



**EAGLEWOOD GOLF COURSE POLICY MANUAL
CITY OF NORTH SALT LAKE**

1.20. EAGLEWOOD GOLF COURSE POLICY MANUAL – EXHIBIT A

1.20.10. General Conditions

1.20.10.020. Rates and Fees

1.20.10.030. Reservations Events and Outings

1.20.10.040. Driving Range

1.20.10.050. Course Opening/Closing

1.20.10.060. Power Carts

1.20.10.070. Spectators or Caddies

1.20.10.080. Pets

1.20.10.090. Stray Ball

1.20.20. Specific Conditions of Use

1.20.20.010. Terms and Conditions of Use

1.20.30. Code of Conduct

1.20.30.010. Conduct Goals

1.20.30.020. Conduct Rules

1.20.40. Employee Golf

1.20.40.010. Golf Privileges

1.20.40.011. PGA and GCSAA Golf Privileges.

1.20.40.012. Lifetime Public Servant Policy.

1.20.40.020. Volunteer/Marshal

1.20.40.030. Employee Dress

1.20.40.040. Employee Discounts

1.20.10. General Conditions

1.20.10.020. Rates and Fees.

All Rates and Fees for Eaglewood Golf Course are set annually, or as needed, by the North Salt Lake City Council.

Weekend rates and course use restrictions apply to Friday, Saturday, Sunday and all recognized Federal Holidays.

Rain Checks are to be applied on a prorated basis based on the number of holes played and issued through the ForeUp point of sale system.

1.20.10.030. Reservations Events and Outings.

Tee times may be reserved 7 days in advance for the general public. Groups of 12 or more may reserve tee times up to 2 weeks in advance. For groups of 32 or more a deposit of \$500 will be taken to reserve their time.

Men's and Ladies Events are competitive events administered by the General Manager or designee. The players shall pay a tournament entry fee and compete for golf shop credit. Some events may require a green fee to be paid.

Outings are events administered by an outside entity. The outside entity will complete a Tournament Contract and collect the appropriate fees from the players. The outside entity will pay a greens fee for all players as well as any gift certificates, merchandise or credits.

1.20.10.040. Driving Range.

A player must hit from designated areas on the range. A player may not re-hit balls he/she or anyone else has hit unless approved by the Golf Professionals. Range balls and baskets may not be taken off the driving range or onto any other part of the golf course. Anyone found in violation of the range rules will be prohibited from future use of the driving range.

1.20.10.050. Course Opening/Closing.

The golf course may be closed for designated tournaments, outings, inclement weather, City events or course maintenance at the discretion of the Golf Professionals or their designee. The golf course may delay opening to the general public due to tournaments, outings, maintenance, inclement weather or frost. The re-opening of the golf course is at the discretion of the Golf Professionals or their designee.

1.20.10.060. Power Carts.

Power carts are to be operated by those individuals who are in possession of a valid driver's license. No carts are permitted on the greens, tees, or aprons. Carts must stay on the cart path near the tees and greens. A 90-degree rule may be implemented throughout the golf season. All carts must obey the informational and directional signs placed throughout the golf course. All carts shall not enter any area that is roped or chained off. Anyone found in violation of the power cart rules may be asked to leave and may be prohibited from future use of the power carts.

1.20.10.070. Spectators or Caddies.

Spectators or Caddies are permitted on the course at the discretion of the Golf Professionals. A cart fee is \$10 will be charged for spectator carts.

1.20.10.080. Pets.

Pets are not allowed at Eaglewood Golf Course. Instances of a support or service animal may be approved if proper documentation is provided and approved by the General Manager.

1.20.10.090. Stray Ball.

Eaglewood Golf Course and the City of North Salt Lake are not responsible for any damage done by a customer or any stray ball struck by a customer either on the golf course or driving range. The customer is responsible for any damage done by his/her golf ball, including damage done to homes or property surrounding the golf course, cars or pedestrians and other surrounding areas.

1.20.20. Specific Conditions of Use.

1.20.20.010. Terms and Conditions of Use.

Any person, by virtue of purchasing a greens fee, or obtaining any other means of access to the Golf Course, consents to the following terms and conditions of use:

- Eaglewood is operated for the purpose of golf. During the golf operating hours and season the golf course shall not be used for any purpose other than golf. Running, walking, jogging, and other non-golf activities shall be allowed in non-golf operating hours and season. Those participating in non-golf activities shall stay on cart paths, stay clear of any golf course maintenance, and clean up after any pets. When asked to leave the golf course property, by staff, it will be for the cause of operating the golf course and to ensure their safety. No person shall be entitled to play at Eaglewood Golf Course or be on or about the course without first having registered in the PRO SHOP.
- All players must wear proper attire. Denim is ok as are t-shirts. Only golf shoes with soft spikes are allowed, no metal spikes. No bare feet, no soccer, baseball, or football cleats allowed. Shirt must be worn at all times. The PRO SHOP or the Golf Professionals or their designee may deny any patron access to the course if their attire is considered inappropriate or offensive.
- All play will start from the first tee unless otherwise directed by the Golf Professionals or PRO SHOP. All play will continue in a sequential manner.
- All players, with the exception of those with reserved tee times, shall be served on a first come first served basis. Golfers may be grouped by PRO SHOP PERSONNEL into twosomes, threesomes or foursomes as deemed appropriate. Fivesomes may be allowed at the discretion of the PRO SHOP but only when doing so will not substantially impair the play of others or maintenance functions.
- Power carts are to be rented on a per person per ride basis. This allows for single riders in a cart. At no time shall a player who has not paid for a cart rental ride in a cart, even for short distances. Players found to be doing this will be required to pay a cart rental fee regardless of the amount of actual use. The PRO SHOP will group the players into the fewest carts possible to conserve

battery and or gas use, and wear and tear to the golf course and golf carts. The customer is responsible to pay for any and all damage done to the cart while in their possession.

- It is the responsibility of the players to repair their ball marks on the greens, to replace their divots on tees, fairways, and rough, to rake footprints and club marks on the bunkers, and to otherwise maintain the course in good playing condition.
- Players are expected to keep pace on the golf course. Slow play will not be allowed. 18 holes should be played in 4:00 – 4:15 hours or less.
- In the event the MARSHALL / PRO SHOP, Golf Professionals or their designee concludes that a match, group or individual is holding up play and said group or individual refuses (or is unable) to speed up play, the match or group may be directed to leave the golf course, pick up at their current location and close the gap to the group in front, or to allow other groups to play through.
- No person shall fail, neglect or refuse to comply with, or refuse to obey the lawful directive of any designated employee of Eaglewood Golf Course or other authorized personnel, or fail, neglect, or refuse to comply with or obey any instruction, direction, rules, regulation, warning, or prohibition, written, printed, or displayed on the golf course.
- No person shall sell or offer for sale any object, merchandise, food, beverage, or service at the golf course except with the written permission of the General Manager.
- The current General Manager and their assistants or designees are the only people authorized to teach or instruct players at or on the golf course. All others must have written or verbal permission from the staff before giving lessons for a fee.
- Alcohol Policy – No outside alcohol or coolers are allowed on Eaglewood Golf Course Property. Beverages may be purchased from the licensed grill operator prior to and during the round. Spectators that bring outside alcohol onto the course will have them confiscated or placed in their vehicle.

1.20.30. Code of Conduct.

1.20.30.010. Conduct Goals.

It is the goal of the City of North Salt Lake and Eaglewood Golf Course to provide an enjoyable golf experience for the golfing public. It is required that all patrons, and members of the public conduct themselves in a manner consistent with this

goal and so as to not interfere with the reasonable enjoyment of the facility by others. Proper decorum is required at all times.

1.20.30.020. Conduct Rules.

The General Manager or their designee may, based on the severity of conduct, direct any patron or member of the public to leave the golf course property for the remainder of the day for conduct which is not in the best interest of the Eaglewood Golf Course, including, but not limited to, any offense set forth below. Further, the General Manager may, based on the severity and/or repeated nature of the conduct, SUSPEND or EXPEL any patron, or member of the public for conduct not in the best interest of Eaglewood Golf Course, including, but not limited to, any of the offenses set forth below.

- Failure to abide by the rules and regulations set forth herein;
- The use of abusive, vulgar or inappropriate language or behavior toward PRO SHOP PERSONNEL, STARTER, RANGER, CONCESSIONS, MAINTENANCE STAFF, or members of the public including other patrons on the golf course.
- Failure to follow the directives of PRO SHOP PERSONNEL, RANGERS OR STARTERS.
- Flagrant and intentional disregard for golf course signage.
- Endangering the welfare of any person.
- Destruction of City property.
- Unauthorized use or destruction of the personal property of the North Salt Lake City or others.
- Theft.
- Intentional damage to the golf course, or any improvements thereto, in excess of that which is expected in the normal course of play.
- The operation of a golf cart in an unsafe and/or destructive manner.
- Fighting.
- Littering.
- Violation of rules relating to the use of alcohol on the golf course.
- Use of illegal drugs while on the premises.
- Entering onto the course without first checking in with the PRO SHOP and paying the PRO SHOP PERSONNEL for greens fees or cart fees.
- Cheating or Dishonest behavior during any League or Association based event.
- Any other violation of local, state or federal law.

1.20.40. Employee Golf.

1.20.40.010. Golf Privileges.

All Eaglewood Golf Course employees shall receive free golf, carts and range balls on a space available basis. Golf Course employees shall not attempt to play during

busy peak times such as holidays and busy weekend days. Golf Course employee play will be determined by the PRO SHOP STAFF. An employee must be on the schedule and currently working to participate in any golf privileges. Playing privileges may be revoked at any time by the General Manager for any reason.

Guests and family of Seasonal / Part time employees **must pay** for the designated cost for green fees and cart fees that a public patron would pay during that time.

Non-Golf Course, Full-Time City employees, Mayor, members of the City Council and Golf Oversight Committee shall receive free golf (no greens fees) and range balls, but shall be required to pay for their cart fees, if applicable. Free golf greens fees apply during off-peak times only and shall not apply on weekends (defined as Saturday and Sunday after 2:00). If an employee wishes to play during those peak weekend times they must pay the normal green fee. These discounts are non-transferable and are for the use of the employee or member and not for friends, family or any other party, unless such use occurs in connection with official City business that is conducted at the Golf Course (Council of Governments meetings, Northern Utah City Managers meetings, City-sponsored events, other VIPs when accompanied by City personnel, potential clients or businesses, etc.)

1.20.40.011. PGA and GCSAA Golf Privileges.

PGA and GCSAA members will be allowed to play Eaglewood on a standard reciprocity agreement between those members and their facilities. Those members will be allowed to play and hit range balls during non-peak times and availability. These privileges will be available unless the Eaglewood Professional staff feels those privileges are being taken advantage of at the course. This only applies to Full-Time and current members of each association, part time employees and other staff members will be required to pay the regular fee. Members and their immediate family members may be required to pay a cart fee during peak times.

It will be required that the Director or Head Golf Professional of any facility call and make arrangements through the other professionals. This does not apply to part time or volunteer employees at other courses.

1.20.40.012. Lifetime Public Servant Policy.

A lifetime pass may be awarded to members of the city council and employees for their service to North Salt Lake. The lifetime pass privileges will include green frees only and will be valid M-F anytime. Not valid Saturday, Sunday or Holidays. This award is for that individual only and not transferable to anyone. The award for their lifetime pass will be determined by the following:

Mayor and City Council Members – 8 Years of service on City Council, Mayor or a combination of the two.

City Employee – 20 Years of service as a Full Time Employee.

1.20.40.020. Volunteer/Marshal.

All volunteers/marshals will be given a voucher good for 9 holes with a cart for each 2-2.5 hours worked. This voucher may be used during off-peak times or when playing with other paying customers. Those vouchers are **non-transferable.**

1.20.40.030. Employee Dress.

A professional and business image must be presented to the customers we serve. All clothing should be in good condition, not torn, ragged, or extremely faded. Collared shirts and dress type pants (no jeans) are required for all pro shop staff. Shorts are OK for cart staff as well as an issued Eaglewood uniform staff shirt. Shoes must also be worn by cart staff. No sandals, flip flops, basketball shorts, leggings or the type are permitted.

1.20.40.040. Employee Discounts.

All City Employees, members of the City Council, and Golf Oversight Committee members will receive a discount on all regular priced items. These discounts can be used for personal use, or gifts. No discount is available for an employee to purchase an item and sell or trade to another. The discount will be 30% off of soft goods and 15% off of hard goods. There is no employee discount for a discounted item. If an employee uses any amount of credits toward a purchase the maximum discount received is 10% either soft or hard goods. *Some items with low margins may be limited on the amount of discount to be applied and could be lower than 30%.

Example:

Soft Good: Travis Mathew Hat - Cost \$17.50/Retail \$35/Employee Cost \$24.50.

Hard Good: Maverick Driver- Cost \$369/Retail \$500/Employee Cost \$425.

1.20.40.050. Employee Compartment & Ethics

All employees, volunteers or any other persons that may represent Eaglewood Golf Course will behave with the highest degree of professionalism and ethical standards when interacting with the public and with each other and agree to follow adopted policies, as applicable, within the City's Personnel Policies and Procedures Manual. Behavioral and ethical standards include, but are not limited to, the following:

- 1) Showing a genuine interest and attention to customers. Never ignoring, but greeting quickly and always treating customers with a smile, a friendly attitude and a courteous demeanor. Treating others, including co-workers, with

courtesy at all times, even when customers or co-workers may not be courteous.

- 2) Answering customer's questions clearly and with language free from technical jargon, slang or profanity. Always giving accurate, thorough and complete answers. Answering and returning phone calls in a timely manner.
- 3) Never making up information, lying or otherwise giving out false information. If an answer unknown, Course representatives shall obtain the answer by making a call or otherwise finding out the correct information for the customer.
- 4) Dressing neatly and appropriately and having a clean and professional hygienic appearance at all times.
- 5) Maintaining an appropriate level of professionalism by stating facts, not becoming too personal, while at the same time being friendly, using given names, if known, and keeping relationships appropriate in all situations.
- 6) Maintaining patience and never losing one's temper or responding with anger or frustration. Keeping all verbal and non-verbal communications professional, upbeat and respectful.
- 7) Following the City's policies relating to how to deal with minors, viewing or engaging in any pornography or other inappropriate materials of a sexual or crude nature. Employees, volunteers and Course representatives shall not engage in behavior that creates a hostile work environment or any other behaviors which create a quid pro quo circumstance all as outlined in the City's Personnel Policy Manual.
- 8) No employees, volunteers or Course representatives will ever steal funds or merchandise from the Golf Course, including giving discounts or free services to anyone.
- 9) The giving of discounts or free services without the knowledge or permission of the General Manager is highly unethical, may be criminal in nature, and will be grounds for immediate termination of employment with the Golf Course. Eaglewood Golf Course and the City have zero tolerance for this type of unethical behavior and consider such acts to be theft of public property and/or resources.