (standby basis only).
 - b. Employees may book tee times 8 days in advance if accompanied by 2 full-paying players.
 - c. Employee must present Employee Golf Card to cashier to receive discount.

Driving Range

1. Employees must pay current employee driving range rates at course of choice
2. Full time employees who are golf instructors have range privileges at no cost. Part-time employees who are golf instructors are eligible to use the range at no cost at the discretion of the Golf Services Contractor/Head Golf Professional depending upon the amount of teaching being done.

Use of Golf Carts

Employees may rent City-owned golf carts for established employee rate. City maintenance carts, play manager carts, or backup carts are not available to employees and are not to be used for golf rounds.

1. Employee pay-for-play
 - a. Current employee golf cart rental fees at course of choice
 - b. Non-Employees riding with employee in cart will pay full single rider fee.

Non-Employee Discounts

There are no benefits for employee's family members or friends. All privileges extend to the employee only.

Special Recognition for Service/Customer Service Cards

The Golf Services Contractor/Head Golf Professional will be given 20 free use cards (free round with cart). The intent of the cards is to allow the ability to play golf with customers, lesson participants or to reward staff for special recognition and exemplary service towards the Division or customers.

Cash Handling Policies and Procedures

The following policies and procedures apply to all individuals who handle money at the City's courses. Failure to comply with any cash handling policy or procedure could result in termination.

Checks

Generally

1. Checks for City charges should be made payable to the City of Loveland.
2. Checks must list the account holder's current address and telephone number on the face of the check.
3. Checks shall not be accepted for more than the amount charged.
4. Checks to be deposited with the City shall be stamped/endorsed on the back and in the space noted on the left side with the deposit stamp provided. Do not stamp checks in the middle, where the bank places its endorsement. The front of the check shall be coded with the appropriate golf course notation.

Returned Checks (NSF)

1. Checks will be presented once only to the bank for clearance.
2. Accounting will automatically send all returned checks to CrediCheck. The Golf Division will receive a copy of each returned check from Accounting.
3. For each return check it received, CrediCheck charges a collection fee, a portion of which is returned to the City upon collection.
4. When the check is collected, CrediCheck will send reimbursement to Accounting. Accounting will code the checks to the proper account number and send them to the City Clerk's Office for deposit. The Golf Division will receive notice of the collection from CrediCheck.
5. On a quarterly basis, the City will receive a report from Creditor's Service Bureau on the status of collection accounts still outstanding.
6. If all policies regarding checks were followed by the Golf Services Contractor and his/her employees and collection is not possible, the Golf Services Contractor will be responsible for reimbursing the City for any amount in excess of the City-related fees collected. If any policy regarding checks was disregarded by the Golf Services Contractor or his/her employees and collection is not possible, the Golf Services Contractor will be responsible for the face value of the check.

Credit Card Usage

Generally

The Loveland golf courses and GolfTrac POS program accepts MasterCard, Visa, Discover and American Express. Most instances a credit card can be swiped using the keyboards or swipe mechanisms. If the card will not swipe, the card is to be hard entered manually on the appropriate GolfTrac payment screen. The Golf Services Contractor (GSC) will be reimbursed for those daily sales due to him via a transfer of funds to his/her bank account on a pre-established basis.

Voids and Refunds

Voids

During/Within a Transaction

Back the transaction out using the proper method. The void does not need to be documented.

After a Transaction Has Been Completed

Void the total transaction using the proper method. Repeat the transaction correctly, if necessary. Write a brief explanation for the void on the void receipt and sign the receipt. The Golf Services Contractor or a designated employee(s) must also initial the receipt. Attach the void receipt to the deposit sheet for the day.

Refunds

The refund form must be completed with an appropriate explanation and signed by the person making and person receiving the refund. The Golf Services Contractor/Head Golf Professional must initial the refund form. Attach the refund form to the deposit sheet

Deposits

1. Cash registers must be totaled and a deposit lock-bag prepared every day.
2. The following must be enclosed with the deposit lock-bag:
 - a. A completed lock-bag tracking form listing all deposits contained within the bag and the amount of each deposit recorded. A copy of the completed form is to be retained at the golf course. (See copy of Lock-Bag Tracking Form at Appendix Q.)
 - b. The end of day report.
 - c. A daily deposit form for each day's work including credit card reports
 - d. A G.L. report.

- e. Necessary endorsed checks, credit card purchases, and cash to match revenues
3. Deposit lock-bags must be sent by courier 3 times per week to the City offices, or during the off-season, brought in by the Golf Services Contractor/Head Golf Professional on an as-needed basis.
 - a. The courier will sign for each lock-bag taken from the golf course(s).
 - b. The City Revenue Department will sign for each lock-bag from the courier and will keep a log of the date and number of each lock-bag received.
 - c. Upon preparation of the bank deposit, the City Revenue Department will complete the last three (3) columns of the lock-bag tracking form. A completed copy of the form will be set to the Golf Operations Coordinator.
 4. In addition to deposit lock-bags, a separate inter-office envelope will be given to the courier for delivery to the City. The following must be enclosed with each inter-office envelope:
 - a. Tee sheets for each day (Tee sheet codes are attached at Appendix P).
 - b. Golf cart rental agreements for each day.
 - c. Any complimentary golf forms or rain checks collected for each day (these should be attached to the applicable tee sheet).
 - d. Any void slips recorded for each day or refund tickets issued (these should be attached to the applicable tee sheet).
 - e. Any coupons redeemed for each day with date of redemption noted (these should be attached to the applicable tee sheet).
 5. All deposits for the month must be received by noon the day after month-end. If the courier is unable to pick up the deposits in time, the Golf Services Contractor/Head Golf Professional is responsible for bringing the deposits to the City Revenue Department by the deadline.
 6. The Golf Services Contractor/Head Golf Professional is responsible for all deposits not received or received in an amount not equal to the deposit form, including, without limitation, monetary amounts lost due to theft, shortages, misplacement, or any other such situation that results in a discrepancy between cash register amounts and deposit amounts. In the event the deposit is incorrect, the following steps will be taken:
 - a. The City Revenue Department will make note of the discrepancy on the log sheet. A copy of the log sheet will be forwarded to the Golf Operations Coordinator.

- b. The City Revenue Department's office will prepare the deposit received on the basis of the funds to be deposited and will note the variance on the revenue summary sheet.
- c. The Accounting Manager will post all revenues with the variance of funds being posted to the appropriate cash over/short fund.
- d. The Golf Operations Coordinator, upon receipt of the logged discrepancy, will contact the Golf Services Contractor/Head Golf Professional immediately.
- e. The Golf Services Contractor/Head Golf Professional will remedy the problem immediately.
- f. The Golf Operations Coordinator will resolve the variance in revenue with the Accounting Manager and will make the deposit or issue a check request as needed.
- g. The Golf Operations Coordinator will determine if all deposits have been received during the month.

Receipts

- 1. Every customer must be issued a cash register receipt for greens fees, user fees, cart rentals, and range ball rentals – no exceptions. It is the Golf Services Contractor/Head Golf Professional's responsibility to see that each player is issued a receipt for payment.
- 2. The Golf Services Contractor/Head Golf Professional or his/her employees must remind all players to keep their receipts as they may be checked by the golf course play manager

Tournament Money

Deposits

A 10% deposit is required to reserve a date for a tournament or group outing. The pro shop must receive the deposit along with an executed Tournament Registration Form, a copy of which is attached as Appendix H, before the date of the tournament can be confirmed. Tournament dates can be reserved by phone and held for up to two weeks. If the deposit is not paid or an executed Tournament Registration Form is not received at the end of the two weeks, the date will be released. All money collected for deposits will be processed through the point of sale system immediately and fund remitted to the City.

Final Payment

All green fees, cart fees, and tournament fees must be paid in full no later than 10 days prior to the tournament or group outing. Amounts held on deposit will be applied towards balance due.

If funds are not received, the Golf Services Contractor/Head Golf Professional will contact the tournament chairman, who must pay all fees in full within 24 hours. All funds received are to be deposited and credited to the tournament immediately.

Cancellation For Failure to Pay Fees

If the final payment is not received as outlined above, the Golf Services Contractor/Head Golf Professional will contact the Golf Operations Manager, who shall decide, in his/her sole discretion, whether or not to cancel the tournament.

Day of Play

All deposits and fees held prior to the date of the tournament or group outing will be processed through the point of sale system. Deposits will be used toward green fees. The Golf Services Contractor/Head Golf Professional is responsible for the safe keeping of any funds collected for tournaments leading to and including the day of play.

Pre-Reserved Tee Time Reservations Revenues

Collection of fee

All pre-reserved fees will be collected from the customer on the day the pre-reserved tee time is booked into the system.

Refunds

Refunds of pre-reserved fees are not available except upon review and approval by the Golf Operations Manager.

Auditing

1. Because golf is a cash business, auditing is an essential aspect of the cash handling system.
2. On-Course Audits – Audits of golfers and golf carts actually on the golf course will be utilized to verify that payments are recorded properly in the point-of-sale system.
3. Video Audits – Audits comparing transactions with point of sale entries will be utilized to verify that payments are recorded in the point of sale system and that customer service standards are maintained.
4. Range Audits – Range audits will be utilized to verify proper accounting of range ball sales.
5. Point-of-Sale Cash Drawer Audits and Deposit Audits – audits of this nature will be utilized to verify proper accounting of all sales and the tracking of cash over or short

Appendices

- A. Schedule of Fees
- C. Annual Pass Application
- D. Golf Cart Rental Agreement
- E. Golf Cart Permit Application
- F. Golf Cart Proof of Insurance
- G. Minor Waiver
- H. Tournament Reservation Form
- I. Rain Check/Refund Form
- J. Comp Round Authorization Form
- K. Donation Form
- L. Incident/Accident Report Form
- M. Employee Occupational Injury/Illness Report
- N. Supervisor's Investigation Report of Employee Occupational Injury/Illness
- O. Authorization to Treat Form
- P. Tee Sheet Codes
- Q. Lock-Bag Tracking Form
- R. Display Space Policy

