

# BIGC-PUBLIC STANDARD OPERATIONAL POLICY

## HOURS OF OPERATION

Beaver Island Golf Course will be open for business everyday starting on opening day in April through closing day in November. Hours of operation will be determined based on the season and amount of sunlight from sunrise to sunset. From May 1st through September 15th play will commence at 7 am and end at dusk. The Manager or Supervisor of Golf Operations and staff with cooperating from New York State Park's ground crew, will utilize discretion to start play in an appropriate and reasonable manner after inclement weather or frost delays. At such times that golf cannot be played, as determined by the manager of golf operations, the clubhouse and Bogey's Pub and Restaurant may be open a limited number of hours based on weather conditions.

## TEE TIME RESERVATIONS

All tee times must be made under the following conditions:

- Reserve starting times may be secured by phone, by appearing at the golf course in person, or on-line via the internet.
- Anyone booking more than 2 consecutive tee times must speak with pro shop staff.
- Single players may not reserve a tee time but may be combined with another party.
- Parties of two players will be paired to another twosome to create a foursome.
- A phone number or credit card number must be used to secure tee times.
- Reservation restrictions may be in place on days and times which have been reserved for league play or outings at the discretion of management.

## TEE TIME CANCELLATION POLICY

Cancellation of tee time must be made at least 4 hours in advance under the following conditions:

- Cancellations can be made in person, by phone, message on answering machine, or via the internet.
- If a golfer has reserved a starting time, but the course is subsequently closed at that time, the reservation(s) will be cancelled for the golfer by staff.
- Golfers who persistently forfeit reserved starting times or otherwise abuse the reservation system will be refused the privilege of reserving times.

- Failure to observe cancellation policy may result in a \$10.00 per person “no-show” fee.

## **RAIN CHECK POLICY**

Rain checks redeemable for play at a later date may be issued to any player at the sole discretion of the The Hub staff. Any fees paid during poor weather conditions will not be granted a rain check. Rain checks issuance and redemptions will be under the following guidelines:

- 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 (six hours maximum).
- Rain check values will be computed on a per-hole basis and a credit will be issued for future play. Any questions as to how many holes played will be determined by allowing 14 minutes per hole and crediting the remaining holes.
- Cash refunds, instead of rain checks, will not be given. Rain checks may be redeemed for green fees, cart rental, pull cart rental ONLY.

## **INCIDENTS OR ACCIDENTS**

If injury or accident occurs, an incident report is to be filed immediately at the pro shop.

- Hazardous, reckless and careless use of golf carts is not allowed. Patrons responsible for damages to the golf cart during rental will be responsible to pay for the cost of repairing damages per the golf cart rental policy and initiated and acknowledged by the rental and payment of the golf cart.
- In the event someone is removed from the course for any reason, an incident report must be filed and proper law enforcement must be contacted immediately.
- Abusive Language, threats and acts of violence will not be tolerated. Anyone who demonstrates this behavior at the golf course, clubhouse, practice areas and parking lots will be removed immediately, and authorities contacted.

In purchasing a golf green fee, guests assume any and all risk of injury and liability associated with the game of golf.

Guests renting a golf cart assume risk of personal injury or injury inflicted to another person as a result of his/her operation of the golf cart; reckless or not. In addition, the operator is responsible for any and all damages to the golf cart.

## BEVERAGES ON THE GOLF COURSE

Food and drink may be purchased from the clubhouse as well as beverage cart operated by Bogey's Pub and Restaurant at the golf course. In accordance with NYS Liquor Authority **no alcoholic beverages may be brought onto the premises.** ***Alcohol can be purchased through Bogey's Pub and Restaurant ONLY.*** Patrons violating this policy or showing signs of intoxication will forfeit their fees and will be directed to remove themselves from the property in a safe manner WITHOUT refund of any kind. Any and all coolers or golf bags on premise are subject to search. If alcohol is found the offender will be asked to leave the premises, no rain check or refund will be issued.

## GOLF COURSE USES

The golf course is intended for the use of playing the game of golf exclusively. Our staff has been instructed to be polite but firm when addressing individuals found on the golf course property that have not paid the appropriate user fees to play golf. In fairness to those patrons that play golf and pay for use of the golf course, allowing other uses on the golf course itself would interfere with their enjoyment of their round of golf and create personal liability for them if they were to strike a walker, jogger, bicyclist, or fisherman with a golf ball or golf cart.

Only guests who have paid a greens fee will be allowed on the golf course. Additionally, only guests who have purchased a green fee and rented a cart are allowed to ride in a golf cart.

**No more than two guests are allowed to ride in a golf cart!**

## Section 2 - Policy Governing Play GENERAL PLAY

- Golfers are required to use reasonable care for the safety of persons and property reasonably within the range of danger of being struck by the ball. Golfers are solely responsible for property damage and injuries caused by errant golf balls.
- Play shall start no earlier than one-half hour before sunrise. General play shall commence only from the first hole. Starting on holes other than #1 will be allowed only after weather delays, league nights, or on approval of The Hub staff. It is the manager's responsibility to delay start of play during conditions such as fog or lightning that would be unsafe for golfers. When extremely wet conditions or frost are present which may endanger the health of the golf course, manager shall rely on New York State Parks Beaver Island Golf Course Maintenance Supervisor to determine status and timing of the course opening or closure.
- Persons arriving with less than three players may lose their starting time, unless they can be placed with additional players.
- All golfers with reserved starting times must report at least 10 minutes before the scheduled time. Those failing to do so may forfeit their reserved time and may be required to wait for the next open time slot.
- Every person must pay a green fee to have access to the course. Even spectators and those who want to walk with a player must pay a green fee.
- U.S.G.A. rules apply except where modified by local rules
- No more than four players are allowed to play together at any time unless allowed by the manager.
- Each player must have their own bag and golf clubs.
- Slow players must allow faster players to play through.
- Children under the age of twelve (12) are not allowed on the golf course except as players accompanied by an adult.

## COURSE ETIQUETTE

### *Pace of Play*

Golfers are encouraged to play at a good pace under the USGA Pace of Play Best Practices. To ensure a fun round of golf, please use these speed tips.

1. If hole is open in front and you are holding up play for a group behind, let the group behind play through or skip the hole and catch up with group ahead
2. Play ready golf throughout the round
3. Players should always hit provisional balls if there is any possibility of an out of bounds or lost ball. Players in the group should remind a player to hit a provisional if there is any doubt

4. Continuous Putting - complete the hole unless you are in someone's line.
5. Lost Ball, 3-minute limit searching for lost ball (USGA Rule)
6. Write down scores on next tee box not while on the green
7. Place golf bag and cart on the way to next tee
8. After completing the hole, move immediately to the next tee. (no practice putting)
9. No Mulligans
10. Advance to the next hole on the turn as quickly as possible – with consideration for a brief reasonable break.

### ***Basic Etiquette***

1. Repair Ball Marks and Divots
2. Rake sand traps
3. Wear appropriate golf attire and shoes. (NO BOOTS, METAL SPIKES)
4. Place trash in garbage cans (don't Litter)
5. Keep carts on the outside of ropes and away from greens
6. No foul language or loud voices

### **GOLF CART RENTAL POLICY**

Montana International, LLC provides golf carts for guests to rent. All golf carts shall be operated and maintained in a clean and safe manner on the golf course and under the following conditions:

- No reckless driving.
  - Keep carts away from tee boxes.
  - Keep carts at least **30 feet** from greens.
  - Do not drive carts in tall rough, wet or wooded areas.
  - Do not drive cart within **10 feet** of water hazards, grassy mounds or bunkers.
1. Golf carts shall be used for playing the game of golf, selling concession goods, or for marshaling of play. Staff shall not permit the use of any golf cart by any person in a manner that does not conform to these policies and procedures.
  2. Players must be 16 years of age and have a valid driver's license to rent or operate a golf cart; however, staff has the right to refuse to rent a golf cart to any person who does not possess a valid driver's license or who, in the golf professional's opinion, is likely to damage the cart, the course, or him/herself as is reasonably determined by the golf professional. **No more than two golfers** will be allowed to use or occupy a golf cart at one time, and golf bags shall be **limited to two bags per cart**.
  3. If a golf cart is damaged by a patron while the golf cart is rented to that patron, the patron is responsible to pay for all repairs to the golf cart per golf cart agreement.

The Hub staff will take pictures of the damage and complete an incident report for the files. The patron will be notified of the repair costs and will be billed for said repairs.

4. Guests renting a golf cart assume risk of personal injury or injury inflicted to another person as a result of his/her operation of the golf cart; reckless or not. In addition, the operator is responsible for any and all damages to the golf cart.
5. Due to significant numbers of burns on the golf cart body, seats, roof and cup holders - no smoking is allowed in the golf carts, - while seated or underway. A \$25 fine or expulsion from the golf course without refund will be applied for any violation.
6. No one under 16 is allowed to drive/operate the golf cart at any time.
7. No one under 8 years old is allowed to be a passenger in a golf cart.

## 8. LEAGUE PLAY

A league shall be defined as a group of golfers who are willing to establish a set time and day of the week to play and guarantee attendance. There will be an individual designated as the league contact person to communicate changes with The Hub Pro Shop 7 days in advance.

## SPECIAL FEES

Promotional Rates will be made available at certain times with restrictions and conditions that may vary depending on the promotion. These promotional rates may include the Group Golfer, Groupon, newspaper coupons, website promotions, etc.

Senior and Military Rates are available Monday through Thursday and include a discount on Green Fee only. This discount cannot be combined with other offers.

Nine-hole green fees are permitted on all days. If a player purchasing a nine-hole green fee chooses to play more than nine holes, that player will be charged the difference between the standard 18-hole fee and the 9-hole fee.