

Cherry Oaks Golf Course

Policies and Procedures manual

Hours of Operation:

The golf course and driving range will open for play (first tee time) at the following times:

Tuesday thru Sunday

January thru February	9:00 am
March thru April	8:00 am
May thru August	7:30 am
September thru October	8:00 am
November thru December	9:00 am

The golf course will open at 12:00 pm on Mondays, unless there is a tournament or reasonable opportunity to make adequate revenue.

The golf course will close each day on or about sunset.

The clubhouse and/or pavilion will close no later than 10:00 pm unless previous arrangements have been made with the clubhouse manager.

Holidays:

The golf course will be closed on the following holidays:

1. New Years Day
2. Thanksgiving Day
3. Christmas Day

Golf Course Unplayable:

At such times the golf course cannot be played, as determined by the Golf Course Superintendent, the clubhouse may or may not be open. Players should contact the clubhouse for information related to this issue

Driving Range Unusable:

There will be times that the driving range cannot be used due to excess water or any other reasons. In such cases, the Golf Professional will have authority on the closing of the driving range. In the absence of the Golf Professional, the Golf Superintendent will have said authority.

Reserved Starting Times:

Golfers may reserve starting times in advance at Cherry Oaks Golf Course under the following conditions:

Reserve starting times may be secured by phone or appearing at the golf course in person. Those golfers

appearing in person will have priority over requests phoned in. The golf shop staff will begin taking advance reservations one week (7 days) prior to the requested date. The clubhouse staff will begin answering the phone or accepting walk-up reservations at the time the course opens for play that given day.

One person may secure no more than two reserved tee times for a given day with the following exceptions: Scheduling for all tournaments that meet the tournament criteria may be in advance or by agreement from the Golf Professional.

All golfers with reserved tee times must report ten minutes before the scheduled time. Those failing to report to the clubhouse will forfeit their reserved tee time and must wait for the next open time slot. Golfers who persistently forfeit reserved tee times or otherwise abuse the reservation system may be refused the privilege of reserving tee times.

The clubhouse staff reserves the right to pair groups together during busy hours.

If a golfer has reserved a tee time, but the course is subsequently closed at that time, the reservation will be canceled and the golfer must make another tee time reservation.

Rain Checks:

Rain checks redeemable for play at a later date may be issued to any player when conditions are such that the player is unable to complete the play of golf when the green fee has been purchased for that day.

Conditions contributing to the issuance of a rain check include weather conditions that close the course to further play, illness of the player, or slow play on the course that will not allow completion of play in a reasonable amount of time (seven hours per 18 hole round.)

Rain checks may be issued to players who have not completed seven holes of play or others based upon the golf pro's discretion. Rain checks may be authorized and attested to only by the Clubhouse Staff.

Golf Course Unfit for Play:

The Golf Course Superintendent has absolute authority in deciding whether the course is playable. This includes frost delays, rain and all other instances. In the event that the Golf Course Superintendent is not available the Golf Professional will assume the duties. Golfers must contact the clubhouse to obtain information related to condition of course.

Golf Tournaments:

A "golf tournament" shall be defined as a group of players who have requested that the Golf Professional reserve a specific number of tee times for their organization's specific use.

All golf tournament sponsors must complete a tournament agreement form prior to the tournament date.

The Golf Professional or his staff shall call the tournament coordinator a minimum of 10 days prior to the tournament date to confirm the number of players. A minimum of 16 players is required in order to reserve tournament tee times.

"Shotgun" starts will be allowed only at the Golf Professionals discretion.

Cherry Oaks and/or the City of Cheney may sponsor or co-sponsor tournaments.

Complimentary Play:

“Complimentary Play” is defined as the privilege of playing golf (18 holes) granted to an individual without a fee charged for play when such individual qualifies under any of the stated category guidelines contained in this policy.

Complimentary play for Golf Professional staff and Golf Course Maintenance Staff is provided in order to familiarize these employees with course conditions in order to better serve the player/client.

P.G.A members, GCSAA members and other officials are allowed complimentary play as a professional courtesy.

All other complimentary play will be the sole discretion of the Golf Professional and the City Administrator.

Golf Professional Service Fees:

The Golf Professional shall provide golf lessons to patrons at an established fee. Golf Professional services shall be provided by qualified staff or by qualified instructors on a contractual basis. The Golf Professional on an annual basis shall set fees for Golf Professional services, such as golf lessons and club repair.

The Golf Professional also agrees to provide a junior golf program on an annual basis.

Daily Fees

Weekends and Holidays	\$18.00
Weekdays	\$14.00
Junior	\$8.00
Weekday 9 hole/Twilight	\$9.00
Weekend 9 hole/Twilight	\$10.00

Cart Fees

18 Holes (two riders)	\$20.00
9 Holes (two riders)	\$12.00
Half Cart for 18 holes (one rider)	\$10.00
Half Cart for 9 Holes (one rider)	\$6.00
Pull Cart	\$5.00

Range Balls

Large Basket (60 Balls)	\$4.50
Small Basket (30 Balls)	\$3.00

Season Tickets

Individual	\$550.00
Couple (Husband and Wife)	\$650.00
Individual Senior (Over age 60)	\$450.00
Junior (Under age 18)	\$125.00

Tournament Prices:

Weekday (Per Person)	\$24.00
Weekend (Per Person)	\$27.50

Season Passes:

Season passes may be purchased at a prorated fee as the season progresses. Fees will be established annually by the City Council. No refunds are allowed for season passes.

Promotions and Incentives:

The Golf Professional, in consultation with the City Administrator, has the authority to administer sales, promotions, coupons, rate incentives and promotional tools. This applies to golf fees, cart rentals, food, beverage and other fees.

Sale of Merchandise:

All merchandise shall be sold only from inside the clubhouse, unless the City gives written consent to the sale at other locations. All merchandise shall be of such quality and price as similar merchandise sold at other establishments in the community. All merchandise shall be displayed in a neat and attractive manner with a price clearly marked for the customer. Refunds and exchanges may be allowed at the golf professional's discretion within 60 days and accompanied by a receipt.

Food and Drink Sales:

Cherry Oaks will offer food and drink concessions at the clubhouse and reserves the exclusive right to these concessions. Exceptions can and will be made accordance with the tournament agreement, in which a per person surcharge will be administered on food brought in from outside. All sales shall be conducted in accordance with all local, state and federal laws and regulations, specifically including health and sanitation requirements.

Sale and Consumption of Alcoholic Beverages:

The sale of alcoholic liquor (not including cereal malt beverage) is prohibited at the golf course. The Golf Professional agrees to monitor the golf course and make reasonable efforts to ensure that there is not consumption of alcoholic liquor at the golf course by patrons or employees. No cereal malt beverages will be allowed on the premises unless purchased through Cherry Oaks Golf Course clubhouse. Cherry Oaks reserves the right to act as a distributor in an event is able to secure donated beer. However, the organizer will be responsible for paying the City an amount equal to the profit Cherry Oaks would receive in selling the beer. In this situation, the tournament is responsible for any and all costs associated with the preparation, distribution and clean up. At no time will the Golf Professional or the Golf Course Superintendent's employees be permitted to consume any alcoholic beverages or cereal malt beverages at the golf course while on duty.

The sale of cereal malt beverages will be conducted in accordance with all local, State and federal laws pertaining to such sales.

Incident Report and Disciplinary Action:

Employees of Cherry Oaks Golf Course are empowered to use their discretion in dealing with customers engaged in unruly, disruptive and/or illegal behavior. This decision can include a call to the local police to help with a given situation.

In the event someone is removed from the course for any reason, an incident report is to be made by the Golf Professional with a copy given to the City Administrator.

Careless and/or hazardous use of golf carts is not allowed. Any damage considered beyond normal wear and tear will be financial responsibility of those persons responsible.

Physical areas for above violations include the golf course, clubhouse, practice areas, parking lot and maintenance building.

Workplace Violence and/or Harassment:

The City of Cheney is committed to providing a safe and secure workplace for all employees, volunteers, customers and citizens. The City of Cheney strictly prohibits and deems unacceptable any violent or harassing practices, whether verbal, physical, or environmental in nature and will not tolerate any type of workplace violence or harassment by or against employees.

Proper Golf Etiquette and House Rules:

Customers and employees alike must adhere to proper golf etiquette. This includes but is not limited to the following:

1. Slow play will not be tolerated. Slower groups must let faster groups play through. Cherry Oaks pace of play should be no longer than 4 hours and 20 minutes for 18 holes.
2. Cherry Oaks Golf Course is a soft-spikes only facility.
3. No more than five players per group will be allowed.
4. The dress code must be adhered to at all time.
5. A driver's license is required to rent a golf cart.
6. Every player must have his/her own clubs. Rental clubs are available.
7. Ball marks must be fixed and divots must be replaced.
8. Golf Carts shall be driven within the limits set forth daily.

Anyone who does not follow the above rules can be asked to leave the golf course premises without refund or other compensation.

Cherry Oaks Employee Benefits:

Employees of Cherry Oaks will receive discounts for food, beverage and merchandise while performing official duties at the course.

Dress Code:

Men

Shirts must be worn at all times. All shirts must not contain offensive and/or obscene material. Shirts with collars are preferred.

Jeans are permissible as long as they are clean and hemmed. Shorts must be of proper length.

If you have any questions as to the dress code, please inquire in the golf shop.

Women

Shirts must be worn at all times. All shirts not contain offensive and/or obscene material. Tank tops, halter tops, sports bras and the like are not permissible. Shirts with collars are preferred.

Jeans are permissible as long as they are clean and hemmed. Shorts and skirts must be of proper length and must be hemmed.

If you have any questions as to the dress code, please inquire in the golf shop.

Lost and found Items:

Please return any and all lost items into the golf shop. Cherry Oaks will make every effort to return lost items to the rightful owner. Unclaimed items left at the course for more than 30 days become property of Cherry Oaks and can be disposed of in a manner deemed appropriate by the City Administrator.

Tobacco Use:

The Golf Shop is deemed to be non-smoking at all times. Cigarette butt disposal areas will be made available near all the entrances/exits to the Golf Shop. Smokeless tobacco is allowed, but Cherry Oaks asks that employees and/or patrons clean up their own "spit cups."

Illegal Drugs:

Illegal drug use will not be tolerated at Cherry Oaks. If anyone is found to be in the possession of or under the influence of illegal drugs, the person will be asked to leave the premises and the police will be called.