

CITY OF SPOKANE PARKS AND RECREATION DEPARTMENT ADMINISTRATIVE POLICY AND PROCEDURE	ADMIN 1400-13-12 LGL 2013-0012
TITLE: <b>GOLF DIVISION POLICY &amp; OPERATIONS MANUAL</b> EFFECTIVE DATE: June 3, 2013 REVISION EFFECTIVE DATE: N/A	

1.0 GENERAL

1.1 This document sets forth the Spokane Parks and Recreation Department's policy and procedure for use of City golf courses by the public.

1.2 TABLE OF CONTENTS

- 1.0 GENERAL
- 2.0 DEPARTMENTS/DIVISIONS AFFECTED
- 3.0 REFERENCES
- 4.0 DEFINITIONS
- 5.0 POLICY
- 6.0 PROCEDURE
- 7.0 RESPONSIBILITIES
- 8.0 APPENDICES

2.0 DEPARTMENTS/DIVISIONS AFFECTED

This policy and procedure shall apply to all golf courses owned by the Spokane Parks and Recreation Department.

3.0 REFERENCES

City Charter Section 48. Park Board – Powers.

Rules of the Park Board Section 14, General Operating Policies and Procedures, Rulings, and Appeals

4.0 DEFINITIONS

None

5.0 POLICY

5.1 It is the policy of the Spokane Parks and Recreation Department to provide quality available golf at reasonable and fairly priced rates.

6.0 PROCEDURE

See Appendices

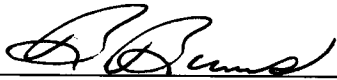
7.0 RESPONSIBILITIES

The Director of Parks and Recreation is responsible for administering this policy and procedure.

8.0 APPENDICES

Golf Division Policy & Operations Manual

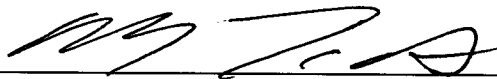
APPROVED BY:



City Attorney (Asst)

5-15-13

Date



Director  
Parks and Recreation

5-17-13

Date

# GOLF DIVISION POLICY & OPERATIONS MANUAL

For Golf Professional / Staff Reference  
Spokane Parks and Recreation Department  
808 West Spokane Falls Boulevard  
Spokane, Washington 99201

## TABLE OF CONTENTS

GOLF DIVISION PURPOSE AND GOALS	4
FACTUAL DATA	4
GOLF SEASON	5
HOURS OF OPERATION	5
REPORTS	6
CLAIMS	6
MEMORIALS AND/OR DONATIONS	6
CHECK COLLECTION GUIDELINES	6
NIGHTLY RECONCILIATION	6
REFUNDS	7
PASS REPLACEMENT	7
RAIN CHECKS	7
JUNIOR/SENIOR CITIZEN PROOF OF AGE	7
GOLF COURSE RULES	7
HIGH SCHOOL GOLF RULES	10
POLICIES	11
GOLF LEAGUES	11
MEN'S AND LADIES' CLUBS	11
FIVESOMES	11
PRIVATE GOLF CARTS	11
CART SPECIFICATIONS	11
ANNUAL PRIVATE GOLF CART PASS	12
GOLFERS PLAYING WITHOUT PAYING	12
FREE GOLF	12
GOLFERS WITH DISABILITIES	12
WAIVER OF GOLF FEES	13
TWILIGHT NINE	13
FEE SCHEDULE FOR NON SCHOOL DISTRICT #81 SCHOOLS	13
TEE TIME RESERVATIONS	14
GOLF MARSHAL	14
TOURNAMENTS	14
GOLF TOURNAMENT SCHEDULING	14
TOURNAMENT CHARGING	14
10 - PLAY CARD	15
ADULT/SENIOR DISCOUNT CARDS	15
ADULT/SENIOR/JUNIOR ANNUAL CARDS	15

## GOLF DIVISION PURPOSE AND GOALS

The Golf Division operates as an independent or Enterprise Fund. As such, the Golf Division entirely supports itself and does not depend on monies from the General Fund supported in part by taxpayers.

The Golf Division is responsible for the operation and maintenance of four (4) courses including Downriver Golf Course, Esmeralda Golf Course, Indian Canyon Golf Course and The Creek at Qualchan Golf Course.

The mission of the Golf Division is to provide quality available golf at reasonable and fairly priced rates.

### GOALS:

To increase the Golf Reserve Fund in order to meet the demands of the golfing public. The Golf Division will work to consistently ensure the highest quality playing conditions while striving to make continual capital improvements to each of the golf courses.

To continually attract new golfers to the game through junior lessons and tournaments programs directed by the City Parks and Recreation Program.

To cooperate with related agencies and organizations who promote, stimulate and develop the interest and furtherance of golf- with service to the golfing public as the PRIME OBJECTIVE.

To participate in golf-related research studies, projects and professional organizations that provide new, improved concepts and methods in course maintenance and repair.

To provide the highest possible level of personnel efficiency in maintenance and operation at each course.

### FACTUAL DATA

Spokane Municipal Golf Courses  
SPOKANE PARKS AND RECREATION  
Director of Parks and Recreation  
Leroy Eadie (509) 625-6204  
808 West Spokane Falls Boulevard  
Spokane, Washington 99201

### DOWNRIVER GOLF COURSE

Address: North 3225 Columbia Circle  
Telephone: (509) 327-5269  
Professional: Steve Conner  
Superintendent: Roy Cheney (509) 328-0919  
Description: 6,130 Yards- Par 71  
Wooded, fairly flat view of river on several holes

### ESMERALDA GOLF COURSE

Address: East 3933 Courtland Avenue  
Telephone: (509) 487-6291  
Professional: Rex Schultz  
Superintendent: Bob Mielke (509) 483-1889  
Description: 6,319 Yards- Par 70  
Flat and fairly open

### INDIAN CANYON GOLF COURSE

Address: South Assembly and West Drive  
Telephone: (509) 747-5353  
Professional: Gary Lindeblad  
Superintendent: Don Nelson (509) 838-2301  
Description: 6,255 Yards- Par 72  
Very hilly, tight with sand and trees

### THE CREEK AT QUALCHAN GOLF COURSE

Address: 301 East Meadowlane Road Telephone: (509) 448-9317  
Professional: Mark Gardner  
Superintendent: Fred Marchant (509) 448-2968  
Description: 5,538-6,599 Yard- Par 72  
Heavily bunkered and much water

### GOLF SEASON

Each golf course will be open when it is determined by the Superintendent and Golf Professional that play will not damage the course.

### HOURS OF OPERATION

The golf course and clubhouse will be open during daylight hours during the regular golf season April 1 thru October 31. In the shoulder season, golf course and clubhouse hours will be weather dependant. The golf course may be subject to closure any time during periods of extreme inclement weather.

## REPORTS

In case of an accident or injury, a written report must be submitted by golf course personnel to the City Hall Golf Staff within twenty four (24) hours. Incident reports may be obtained through the Golf Professional or the City Clerk's Office.

## CLAIMS

All injury claims against the City must be processed through the City Legal Department. Forms may be obtained through the Golf Professional or the City Clerk's Office. The City Hall Golf Staff must be notified of all claims within twenty four (24) hours.

## MEMORIALS AND/OR DONATIONS

Memorials and/or donations will be accepted at the City Golf Courses providing they meet the following requirements:

- (1) memorial or donation requests are made to the Director of Parks and Recreation in writing, including the type of improvement and location;
- (2) the minimum amount of an improvement is \$500.00; and
- (3) no recognition signage may be placed on the improvement. A case located in each clubhouse will list each memorial or donation.

## CHECK COLLECTION GUIDELINES

The Parks and Recreation Department Accounting Office will attempt to collect on returned checks if the check has a current address and telephone number and is properly endorsed.

The Golf Professional will be responsible for payment of checks which were accepted without a current address and telephone number and which were not properly endorsed.

An additional NSF charge beyond the check amount may be added by the City Treasurer's Office and by any collection agency used to collect on the check.

The Parks and Recreation Department Accounting Office personnel will notify the Professional involved with the additional amount needed to balance the weekly receipts as soon as a returned check is received from the Treasurer's office.

## NIGHTLY RECONCILIATION

The daily tee sheet must be reconciled EACH night with the daily sales.

## REFUNDS

Once the golf courses open, golf pass and/or cart permit refunds will only be allowed for extended illness or relocation out of the Spokane area and must be approved by the Director of Parks and Recreation. No refunds will be allowed after November 1st for any reason.

An administrative fee of \$15.00 will be charged for all refunds. The remainder of the refund will be determined by pro-rating the usage of the pass.

Requests for refunds of golf passes and/or cart permits must include the pass or permit and a letter of justification signed and dated. Refunds will not be issued for 10 Play cards. These passes are transferable. Green fees will not be refunded unless approved by the Golf Professional for extenuating circumstances. Rain checks may be issued.

## PASS REPLACEMENT

If a pass is lost or destroyed, there will be a \$15.00 replacement charge, unless waived by the Director of Parks and Recreation.

## RAIN CHECKS

Rain checks are to be issued to a golfer who has run into unexpectedly poor weather conditions (heavy rain, very unusually high winds, snow) while out on the course and before they have completed over fifty percent (50%) of their paid round or who have been called away from the course due to an unforeseen emergency. Play started during inclement weather will not be issued a Rain Check. Players must pay the current nine hole rate when using a rain check as part of a new 18 hole play. Rain checks are to be used during the season in which they are issued.

## JUNIOR/SENIOR CITIZEN PROOF OF AGE

Seniors are eligible to purchase a pass the calendar year they turn sixty (60) years of age. Junior passes may be purchased until the golfer turns eighteen (18) years of age, or if the golfer is currently enrolled in high school.

## GOLF COURSE RULES

- (1) All golfers must register with the starter or pro-shop and procure a cash register receipt PRIOR to commencing play. Each golfer must show his or her receipt on the course when requested to do so by an authorized employee of the Spokane Parks and Recreation Department.
- (2) No golfer may begin play at any hole other than the hole designated by the starter or pro-shop. The starting point shall be the first tee unless otherwise directed.

- (3) In order to speed up play, each golfer must possess his or her own set of golf clubs and bag. No sharing of clubs or bags is allowed.
- (4) No golfer may drive balls into golfers in front of him or her on the golf course, or hit a golf ball in any manner that may endanger other players or spectators.
- (5) Slow Play Enforcement:
  - First: Warning to catch up.
  - Second: Asked to pick up golf balls and catch up.
  - Third: Asked to leave the course.
- (6) Golfers who have holed out must move away promptly and not obstruct the green. A golfer may not play more than one ball to the green. A golfer may not putt more than one ball on the green.
- (7) In order to maintain the golf course in the best possible condition, all golfers must:
  - (a) Replace divots.
  - (b) Rake tracks in traps.
  - (c) Repair ball marks on the green.
  - (d) Enter and leave traps at the lowest point.
  - (e) Refrain from wearing shoes with long hobnail spikes, ladies' high-heeled shoes or ripple-soled shoes on the golf course.
- (8) NO ANIMALS are permitted ANYWHERE on golf course premises, which includes but is not limited to the clubhouse and pro-shop, except that service animals may be permitted to assist a golfer.
- (9) Golfers shall not stop between nines.
- (10) Driving range balls must not be removed from the facility.
- (11) Golfers must wear shoes, shirts and shorts or pants while on the course, in the clubhouse and the restaurant.
- (12) Children under the age of ten (10) will not be permitted on the course unless accompanied by an adult. No child under the age of six (6) will be permitted on the playing area of the course. No child under the age of six (6) will be permitted on the hitting area of the driving range unless he or she are directly supervised and hitting golf balls themselves. Notice to this effect must be posted at the clubhouse.
- (13) The Golf Professional and Professional Staff have the right to refuse playing privileges to anyone who violates these rules, posted golf course rules, or the accepted rules of golf etiquette.

- (14) Excessive noise, throwing of clubs, use of profane language, or any other offensive behavior will not be permitted on the golf course at any time and may result in expulsion from the course.
- (15) Persons with significant medical disability that inhibits their ability to walk may apply for the use of a handicap flag. This flag on a cart (rental or privately owned) allows a player with a medical disability to drive the cart in areas that are typically considered "no cart" areas as long as the areas are dry, not steeply sloped and are farther than fifteen (15) feet from a putting surface or teeing area. No cart shall ever be driven across a tee or closer than fifteen (15) feet of a green. No cart shall ever be driven between a greenside bunker and a putting surface. Special privileges and responsibilities come with a handicap flag and failure to follow the restrictions listed above will place in jeopardy future granting of the flag privilege.

Only the Professional Staff in the golf shop shall grant the handicap flag privilege, and this privilege will not be unreasonably withheld.

Persons with disabilities requiring the use of a Solo Rider type vehicle in which the game is played in a seated position with a hydraulic seat will be allowed to drive in restricted areas provided the overall course condition is deemed dry enough to support the weight of the vehicle. Only the Professional Staff at the golf course may make this determination.

- (16) Knowledge, respect, and the use of the rules of golf will be expected from all golfers at all times.
- (17) Single players have no standing and must give way to properly constituted groups of players.
- (18) Persons will not be permitted on, in, or near the golf course after the hours of closure or after dark without permission of the Golf Professional.
- (19) All golf course rules must be observed at all times.
- (20) Unauthorized vehicles must be removed from golf course parking lots between sunset and sunrise.
- (21) Drinking in public:

Every person who drinks any intoxicating liquor in any public conveyance, except in a compartment or place where sold or served under the authority of a license lawfully issued, may be guilty of a misdemeanor under state law.

No person may possess or consume in any park any liquor, except as specifically authorized by law. Spokane Municipal Code section 10.10.040.

Intoxicating beverages can only be consumed if purchased at the golf course and consumed in accordance with course rules and the Golf Professional's liquor license. Any person caught with alcohol not purchased from the golf course will be asked to leave. The alcohol will not be returned to the owner. A minimum of two (2) employees will witness and document the destruction of the alcohol, which will occur in an administrative area of the facility. A report of the destruction shall be maintained.

## HIGH SCHOOL GOLF RULES

- (1) It is the responsibility of the coach to assure that the Golf Professionals have a roster of the members for each golf team prior to the team's golf season. Playing privileges are limited to sixteen (16) team members, which include both boys and girls and one (1) coach.
- (2) Each high school will be allowed four (4) tee times, twice per week (the days to be determined by the Golf Professional). Coaches will transmit the list of players to each golf course by 11:00 a.m. on the day of play. The Golf Professional will allow two (2) events per year, which will alternate between the courses. Matches and tournaments will go off the first tee (unless otherwise authorized by the Golf Professional) with a possible fee imposed for match and tournament play.
- (3) For the privilege of using the golf course, each player will volunteer three (3) days per season to assist with golf course maintenance, cleaning and/or improvements.
- (4) Team members must abide by the Spokane Parks and Recreation Department rules if they are to continue with their golf privileges. Any violation will result in immediate loss of golf privileges and possible team sanctions.
- (5) The coach is **RESPONSIBLE FOR STARTING** his or her team members and supervising their play. The coach must remind all team members to conduct themselves in an adult manner paying particular attention to replacing divots and repairing ball marks.
- (6) The coach must accompany the team to all practice sessions and matches. If the coach cannot be present, the coach must appoint another teacher to take his or her place or the team will not be allowed to practice. It is also advisable that coaches contact the Professionals prior to any meet. Only one (1) coach is allowed playing privileges.
- (7) High school draft golf schedules must be received by August 15 of the upcoming school year for approval.

## POLICIES

### GOLF LEAGUES

Golf league play will be allowed Monday through Friday between 4:00 p.m. and 6:00 p.m., with a minimum of twenty (20) people necessary to form a league. The Golf Professional may book leagues prior to 4:00 p.m. during slow periods at his or her discretion.

### MEN'S AND LADIES' CLUBS

Any men's clubs or ladies' clubs that play weekly during prime time will be required to play on the same day. Clubs playing during prime time will be limited to four (4) tournament days throughout the season. (May 1<sup>st</sup> - Labor Day)

### FIVESOMES

Fivesomes are allowed solely at the discretion of the Professional. Fivesome restrictions will include, but not be limited to, after 11:00 a.m. on weekends and holidays and require the use of two (2) power carts.

### PRIVATE GOLF CARTS

Privately owned power golf carts owners must pay the current annual Golf Cart Fee or the current Daily Golf Cart fee for nine (9) or eighteen (18) holes to operate on the courses. All golf cart owners must have minimum liability coverage of \$25,000 for the golf cart. Any person caught operating a power golf cart that is unable to furnish a daily receipt or annual golf cart pass on the course will be penalized as follows:

First offense: Payment of normal golf cart fee. Failure to pay this penalty will result in the indefinite suspension of golf privileges at all City Golf Courses.

Second offense: One (1) year suspension of all golf privileges at all City Golf Courses.

### CART SPECIFICATIONS

The only vehicles permitted on the golf course apart from those maintenance vehicles deemed necessary and appropriate by the Course Superintendent, will be standard, four (4) wheeled, motor driven golf cart. The cart must be manufactured by a reputable golf cart maker, designed primarily for use as a golf cart on a golf course and shall not be unduly modified as to affect the vehicles' overall safety. Carts with lift kits are strictly forbidden. Additionally, the golf cart must have tires with a flat surface and a minimum tire width of eight (8) inches to prevent undue damage to the course. The Course Professional and/or the Course Superintendent can deny the use of any cart deemed to

be dangerous to the riders or that presents an increased risk of turf damage to the golf course. Three (3)-wheel carts will NOT be permitted.

#### ANNUAL PRIVATE GOLF CART PASS

As of September 2008, the Annual Private Golf Cart Permit will no longer be sold. However, persons who purchased the permit for the 2008 season may continue to purchase the pass until it is phased out of circulation by the Park Board. The pass fee will be established each year by the Park Board.

Persons purchasing Annual Private Cart Permits must fill out annual cart permit forms in full, naming the insurance company covering for golf cart liability. The insured and City / Professional must BOTH sign this permit. This must be done each year.

PERMITS MUST BE AFFIXED TO THE LEFT FRONT FENDER OF THE CART. ANY CARTS WITHOUT AN AFFIXED PERMIT WILL BE REQUIRED TO PAY THE DAILY TRAIL FEE.

#### GOLFERS PLAYING WITHOUT PAYING

Anyone caught playing a City course without having first paid appropriate greens fees will be required to pay full green fees immediately. If payment is not made, the golfer will be asked to leave the course. If caught a second time, the golfer will be suspended from play on all City courses for one (1) year. When it is determined that a golfer has not paid adequate green fees, the Golf Professional must notify the City Hall Golf Staff so the name of the golfer can be circulated to the other course Professionals.

#### FREE GOLF

Free golf privileges will not be extended to any outside agencies or organizations.

#### GOLFERS WITH DISABILITIES

Golfers with disabilities may be entitled to discounts in accordance with the City of Spokane Administrative Policy and Procedure 1400-12-04.

#### WAIVER OF GOLF FEES

Complimentary golf will be extended to the following:

- (1) P.G.A. and L.P.G.A. Golf Professionals with a current P.G.A. and L.P.G.A. card, Golf Course Superintendents and Assistant Superintendents actively employed. Reservations for Course Superintendents and Assistant Superintendents must be made through the host Superintendent. This will be limited to twice monthly or with special permission of the Golf Professional.

- (2) Golf Course Superintendents and Assistant Superintendents and permanent golf staff while employed by the City. A complimentary golf card will be issued.
- (3) Designated Park and Recreation Department staff as approved by the Director of Parks and Recreation.
- (4) The Professional's employees (names to be given to Director of Parks and Recreation or designee), with cards issued by the City. The Professional is responsible for the collection of the card upon termination of the employee. The employees must work at least thirty (30) hours per week and play on the course where they are employed.
- (5) Seasonal golf course employees (names to be given to Professional). Privileges are valid only during non prime time and restricted to the course where they are employed. Prime time is defined as Fridays, Saturdays, Sundays and holidays before 1:00 p.m.
- (6) Complimentary golf is extended to the spouse and children of the four (4) Golf Professionals. Golf Professionals will be entitled to purchase fifty (50) Play Passes at twenty five percent (25%) of current fee for promoting the golf course as well as for public relations. A complimentary golf ticket will also be issued for spouses of the Assistant Golf Professionals.
- (7) On special occasions, the Director of Parks and Recreation may, in his or her sole discretion, provide a complimentary round of golf when such play is in the best interest of the Golf Division. A complimentary pass will be issued to the person.

#### TWILIGHT NINE

The Twilight Nine is a discounted nine (9) hole round designed to promote play on slow evenings and to provide a lower-priced option for golf. The days of the week used will be determined by the individual Course Professional.

#### FEE SCHEDULE FOR NON SCHOOL DISTRICT #81 SCHOOLS

Golf teams from non School District #81 high schools, colleges, and universities will be allowed to purchase one hundred (100), one (1) - play passes per competitive season for seventy five percent (75%) of the current years' price of that pass. These passes are good only for practices and/or matches, as the host team is responsible to pay for other team members. Tee times are limited to space available and are to be coordinated with the individual golf professionals. Coaches playing with team members must redeem a one-play pass or pay regular greens fees. One (1) - play pass are to be used during competitive season only. A roster must be submitted to the Course Professional prior to playing season opening.

## TEE TIME RESERVATIONS (All Golf Courses)

Tee times may be made as far in advance as desired at the posted rate and guaranteed with a credit card. All other times will be taken beginning at 2:00 p.m. two (2) days in advance for weekdays and Friday beginning at 2:00 p.m. nine (9) days in advance for the weekends.

No-shows will be charged the full rate, including any reserved carts, unless cancelled at least twenty four (24) hours in advance.

## GOLF MARSHAL

The Golf Marshals shall have the duty of enforcing these rules at all four (4) courses. The Marshals duties include: checking golfers on the course for possession of greens fees and trail fee receipts, ensuring cart passes are affixed to the cart, completing Incident Reports, helping to enforce all rules and regulations including those of golf etiquette, keeping play moving, and reporting to the Golf Professional and/or City Hall Golf Staff any problems that occur on the Course.

## TOURNAMENTS

- (1) In order to qualify for the tournament rate on weekends and holidays between 7:00 a.m. and 12:00 p.m., the group must be a minimum of forty eight (48) players (May 1<sup>st</sup> - Labor Day). Monday- Friday and after 12:00 p.m., the group must be a minimum of twenty (20) players.
- (2) Men's and ladies' clubs will be allowed four (4) days of tournaments on the weekends during prime time, 7:00 a.m. -12:00 p.m. (May 1<sup>st</sup> - Labor Day)
- (3) Discount rates for tournaments are limited to Mondays and Tuesdays.
- (4) The IESGA, SAWGA/Review Cup, and/or any tournament affiliated with these groups are limited to one (1) discounted tournament per year, per course.

## GOLF TOURNAMENT SCHEDULING

Each Professional is required to send a monthly listing of tournaments to the Director of Parks and Recreation on the first of each succeeding month.

## TOURNAMENT CHARGING

As a matter of policy, the Park Board may modify greens fees for tournaments up to a fifty percent (50%) reduction in actual greens fees. Normally, there will be no discounts for tournaments unless the tournament meets one (1) or more of the following criteria:

- (1) The tournament is of national significance to Spokane.
- (2) The tournament played on a particular course will enhance the course's reputation and increase future business.
- (3) The City invites or hosts a particular tournament.
- (4) The tournament has a major financial impact to the economy of Spokane.

#### 10 - PLAY CARD

Transferable  
Non-refundable  
Expires at the end of the season  
May be used up to four (4) times per day  
Must present card at register  
Not valid for pre-booked tournaments

#### ADULT/SENIOR DISCOUNT CARDS

Non-transferable  
Non-refundable  
Must present card at register  
\$15.00 replacement fee required if lost or stolen, unless waived by the Director of Parks and Recreation  
Identification may be required  
This card not valid for pre-booked tournaments  
Seniors must pay the adult rate prior to 2:00 p.m. Saturdays, Sundays, and holidays

#### ADULT/SENIOR/JUNIOR ANNUAL CARDS

Non-transferable  
Non-refundable  
Must present card at register  
\$15.00 replacement fee required if lost or stolen, unless waived by the Director of Parks and Recreation  
Identification may be required  
This card not valid for pre-booked tournaments  
Seniors/Juniors must pay adult rate prior to 2:00 p.m. Saturdays, Sundays and holidays