

**CYPRESS LANDING GOLF COURSE
GOLF COURSE COMMITTEE
POLICY and PROCEDURES MANUAL**

(HOA BOD Approved 5 November 2020)



**CYPRESS LANDING
GOLF COURSE COMMITTEE (GCC)
POLICY AND PROCEDURES MANUAL**

Purpose

The purpose of this Golf Course Policy and Procedures Manual is to establish expectations, uniform rules, procedures, and operating policies for Cypress Landing Golf Course. The manual is prepared and amended by the Golf Course Committee and approved by the CLMHOA Board of Directors (BOD) as required by the Committee Charter.

It is the intent and goal of Cypress Landing that the Golf Course be operated in a professional, efficient and productive manner that shall ensure the highest level of golf and food and beverage operations, achieve the desired results of an effective maintenance program and achieve the budgeted Net Cash Flow results of the BOD approved annual budget.

This Policy and Procedures Manual provides direction and pertinent information for the golf course and clubhouse operation and maintenance. It is the BOD desire that the golf course provide a valuable community service that enhances the quality of life to participants of all ages. The Board and the GCC will make every effort to support and work cooperatively with the Golf Club Operator (GCO).

All matters pertaining to the operation of the golf course shall be directed to the Operator and/or the GCC. Approval for any policy changes shall be the responsibility of the GCC with final approval by the BOD.

GENERAL INFORMATION

- A. Golf Fees and Charges are determined by recommendation of the Operator to the Golf Course Committee and forwarded to the Board of Directors for approval.
- B. The Operator will have the ability to provide seasonal and other special green fee and golf promotions in order to remain competitive with local golf courses and achieve Cypress Landing Annual Budget and Program goals as stated in the Management Agreement.
- C. The Operator will have the ability to establish or move operating times and reduced green fees based on daylight and competitive market conditions; those fees must fall within the approved Green Fees and Charges ranges.
- D. The Operator will be responsible for maintaining Cypress Landing “Basic Member” policy and the dispensing of Basic Member Cards when authorized by the BOD.

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ACRONYMS

Cypress Landing Master Homeowner Association	CLMHOA
Cypress Landing Golf Course	CLGC
Golf Course Operator	GCO or Operator
Golf Course Committee	GCC
Board of Directors	BOD
Budget and Finance Committee	BFC
Golf and Handicap Committee	GHC
Green Committee	GC
Mens / Women Golf Association	MGA / WGA
Professional Golf Association	PGA

SUBCOMMITTEES

GENERAL for all subcommittees:

- A. Standing Committees shall consist of a minimum of five and a maximum of nine members. Members shall not serve concurrently on more than one committee.
- B. Committee members shall elect committee chairpersons, except for the chair of the Budget and Finance Committee and Golf and Handicap Committee. Committee chairpersons may serve as the chair of that committee for not longer than two consecutive years.
- C. The committee shall collaborate with, and support the Business Manager and/or the Head Golf Professional and/or the Golf Course Superintendent to research, review, recommend activities, schedules, events, and improvements to programs and facilities etc. according to their defined responsibilities

Golf Course Budget and Finance Committee (BFC). The Treasurer of the GCC acts as the Chairman of the Budget and finance Committee. The committee:

- A. Reviews the monthly operating statements and reports results. This includes any significant variances to GCC.
- B. Reviews all requests for capital expenditures with Treasurer and advises GCC on the financial impact of such expenditures on the golf course financial position.
- C. Exercises responsible oversight over any matters involving the golf course's financial interest.

The Golf and Handicap Committee (GHC). Assists the Head Golf Professional as requested.

The Committee may assist:

- A. in developing an annual schedule for the following year of golf tournaments and golf programs for members.
- B. in providing a structured program for conducting tournaments that are compliant
- C. development of Tournament sub-committees to work on (plan and conduct) individual tournaments.
- D. in developing appropriate golf activities for the enhancement of golfing experience at Cypress Landing
- E. in administration of a handicap system in accordance with USGA rules.

The Green Committee (GC) Assists the Golf Course Superintendent as requested. to:

- A. formulates, reviews, and recommends plans and activities for the upkeep and improvements of the golf course including associated areas around the Clubhouse.

- B. reviews the course for areas of concern (agronomic, playability, aesthetic, and hazards) and recommend plans and programs to ensure the enhancement of the golf course grounds.
- C. assists and recommend the development of pertinent capital expenditures request
- D. to convey information to the GCC and the membership, about course conditions and plans.

Ambassador and Membership Committee Assists the GCO in accomplishment of the annual Roadmap Membership and Marketing objectives.

- A. Set specific goals for new member recruitment and cultural connection.
- B. Develop and institute local programs and activities to attract new members
- C. Provide feedback and constructive comments concerning membership to GCC monthly.

Ad Hoc Committees Ad Hoc Committees may be convened at the request of the GCC.

When convened their responsibilities will:

- A. Be articulated by a written charter
- B. Be limited in scope and duration
- C. Result in written recommendations to the GCC

GOLF COURSE OPERATIONS

A. Operating Philosophy

1. Operating Goal

- a. Provide quality service in all activities at the Cypress Landing Golf Course amenity to ensure the enjoyment of all users and the enhancement of their experience.

2. Professional Staff Functions

- a. Maintain functions in a manner consistent with the high industry standards and policies of the GCO and BOD, including the following:

- 1) Pro-Shop sales.
- 2) Cart rental and maintenance.
- 3) Membership promotion and programs.
- 4) Golf Course membership and marketing activities.
- 5) Driving range operations.
- 6) Starting, course rangers, tournament promotion and booking activities.
- 7) Cleanliness and maintenance of the facility.
- 8) Customer relations.
- 9) Revenue collection according to established cash handling procedures.

- 10) Maintain accounting and financial information consistent with GCO in a timely manner.
- 11) Maintain technology for use in tee sheet management and reporting; interact with GCO IT staff, when necessary.

3. Supervision of Personnel

- a. Employ a full-time Class "A" PGA or LPGA member in a supervisory capacity.
- b. Train employees in safety, sustainability, and best business practices. Operator shall train all new employees for optimum performance in their positions and evaluate incumbent staff annually.

4. Merchandising (Pro-Shop)

- a. Maintain an appropriately stocked and attractive golf shop offering a variety of brand names and logo merchandise commensurate with the desires and budgets of patrons.
- b. Operator to provide policy for basic and golf member discounts, if any.

5. Food and Beverage

- a. Present food, beverages, and services that meet the needs of golfing clientele.
- b. Provide curb side delivery and beverage cart service as appropriate.

6. Accountability

- a. Establish and maintain accurate records regarding the following:
 - 1) Starter services.
 - 2) All course related revenues by revenue category.
 - 3) Tournament bookings.
 - 4) Lesson activity.
 - 5) Rounds of golf (paid and comp) by fee category.
 - 6) Cart usage.
 - 7) Daily weather conditions.
 - 8) Membership by category

7. Customer Relations

- a. Professional image and courtesy
 - 1) Maintain a well-dressed/groomed appearance at all times. Staff whose primary function is to interact with the members and public shall wear appropriate golf shirt with golf course logo and name tag. No jeans to be worn by professional staff.
 - 2) Maintain standards consistent with the policies and procedures outlined in this manual.

- 3) Address all customers in a friendly and courteous manner.
- 4) Make every effort to greet customers by name anywhere on premises.
- 5) General Manager / Golf Professional shall make every effort to interact with golf course users, both in the Clubhouse and on the Golf Course.

B. Management Responsibilities

1. Responsibilities of the General Manager

- a. Direct and supervise all golf course and food/beverage administrative, operational, procedural, and maintenance activities, and the personnel assigned to those activities.
- b. Ensure general maintenance, grooming and beautification of the Course, Clubhouse, and facility, to be maintained to the highest quality and appearance standards defined in maintenance standards and correct any deficiencies upon notice within a reasonable time frame.
- c. Communicate course conditions and activities to Pro Shop Staff.
- d. Recommend member/public safety measures and maintain a continuous safety program in compliance with the federal and state Occupational Safety and Health Act.
- e. Comply with all federal, state, and local laws in operating the golf course, including but not limited to complying with the Americans with Disabilities Act in all employment matters.
- f. Ensure appropriate security is in place for all maintenance and clubhouse buildings and equipment, service yards, materials, and supplies (especially toxic chemicals).
- g. Report all emergencies, unusual conditions or incidents to the GCC Chairperson or designee in a timely fashion.
- h. Inspect the Course and Facility daily to ensure proper maintenance and operation, and, as required, make decisions concerning Course closures and report to GCC Chairperson.
- i. Maintain accurate and up-to-date records of activity at the Course in accordance with established rules, internal controls, and procedures, including cash handling, in accordance with policies and procedures established by the Operator and GCC.
- j. Attend monthly meetings of the Golf Course Committee (GCC) and other HOA meetings, as necessary. Tour Golf Course with GCC members when requested, to be scheduled at a GCC meeting, but no less than twice a year.

2. Responsibilities of the Golf Professional

- a. Conduct various golf tournaments and initiate/promote golf activities for the golfing members and public.
- b. Cooperate with the MGA and WGA and their various committees, as workload requirements and scheduling permits, and render professional advice, opinions, assistance, and services, as necessary.
- c. Administer and train golf staff, as necessary, to carry out the provisions of the Operator agreement.
- d. Operate and maintain the golf shop for repairs, storage, sales, rentals, and golf services, related equipment, merchandise and carts. Be available, as necessary, to attend regular and special meetings of the MGA/WGA to discuss areas that benefit the Course and the community.
- e. Supervise the starting of play by golfers, and the proper charging and collecting of green fees and other fees, as necessary and required.
- f. Operate and supervise a Ranger Program at the Course, as needed.
- g. Ensure that golf be taught only by qualified instructors (a minimum of P.G.A. or L.P.G.A. apprentice level or approved by Director) or certified instructors.
- h. Plan and schedule assigned personnel to adequately cover a seven-day per week operation.
- i. Ensure that carts are maintained, cleaned, and in operable and safe condition.
- j. Supervise the operation of the driving range and lesson areas in accordance with the established operating practices.
- k. Implement and maintain appropriate Junior Golf Programs.
- l. Ensure that a qualified designated representative is on duty at the start and close of the scheduled workday.
- m. Sell, rent, and/or repair golf equipment; sell clothing and supplies; offer instructional services in golf play; rent golf carts; and operate the putting green and driving range.

C. Annual Schedule of Golf Tournaments and Events

1. The General Manager and/or Golf Professional is responsible to develop and maintain the Course annual calendar of tournaments and events. The calendar shall be accessible online at the CLGC web site.
2. Tournament / event priority are 1) CLGC Tournaments; 2) WGA/MGA Tournaments; 3) CLGC Social Events; 4) Outside Tournaments; 5) Member events; 6) Outside events.
3. The GCO Annual Roadmap for Cypress Landing includes Club Revenue and Outing Sections which are the core events for the Annual Schedule.

Developed in cooperation with the GCC, MGA/WGA and outside sponsors the Annual Roadmap is finalized and approved by the BOD prior to the start of each fiscal year.

4. Sponsors for member and outside events may contact the GM to schedule new activity as the year progresses.

GOLF CART OPERATIONS

A. Minimum number of carts to be provided by Golf Club Operator

1. The Operator shall provide an appropriate number of electric carts. As required, additional carts may be rented to meet tournament/outing needs.

B. Vehicle Operation

1. No vehicles, other than carts supplied by Operator, shall be permitted, or leased for tournaments except as required for maintenance purposes.
2. No more than two bags and two riders are permitted on a cart.
3. Carts must be kept outside the cart stake markers, off all tee grounds, and at least 10 feet away from sand bunkers, when not on paved cart paths.
4. Handcarts must not be taken over aprons, greens, tees, sand bunkers, or areas between the greens and traps surrounding the green.
5. When play has reached the green, handcarts must be left at least 10 feet away from the side of the green.
6. Carts of any kind should not be driven or pulled through wet or muddy areas, or over sprinkler heads.
7. It is the responsibility of every golfer to be familiar and comply with the rules and regulations covering the use and operation of golf carts. Failure to observe such rules and regulations could result in the denial of golf cart use and/or playing privileges.
9. Operators of carts must have a valid driver's license.
10. A 90-degree cart policy will be in effect at the Course, when appropriate.
11. Golf carts shall not be operated off the golf course, in any hazard area, nor in wooded areas.

STARTING AND RANGERS

A. Starter Responsibilities

1. The Pro Shop attendant (starter) will get the golfing members and public players on the Course for play by reservation or off the Tee Sheet with the least delay and discomfort, and the utmost consideration for customer service. Serve as an ambassador to welcome and enhance the experience.
2. The Starter will use every expedient method available to keep the golf operations running efficiently and without undue delay.
3. The Starter will utilize accepted, standard practices and efforts to start golfers on time according to reservations, and in compliance with the Tee Sheet.
4. The Starter will make certain that all golfers on the course have checked in, their names are recorded on the Tee Sheet, and appropriate fees charged/collected prior to the beginning of their round.
5. The Starter should know the types of grass in the tees, fairways and greens; be familiar with maintenance operations and requirements of the Course; be familiar with other golf courses in the area. In addition, the starter should know the course architect and names of the General Manager and Superintendent.
6. The Starter will be fair and considerate of golf patrons at all times, treating everyone equally, being courteous, friendly, helpful, tactful, effective and impartial.
7. The Starter shall patiently and courteously answer all questions of patrons and explain to them course rules, policies, and etiquette in compliance with local and USGA rules.

B. Rules of Play

1. The speed of play can be increased by strictly observing the USGA and local rules of golf, the etiquette of golf, and the traditions of the game. It is important to educate customers on the importance of playing at an appropriate pace to avoid unnecessary delays. The golden rule is applicable to play on the Course. Practice "READY" golf.

C. Ranger Responsibilities

1. Operator shall provide the services of Rangers to be on duty at times designated by the Golf Professional. The purpose of the Ranger' duties shall be to expedite play on the course, to ensure compliance with all Course rules and regulations, and to assist golfers as appropriate. Rangers shall be visibly identifiable.
2. Under no circumstances will playing golf be considered a part of ranger duties.
3. The Rangers will require players to maintain their positions on the Course to speed up play and verify that golfers have required equipment.

4. Players will be required to observe golf course etiquette, replace, or fill fairway divots, rake sand bunkers and repair ball marks on the greens. The Rangers will encourage safe practices by all golfers.
5. The Rangers will enforce and educate golfers on the regulations concerning the use of all types of carts, as necessary and appropriate.
6. Rangers are expected to be professional and represent the Operator and Cypress Landing well. The Golf Professional will designate personnel to serve as Rangers.

D. Non-Reserved Players Policy

1. Golfers who do not have a reserved starting time must register with the Pro Shop attendant (starter) on the daily Tee Sheet prior to play.
2. Golfers without reservations who are at the Course and ready to play may register on the Tee Sheet as a single or in groups of two, three, or four.
3. Playing group vacancies, cancellations, and open or unreserved starting times will be filled from the Tee Sheet on a first come, first served basis, with priority determined by the time of registration with the starter. Those who have registered as a group will be Teed for play as openings become available for the number of players in the group.
4. When sufficient players are available from the Tee Sheet, the starter will send groups of four to the starting tee. If fewer than four players are available, the starter may send out groups of two or three. A single player may be sent out alone only if no other golfers are available and if it appears they will not be available within a reasonable time.
5. The golf course starter may switch or interchange starting times if in their judgment, such change would prevent delays, eliminate confusion, correct a problem, or be of general benefit to the players involved and those following.

E. Reservation Policy

1. Cypress Landing Golf members starting time reservation requests for daily play will be accepted up to 14 days in advance of playing date desired. Cypress landing Basic members may make reservations up to 8 days in advance. Non-residents may make reservations up to 7 days in advance. Requests may be made in person, by phone, or automated system in accordance with the Course operating hours to be established by the Operator. Operator reserves the right to modify the reservation starting time due to seasonal changes in daylight hours, hours of operation and demand, with notice to the GCC.

2. If golfers are lined up at the Pro Shop station to make reservations, two requests will be taken from the line and one from the phone. This procedure will continue until the line is exhausted. Thereafter, reservations may be made in person or by phone on a first-come, first-served basis until all reservations for the playing date are issued.
3. Reservations will be made only for groups of two, three, or four players, and openings in a group may be filled from the Tee Sheet. Reservations will not be accepted for a single player, unless done so in filling a spot in another group that has a vacancy.
4. Only one reserved time per person is allowed, and that person must be a member of the group for which the reservation is made (see 4a next).
 - 4a. On Monday, Tuesday, and Friday mornings Golf members may participate in person in a Pro Shop (starter) administered lottery system for booking two (2) week advanced tee times; in these instances Golf members may book up to four tee times. At other times, Golf members may book two (2) tee times under their own name for any one given day. Golf members having special situations may make arrangements with the Director of Golf.
5. The name of the person making the reservation will be recorded on the Tee Sheet opposite the time assigned. On the day of play, the starter will permanently record all players as they check-in and payment of fees are verified.
6. A reservation may be forfeited if the golfer making same does not check in with the starter at least 15 minutes prior to the assigned starting time. A reservation may also be forfeited when only one member of a group having a reserved time is present ten minutes prior to starting time. If a reservation is forfeited, the players involved may be registered on the Tee Sheet in priority order if they desire.
7. Reservations are not transferable to another player. If a reservation is canceled, the starter will offer the time to the next applicant, or if the time is open on the day of play, it will be filled with names from the Tee Sheet in the order listed.
8. If, for any reason, the Course is closed for the entire day, all golf play reservations for that day will be canceled. If the Course is only temporarily closed, players whose reservations are the earliest starting time of the day will be the first group off the tee and all other times will follow in sequence. The starter will make every effort to get all players on the Course as soon as possible. Players unable to begin at their assigned starting time due to inclement weather will be reassigned starting times at the discretion of the starter, as soon as possible.
9. Golf course employees and staff may play free golf after work hours. Employees and staff must adhere to member dress code.

F. Hours of Operation

1. The Operator, with the prior notice to the GCC, will set the hours of operation. Generally, the Course will open and close to coincide with daylight available.
 - a. Approximately 7:00 a.m. – 9:00 p.m. (Summer-Spring)
 - b. Approximately 8:00 a.m. – 6:00 p.m. (Winter-Fall)
 - c. Driving range hours shall be at least the same hours of the Golf Course.

G. Closing Course

1. The General Manager is responsible for decisions concerning temporary or all day closing of the Course. In making such decisions, due consideration will be given to the welfare of the members and players and potential damage to the golf course.
2. All Course closures must be reported to the Chairperson of the GCC, or his designee, in a timely fashion.

H. Holiday Closures

1. Christmas Day: The Clubhouse, maintenance facilities and cart barn are closed.
2. Thanksgiving, Christmas Eve day and New Year's Eve day the Clubhouse, maintenance facility and cart barn close at 2PM.
3. For holiday closures all activities will shut down and all carts return to the cart barn prior to the designated closing time. No exceptions; do not ask.

COURSE RULES, REGULATIONS AND ETIQUETTE

A. General

1. The following activities are prohibited on the grounds or facilities except as authorized by the Operator and GCC:
 - a. Storage of private or personal property.
 - b. Solicitations of any kind.
 - c. Circulation or posting of non-golf related handbills, petitions, advertising matter, promotional material, and literature. Operator to monitor and enforce policy.
 - d. Selling of any goods, wares, or merchandise.
 - e. Carrying or discharging any firearm, air gun, slingshot, or fireworks of any kind.
 - f. Use of the Course for any purposes other than to play and practice golf in the accepted manner.
 - g. Being intoxicated or under the influence of illegal drugs.

2. All beverages taken on the course must be purchased from the Operator. Coolers may be brought on the premises to preserve snacks, for medical purposes and to cool beverages purchased from the Operator.
3. Throwing trash (paper cups, candy wrappers, etc.) anywhere on the Course is prohibited.
4. CLGC is a recreational golf and social amenity. Loitering by unauthorized persons is not permitted.
5. Dogs, cats, or any other animals shall not be brought on the golf course facility under any circumstances, except for guide/service dogs for the physically disabled. NOTE: it is permissible for escorted pets to pass through the parking lot directly to and from the community walking bridge and to cross the cart path when using the nature trail near the Blount's Creek road underpass.
6. Recreational play, other than golf, is prohibited, unless approved in advance by the Operator. This includes, but is not limited to, skateboards, roller blades/skates, cyclists, joggers, walkers, etc., or any other type of non-golf activity. The Operator, in cooperation with the GCC, will establish regular known daily hours during which the golf course cart paths may be used for walking, running, and biking. Appropriate signage will be posted at the cart path access points.
7. Overnight or day camping is not allowed on any part of the Course or parking lot.
8. Cars must be parked in designated parking areas only, and overnight parking in the parking lot is prohibited.
9. Reserved parking may be provided for select Golf members (e.g. Men and Woman Course Champions). The parking spaces immediately adjacent to the pickleball court are for use by pickleball players.
10. Holes must be played in sequence. Golfer in the wrong fairway must give way to players playing that hole.
12. No more than one golfer shall play out of each golf bag. Players must have their own clubs.
13. It is the responsibility of each player to replace divots, rake and smooth sand bunkers, and repair ball marks or other damage on the greens.
14. Golfers are responsible for injuries or damages resulting from their golf shots.
15. Spectators Rule. The golf course General Manager, at his/her discretion, shall have the authority to allow spectators, at the "spectators own risk". For example: allowing parents to follow players during high school golf matches.

16. In the interest of all, players must play without delay, and all groups must keep their place on the Course.

17. Operator, with the agreement of the GCC, reserves the right to cancel playing privileges for individuals or organizations using Course facilities if, at any time, behaviors justify such action.

18. Golfers may be refused playing privileges and/or removed from the course for:

- a. Submitting false information for the purpose of securing golfing privileges.
- b. Playing golf without paying a green fee or registering with the starter.
- c. Obvious inability to maintain their position on the Course.
- d. Intoxication, disorderly conduct, use of abusive/profane language, or other behavior detrimental to the normal and orderly operation of the Course.
- e. Failure to comply with the existing rules and regulations governing golf play, practice, operation of carts or pull carts, personal conduct, and appropriate dress.

19. CLMHOA residents (Basic Members) are permitted to fish along the banks of the golf course ponds following these safety rules:

- a. No fishing is allowed from a bank adjacent to a fairway or where the errant flight of a golf ball might hit the person fishing.
- b. No fishing is allowed from any cart bridge when the course is open for play.
- c. All fishing is on “catch and release” basis. A NC State License is not required.

20. Bathroom facilities are located at the Clubhouse, the 5th hole Tee and the 14th hole Green. Golf course patrons are expected to use these facilities, not the great outdoors.

B. Dress Code for Players

1. Appropriate golf attire shall always be worn on the golf course, the putting green and driving range. Enforcing appropriate golf attire and specific dress guidelines is responsibility of the General Manager and his staff. Specified dress code guidelines include:

- a. Men: Shirts with sleeves and collars, crew neck and turtleneck collars are permitted. Tank tops or underwear type T-shirts or tee shirts with graphics are not permitted. Blue jeans, overalls, cutoffs, and short shorts are not permitted.
- b. Women: same as Men except sleeveless shirts are permitted.
- c. Only soft spikes are permitted on golf shoes.

C. Golf Play

1. Accepted local rules of play and etiquette will govern play at all times.
2. Golfers under the age of 14 may play on the Course only when they have demonstrated appropriate knowledge of golf course etiquette and are accompanied by a responsible adult or are certified by the Golf Professional to play without an adult.
3. All players must be registered with the Pro Shop starter before playing any part of the golf course.
4. Practicing on the Course is prohibited.
5. When sufficient players are registered, four persons will be scheduled in each playing group on the first (1st) and/or tenth (10th) tee, as applicable.
6. Unless prior permission is given, golfers will tee off only between the appropriate tee markers.
7. Fivesomes may be allowed at the discretion of the Golf Professional or Starter and may require the rental of three golf carts.
8. *“Players should play at a good pace. It is the group’s responsibility to keep up with the group in front. If it loses a clear hole and is delaying the group behind, it should invite the group behind to play through, irrespective of the number of players in that group”.* Golfers will be encouraged, and when necessary, asked to play from tees appropriate to skill level or handicap in order to maintain pace of play.
9. Cypress Landing Basic Members and Golf Members may walk to play golf. Non-members walking is not permitted except for guest accompanied by a member who is walking. Walking guest of members will be charged a guest fee. NOTE: Member guests may use a pre-purchased member round in lieu of paying guest fee.
10. All tournament participants, including MGA and WGA play days, must ride in a golf cart.

MEMBERSHIP and FEES

A. General

1. Basic Member. Cypress Landing Golf Course is a community amenity. All owners of a lot or living unit within Cypress Landing have access to the facility (e.g. Pro Shop, Grill, Driving Range and Putting Green) and the basic rights of use of the golf course. These rights are discounted golf fees for

playing golf; fixed off-hours access to cart paths for walking, running, or biking; and limited access to the golf course ponds for catch-and-release fishing.

2. Golf Member. Any person twenty-one (21) years of age or older may by payment of applicable “membership dues” become a Golf Member of Cypress Landing Golf Course. Memberships are applicable for lot or living unit owners as well the general public (“Outside Golf Members”).
3. Guest.
 - a) Public players, non-members of the golf course, are classified as guests. Guest players must observe all prevailing rules and regulations covering use of the Course, personal conduct, dress, and golf play as prescribed by the Golf Course Operator.
 1. The public player pays “rack rate” fees.
 2. Non-members of the golf course may play with a Basic or Golf Member at the member guest rate no more than six (6) times per calendar year.
 - b) Resident family members, not living with the club member, are guests and may play at the member guest rate no more than twelve (12) times per calendar year.
4. Corporate Members. A corporation may join CLGC as a Golf Member. The joining corporation must designate a representative (an officer or employee of the corporation) to be the acting member of the golf course. Corporate memberships details are discussed below.
5. The General Manager and/or the Golf Professional may permit play by visitors who are members in good standing at other golf/country clubs as arranged by their Club professional. Such visiting players will pay green and cart fees at the Cypress Landing member guest fee. Reciprocal arrangements with GCO sponsored courses around the country as well as with local area clubs are available. The Golf professional may be requested to make necessary arrangements.

B. Golf Membership Categories

1. There are categories of memberships described as follows:

Legend: Unlimited rounds of golf including cart and range fees.

Honors: Unlimited rounds of golf. Cart and range balls are at additional fee.

Young Professional: Member 21 to 50 years of age. Unlimited rounds of golf. Cart and range balls are at additional fee.

Associate: Limited golf, may play after 3PM Monday thru Thursday; Friday and Federal holidays after 1 PM; and unlimited Saturday and Sunday.

2. Each category has classifications: Single; Family; and Regional.
 - a) A member is regional by having a principal residence greater than 75 miles from the course and owns a residence (within 75 miles of the course) and occupies it less than two months out of the calendar year.

- b) Regional member dues are one-half (1/2) the membership category dues listed in the following table.
3. Public members, non-property owners, are eligible for all golf membership categories/classifications.
 4. Membership dues are billed in monthly installments one month in advance. A one percent (1%) discount is applicable for paying the full annual amount.

Golf Membership	Legend	Honors	Young Professional	Associate
Unlimited golf	X	X	X	
Limited golf				X
Family/Single	X	X	X	X
Monthly Dues (Family/Single) 2021	\$613/\$489	\$279/\$230	\$200/\$125	\$113/\$93
Range Balls	Unlimited	Bucket Fee	Bucket Fee	Bucket Fee
Booking Window Tee Times	14 Days	14 Days	7 Days	7 Days
Pro Shop Discount (10%)	X	X	X	X
Grill (NOTE 1)	X	X	X	X
Eligible for MGA/WGA	X	X	X	
Eligible Club Tournaments	X	X	X	X
Club Social Events	X	X	X	X

NOTE 1: Grill minimum food and beverage fee of \$50 per family \$25 per single per month. Food purchases as part of a golfing event (e.g. couples golf, tournament breakfast, etc.) is not applied toward minimum. To accommodate planned absences and vacations, grill minimum fees roll over month to month for up to three months.

- C. Golf and Facility Fees. A variety of fees are applicable to the use of the CLGC facility. The fees are determined by the GCC with the advice of the Operator. All fees are approved by the BOD.

Cart Fee per Round		
	9 Holes	\$9.00
	18 Holes	\$18.00
Range Balls		
	Annual Use	Family \$500.00 Couple \$385.00 Single \$265
		Member / Public
	Warm Up Bucket	\$3.00 / \$3.00
	Small Bucket	\$5.00 /\$6.00
	Large Bucket	\$7.00 /\$9.00

Golf Course Green Fees		
Basic Member Note 1	9 Holes	Applicable Member guest rate
	18 Holes	Applicable member guest rate
Guest (Public Player) Note 2		
	9 Holes	Rack rate
	18 Holes	Rack rate
Member Guest Note 2		
	9 Holes	\$19.00
	18 Holes	\$35.00
Club Storage		\$60 annually
Handicap Fee		\$30 per person

Note 1: The Basic Member has the right to play at the Member guest or 10% off the rack rate (which ever is less) ten times per calendar year. Basic members may reserve tee time five (5) days in advance

Note 2: Public players and Member guest are required to ride in a golf cart when playing.

- D. Annual Golf Package. Golf Members, Basic Members and Public players may purchase an annual golf package of fifteen (15) 18-hole rounds for \$600.00 which includes the cart fee. These rounds are intended for infrequent and beginner golfers and may be used by the purchaser, visiting family members and overnight guests. The Annual golf package expires at the end of the year purchased and only two packages may be purchased by one household in any one calendar year.
- E. Membership Application and Resignation. CLGC Membership Application is a 12-month contract and includes an agreement that the member will abide by the golf course policy and procedures. Early termination or modification of membership status may be subject to penalty. Should a member choose to resign the membership, he/she must submit such decision to the GCO, in writing. Such resignation shall be effective the last day of the month in which the resignation is received.
- F. Reinstatement of Membership. At any time, a member who has resigned from membership wishes to be reinstated, he or she may reapply for membership in accordance with rules and procedures established by the GCC. When accepted for membership, the resigned member shall pay the current membership fee and shall be responsible for any and all cumulative assessments, not dues, between the date of resignation and the date of reinstatement.
- G. Golf Member Leave of Absence. The GCC may grant a Leave of Absence (LOA) to a golf member in good standing for medical, or other serious circumstances, deemed a sufficient reason by the Committee. Each LOA will be considered individually on its own merit. Past acts of the Committee are not precedent setting. LOA's are granted

for a minimum period of three (3) months not to exceed two (2) years. LOA terms of agreement are.

1. A single member on LOA shall pay one half monthly dues for the duration of the absence.
2. If one member of a family golf membership requires a LOA, the membership dues shall be charged at the single membership rate for the duration of the absence.
3. A golf member may return from a LOA earlier than 3 months provided the deferred member dues are paid in full.
4. LOA's are not granted retroactively
5. LOA based upon military active duty will be free of dues.
6. Upon request, the Committee shall take action to reinstate full membership.

H. Corporate Memberships (\$375 per month). A corporation may join as a full member. The joining corporation must designate a representative (an officer or employee of the corporation only) to be the acting full member of the club. Up to five (5) additional officer/employee designees will receive the following privileges: ½ price green fee, 7-day advance tee time, one annual golf outing at half (1/2) price, access to clubhouse/grill, may attend social events, and may invite guest according to club rules and regulations.

GOLF COURSE FACILITY USE

A. General.

1. The Golf Course Club House and other golf facilities are provided for the use and entertainment of the community Basic and Golf Members. When these facilities are not scheduled for business use, they may be used for private events.
2. Facility
 - a) Grill Room
 - b) Pub Room
 - c) Conference Room
 - d) Club House patio

B. The Policy and Procedures for amenity use are promulgated separately by the HOA BOD. Golf Course amenity use is addressed in Amenity Usage and Amenity Scheduling documentation. NOTE: All Golf Course facility use must be approved by the Operator General Manager and Grill Manager. Only Operator trained staff employees are authorized to work in the grill kitchen area and to dispense alcoholic beverages. Outside catering is not allowed due to equipment limitations in the grill kitchen area

C. All golf course facility use will be scheduled only on a not to interfere with normal business hours basis. There is no fee for member use of the facility. There may be a cleaning fee in accordance with HOA policy.

TOURNAMENTS

A. General Information

1. Any golf club, company, golf association, or other group may request authorization to hold a golf tournament on a first-come, first-served basis.
2. All tournaments or group events will have an OUTING RESERVATION and CONTRACT requiring multiple reserved starting times, with a minimum of 8 players.
3. The General Manager, subject to the recommendation of the Golf Course Committee and approval by the HOA BOD, will set Tournament/Event fees and charges. All event/tournament fees and charges must be paid prior to the start of the event. Fees are set when agreement is executed.
4. All re-scheduled group events will be charged at the contracted tournament/group event fee per player.
5. Individual starting time reservation requests that fall within a scheduled tournament period will not be accepted; however, the Pro Shop attendant (starter) may fill any unfilled or late starting time with players from the daily Tee Sheet.
6. Unless otherwise authorized by the General Manager, tournament playoffs to settle a tie will not be permitted.
7. Refunds on tournament green fees will not be made except when the Course is officially closed due to inclement weather or other adverse conditions, within the terms of the OUTING RESERVATION and CONTRACT.
8. If the Course is closed prior to, or during a tournament, green fees for those participants who have not commenced play will be refunded.
9. Tournament participants must observe all prevailing rules and regulations covering use of the Course, personal conduct, dress, and golf play as prescribed by the Golf Club Operator.
10. Tournament sponsors and participants are required to follow Food and Beverage regulations.
11. During “shotgun” tournaments, whereby a portion of or the entire course is closed for the event, member notification of the event will be given by the Pro Shop staff and website for information in advance of the tournament dates.
13. The following minimum information on each scheduled tournament and/or outing/event will be recorded by the General Manager:
 - a. Name of the organization holding the tournament.
 - b. Date and time of play
 - c. Number of players.
 - d. Name, address and phone number of the tournament contact person.

e. Tournament type (Shotgun start)

14. Payment for electric carts is mandatory for all players in golf group or tournament events, unless approved otherwise by General Manager.

DRIVING RANGE / PUTTING GREEN OPERATIONS

A. Hours of Operation

1. The driving range and putting green hours of operation shall be as close to the same as the Course hours.

2. There will be at least one day per week set aside for mowing of the driving range. This procedure may require that the range be closed prior to mowing, to allow for complete ball retrieval.

B. General Policies

1. The Operator shall provide quality range balls.

2. The Operator will maintain the following amenities:

a. Properly maintained standing mats, brushes, and grass tee boxes.

b. Accurate and aesthetically pleasing yardage indicators.

c. Signs indicating safety procedures for all patrons.

d. Adequate quantities of clean range balls to allow for peak usage periods.

3. The Operator shall have clubs available for rental use on the driving range.

4. The putting green shall be maintained on the same schedule and treatment processes as the playing greens.

LESSON PROGRAMS

A. Purpose

1. Provide a service to all levels of golfers so that they may enjoy golf by improving their individual skill levels.

2. Provide a means of introducing new golfers to the game of golf, therefore improving revenue potential and Course usage.

3. Provide different types of instruction to meet the needs and desires of all people wanting to play the game of golf.

B. Types of lessons available

1. The Golf Professional will provide the following types of professional instruction:
 - a. Private instruction available by single lesson, or in a series structure.
 - b. Junior golf classes focusing on skill development for beginners, intermediate, and advanced players on an ongoing basis.
 - c. Adult group lessons for beginning, intermediate, and advanced players on an ongoing basis.
 - d. Periodic clinics for the MGA/WGA, demonstrating various aspects of golf including the rules and etiquette for play.
 - e. Playing lessons.

C. Lesson Fees

1. The Golf Professional will establish lesson fees.
2. On occasion, with cooperation of the Golf Professional, the GCC and/or the MGA/WGA will sponsor “free” golf clinics. In these cases, the Golf Professional providing the lessons will be compensated by the clinic sponsor.

FOOD AND BEVERAGE

The operator shall have a food and beverage program with service and delivery of quality food that meets the needs of the patrons of Cypress landing Golf Course, including special events, private events, and weddings.

- A. The food service shall include the grill, the clubhouse patio, the Pub Room and on-course beverage cart (as requested) and vending machines. The Golf Club Operator shall hire a Grill Manager (Key Personnel) and he/she will coordinate the staffing the grill, beverage cart(s), and special events.
- B. Pricing, menus, signage, marketing, and promotional materials shall conform to standards set by the Operator. Budgets shall conform to the annual budget and marketing plans developed by the Operator.
- C. The Operator shall use golf and food and beverage cross promotions as a means to enhance rounds of golf.
- D. The Operator shall make every effort to promote non-golf events in the clubhouse facility and adjacent grounds.
- E. The operating hours for the grill will be established by the Grill Manager and approved by the General Manager to meet the Annual Budget and Program approved by the HOA BOD.

QUALIFICATIONS

The GCC in cooperation with the Golf Club Operator will oversee the following full-time management positions that will be solely dedicated to the course:

- General Manager
- Course Superintendent
- Grill Manager

The General Manager should have a college degree and five (5) years' experience as a golf course operations manager or assistant.

The Golf Professional shall be a "Class A" P.G.A. or L.P.G.A. Professional and have three (3) years' experience in a similar capacity.

The Course Superintendent shall be a Class A member of the Golf Course Superintendents Association and hold a Qualified Applicator Certificate (QAC) in categories B (Landscape Maintenance), C (Right-of-Away), F (Aquatic) and G (Regulatory).

The Grill Manager shall have at a minimum a two-year college degree or equivalent and at least two (2) years of food and beverage and banquet and catering supervisory experience.

The Golf Course Operator shall provide an organizational chart for the review by the GCC, which outlines the number of support staff, functions, and reporting structure. The operator will provide a schedule of training of staff yearly as part of the Annual Budget and Program plan.