

# Golf Operations Policies

## Golf Operations Priorities are to:

- Protect and generate revenue to offset cost related to operating a golf course by ensuring tee times are documented and fees are paid by all golfers as required.
- Help protect adjacent property values by monitoring golf activity and ensuring that safe golf practices are observed, and rules are followed.
- Facilitate enjoyment of golf play by providing an efficient tee time & check in system and by monitoring pace-of-play on the course.

## Golf Operational Expectations:

The Rec Center should be open for golfers to check in, pay for rounds, rent carts & equipment, schedule and utilize the golf simulator, and make tee times during the open course times depending upon course activity and revenue generation.

- From April 1st to October 1st the Rec Center will be open 7 days a week between the hours 8am to 6pm.
- Between Oct 1<sup>st</sup> – March 31st the Rec Center will be open 7 days per week and will open at 8:30am – 5:00pm, excluding holidays.
- During the off season (winter), the golf simulator should be available for scheduling during the hours the Rec Center is open and not being utilized for other events. The availability of the simulator may be extended by the Rec Center staff depending on its usage and golfer requests.
- When the Rec Center is not open, security will be checking the course regularly to ensure tee times are being purchased.
- Monitoring/marshalling of the course should be done every 90 minutes; logs need to be kept re golfer identification or recognition confirmed with tee system. Fines for violations need to be substantial (e.g. \$50 first offense).
- Rec Center staff all report to the Rec Center Manager. Any performance related issues should be immediately directed to the Rec Center Manager via a fully documented incident report/complaint form.

## General Golf Staff Duties (under the direction of Rec Center Manager):

- Review rules and regulations with any player who is not an annual pass holder. New golfers who have not played in the season must be made aware of the rules before granting an after-hour tee time. If a tee time is made for after hours, Rec Center staff are expected to contact players to review key regulations or make arrangements to have rules reviewed before play. Annual pass holders will not need this instruction as they view and are subject to the R&R's when they purchase their annual pass.
- Prior to allowing youth play without an adult present, the youth must become a Certified Junior Player Type by completing the Junior Golf Certification program (teaching, testing and certifying golf skills and knowledge)..

- Confirm and/or process payment for each player checking in for golf.
- Confirm cart has a trail pass for the current year and either collect the trail pass fee or charge day fee for a cart without a pass.
- Rent available carts for single or two player rental fee payment.
- Monitor and marshal the course during play to ensure proper golf course etiquette, that the BBVCC Golf Rules & Regulations are being followed and groups are completing their 9-hole/18-hole rounds in an acceptable time (90-120 minutes for 9 holes; 3-4 hours for 18-holes).
- Monitor/manage the “zipper merge” of players “on the turn” to #10 tee with #1 tee time groups; the group starting #10 should check in to the Rec Center when they’re making the turn to help manage the “merge”. Generally, if the group on the turn are earlier or at their expected turn time, they will have priority on the #1 tee.
- Take phone calls regarding tee time requests and update Lightspeed with number of players and names included in the selected tee times. Payment can be accepted upon check in for tee times during regular hours and for tee times outside of regular hours, should be taken upon booking.
- Monitor the Rec Center patio area, putting/chipping areas and report any misuse, horseplay, or safety issues to Rec Center Manager.
- Take calls, investigate incidents (or report incidents to Rec Center Manager), and communicate with homeowners, and Village management, regarding golf course issues resulting from golfer’s play. All incidents are to be thoroughly documented and submitted to Rec Center Manager.
- Ensure accuracy of tee sheet and rounds played (update from leagues, tournaments, etc). Work with security for after-hours enforcement.
- Security will check in with Rec Center staff prior to closure to be made aware of any potential issues, cart rentals, review the after-hour tee sheet and discuss general expectations.
- After Rec Center hours, Security will log all interactions, confirm tee times and payments through lightspeed. For this reason, Rec Center must ensure that all information logged in Lightspeed is accurate.

## General Revenue Generation Expectations

- The following activities are at the discretion of the Rec Center staff to help drive revenue for the community during low to medium capacity play time (defined as less than 75% occupied) by:
  - Facilitating/creating “fun” activities.
  - Promoting/advertising all activities.
- Rec Center Team will identify and implement opportunities to offer discounts to increase course usage when necessary.
- Working with the Board, Security and Golf Committee, the Rec Center team will identify opportunities outside the Community for potential golf play and a process for managing it.

## Golf Committee Relationship

The Golf Committee is advisory to the Board in matters of policy and partnership. They shall:

- Make recommendations to the Board on revenue generation and fee schedule during the budget process.
- Make recommendations to the Board on course improvements needed during the budget process.

- Monitor revenue and usage monthly (through monthly tee system reports) to track benchmarks, identify trends, make recommendations to the Board on any issues or policy changes that may need to be implemented to meet or exceed budgetary requirements.
- Make recommendations on course rules that improve quality of play, protect adjacent property owners, and overall enhance golf in the Village.

And further, with respect to Staff and Rec Center Operations the Golf Committee shall:

- Make recommendations to the Board on policy updates as they see fit. If operational issues arise, policy recommendation shall be made to the Board rather than attempting to manage operations or staff.
- In order to accomplish committee goals, receive monthly reports directly from tee system as mutually agreed. Reports shall be generated & distributed to voting committee members within 5 days of month end.
- Work with and provide support to Rec Center Team on special promotions and activities. After each promotion or activity, a tee-system report will be generated to review success. Committee is encouraged to recommend promotions and activities as well.
- Work with Rec Center team to recommend improvements during the Village budgeting process.
- Accept and review incident logs to committee monthly so that committee can identify and address trends and ongoing issues.