
GOLF COMMITTEE FUNCTIONS & POLICY MANUAL

Table of Contents

I.	NON-DISCRIMINATION POLICY AND CUSTOMER SERVICE	2
II.	GOLF COURSE OPERATIONS	2
III.	RESERVATIONS	2
IV.	HEATHER GARDENS GOLF CLUBS.....	3
V.	GOLF CART RENTAL.....	4
VI.	DRESS CODE	4
VII.	GOLFER’S RESPONSIBILITIES.....	4
VIII.	RULES AND REGULATIONS	5
IX.	PEDESTRIAN RULES	5
X.	DEFINITIONS OF RATES AND FEES	6
XI.	MISCELLANEOUS	7

I. NON-DISCRMINIATION POLICY AND CUSTOMER SERVICE

- a. The Heather Gardens Golf Course will not exclude anyone from participating in the enjoyment of golf based on national origin, race, color, physical handicap or sexual orientation.
- b. All reasonable efforts will be made to accommodate the physically handicapped. If requested, a handicap flag will be provided to cart lessee. Drivers will be expected to use good judgment and common sense by staying as far a distance from greens and tees as their handicap permits.
- c. Customer service is a top priority of the Heather Gardens Metropolitan District Board. All individuals will be treated with dignity and in a respectful manner. Any customer feedback is welcomed and may be provided to the Golf Committee and/or Heather Gardens Metropolitan District Board.

II. GOLF COURSE OPERATIONS

- a. The golf shop and course will be open year round. If weather conditions, make play impractical both the Golf Shop and the course may be closed
- b. Hours of operation will depend on the season and the hours of operation will be posted in the Golf Shop and on the Heather Gardens website.
- c. Rain checks will be issued only if the player has not completed five holes and did not start in threatening weather. Rain checks expire on December 31 of the year of issued.
- d. Resident discount cards and gift certificates must be presented prior to play.
- e. Identification will be required as proof of Heather Gardens residency and a valid driver's license will be required for cart rental.
- f. The course will be closed on Thanksgiving, Christmas and New Year's days.
- g. The course may also occasionally be closed for maintenance purposes.
- h. Emergencies occurring on the golf course shall be reported to the Golf Shop, Security, the General Manager or the Golf Course Superintendent for proper handling of the emergency. A report of the incident will be provided to the Heather Gardens Management and the Heather Gardens Metropolitan District Board.

III. RESERVATIONS

- a. All Players may make reservations up to seven (7) days in advance.
- b. Players are required to check in fifteen (15) minutes prior to tee time. Failure to do so may result in loss of reservation.
- c. Individual tee times will not be accepted during club events, leagues and/or non-resident tournaments.
- d. Tee time reservations before a frost delayed opening time, will lose their tee time, but will be given priority on the stand-by list.
- e. A playing adult must accompany individuals under 17 years of age.
- f. Minimum play age is 10 years' old

IV. HEATHER GARDENS GOLF CLUBS TOURNAMENTS AND LEAGUES

- a. All golf clubs' tournament and leagues shall schedule their tournaments and leagues with the Golf Committee subject to the approval of the Heather Gardens Metropolitan District Board no later than March 15th of each year.
- b. Tournaments cancelled by bad weather may be made up on another date.
- c. All fees are subject to change by approval of the Heather Gardens Metropolitan District Board.
- d. Tournaments and leagues will be scheduled at times of least play.
- e. Tournaments and league players are expected to abide by all local golf rules and to conduct themselves according to golf etiquette.

V. GOLF CART RENTAL

- a. Allows the use of a golf cart for one Play for each person not to exceed two persons per cart.
- b. A valid driver's license is required for all drivers.

- c. Minimum age to drive motorized carts is 17
- d. No motorized golf carts may be on golf course after Golf Shop is closed for the evening.
- e. No carts will be rented from two hours prior to Golf Shop closing.
- f. All pull and motorized carts are to be kept off tees and greens and on paths where path is roped.

VI. DRESS CODE

- a. Appropriate Golf attire is to be worn at all times. Not acceptable for men or women is: tank top, halter top or bare mid-drift shirts, short shorts or denims that are cut, torn or ragged.
- b. Shoes should be acceptable athletic or golf shoes. Any clothing not conforming to the above can be cause for denial of permission to play.

VII. GOLFER'S RESPONSIBILITIES

- a. Heather Gardens Metropolitan District and its agents expressly deny responsibility for a golfer's play or their conduct on the course. Damage to a person or animal or structure by a golfer's errant shot is an issue between the golfer and the damaged party.

VIII. RULES AND REGULATIONS

- a. Practicing on the golf course is prohibited except in designated areas. Violators shall be reported to Security.
- b. Golfers will play one ball only, except where rules of golf allow a second ball.
- c. Fivesomes are not allowed.
- d. No private carts will be permitted except pull-type or non-riding type.
- e. The Golf Shop will schedule to complete foursomes to maximize play.
- f. A 9-hole round should be played in two hours. Players who are deemed to be too slow will be asked to speed up and may be removed from the course by the

Golf Shop or a Security Officer. Golfers are encouraged to use continuous putting and holing out when not interfering with another golfer's line of play.

- g.** No fishing is allowed in any golf course lake.
- h.** No feeding of wildlife is allowed on the golf course.
- i.** No pets are allowed on the golf course at any time.
- j.** Climbing on rocks surrounding the lakes, wading in the lakes, or walking on any ice on the lakes is PROHIBITED.
- k.** A player is permitted to recover only his or her ball if easily retrievable without climbing on rocks and without holding up play.
- l.** Bicycles are prohibited on the golf course and the paved perimeter pathways.

IX. PEDESTRIAN RULES

Heather Gardens Golf Course is designed as a recreational golf facility for paying customers. Heather Gardens Metropolitan District recognizes that the paved perimeter pathway and outlying grass areas are utilized by pedestrians for personal access to and from residences and for exercise. The District allows this access only in compliance with the regulations listed below.

- a.** A pedestrian is any person walking near or within the golf course boundaries who is not a paid golfer, an authorized staff person, or an authorized golf spectator.
- b.** A pedestrian is prohibited from walking at any time on the grassy surfaces within the golf course boundaries, the sand bunkers, and on the rock lined lake shore.
- c.** Signs are posted prohibiting pedestrians from walking on the golf course as outlined above. Non-compliance will result in the following penalties:
 - i.** Verbal warning.
 - ii.** Written warning
 - iii.** A fine of \$10.00
 - iv.** A fine of \$50.00
 - v.** Possible loss of privileges if so determined by the Heather Gardens Metropolitan District Board of Directors.

X. DEFINITION OF RATES AND FEES

- a. **Golf Discount Card:** Cards are issued for 40 Plays and expire one year after the date of issuance. The card is transferable only to the spouse of the Resident. Refunds are available only on death or disability of the resident based on recommendation of the Golf Committee and approval of the Heather Gardens Metropolitan District Board. Refunds will be based on the cash value of the unused plays and at the rate in force at the time of purchase.
- b. **Play:** The measurement by which fees are charged for golfing 9 consecutive holes in compliance with the rules and regulations established by Heather Gardens Metropolitan District. Refunds or credit will not be given for playing less than 9 holes except when rain check policy applies.
- c. **Guest Play:** A Player who is accompanied by a Resident Player. Up to three (3) Guest Players may be allowed per Resident per day. Guest(s) must be signed in by the resident. A valid form of identification will be required by the Golf Shop from the resident. The name of the resident, the resident's building number and unit number will be recorded by the Golf Shop on the Daily Record Chart. The resident must be a paying player and accompany the guest(s).
- d. **Junior:** A Player between the ages of 10 and 17. Player must be accompanied by an adult Player.
- e. **League:** Players recognized as league members during scheduled League Play. (See Section titled *Golf Clubs, Tournaments and Leagues* for further information).
- f. **Non-Resident:** A Player who does not reside in Heather Gardens.
- g. **Non-Resident Senior:** A Player who is at least 65 years of age and who does not reside in Heather Gardens. A valid form of identification will be required by the Golf Shop.
- h. **Resident:** A Player who resides in Heather Gardens.
- i. **85+ Resident:** A Player who is at least 85 years of age and resides in Heather Gardens.

XI. MISCELLANEOUS

- a. All Heather Gardens employees may play at Resident rates.
- b. The name and card number of those playing the course, without exception, must be entered on the Daily Record Chart, with indication as to the method of payment (cash resident, guest, cash non-resident, 40-Play card #, complimentary play, league play, etc.).
- c. An email signup sheet will be placed in the Golf Shop for future communications regarding Golfing specials or events. Email addresses will not be shared. Email signup sheets will be collected and maintained daily by Heather Gardens Management.
- d. The Daily Record Chart maintained by the Golf Shop will include the name of the player and if the player is a resident, guest, 85+, non-resident senior, junior, league or non-resident and the amount paid by each player. Fees charged by the Golf Shop will be in accordance with the fees approved by the Heather Gardens Metropolitan District Board. The payment method, amount and transaction detail will be recorded on the Daily Record Chart including the payment method such as cash, credit card, 40 player punch card number, etc. and proper collection of all fees will be the responsibility of the Golf Shop. The Daily Record Chart used by the Golf Shop to record all fees will be reviewed daily by Heather Gardens Management. Any discrepancies found in the Daily Record Chart will be the responsibility of Heather Gardens Management to identify and correct with the Golf Shop. Heather Gardens Management will recommend updating systems to the record keeping of the Golf Shop as needed to ensure collections are properly managed and appropriately accounted for. Any concerns with collections or trends that indicate any loss in collections and revenue will be immediately reported to the Heather Gardens Metropolitan District Board in writing. Corrective measures will be taken immediately by the Golf Shop and Heather Gardens Management to ensure appropriate collection of all Golf revenue and these measures will be discussed in the written report to the Board.
- e. Any fee changes are to be approved by the Heather Gardens Metropolitan District Board
- f. Enforcement of this policy is the responsibility of the Golf Shop and Heather Gardens Management with oversight by the Heather Gardens Metropolitan District Board.