

TOWN OF DENNIS GOLF COURSES

POLICIES AND PROCEDURES

A. GOLF OPERATIONS POLICY

The two public golf courses (Pines and Highlands) are to be managed in a way that provides adequate balance between the Town's need to provide service to its recreational clients, both member and guests, while at the same time providing an adequate revenue stream that continues to support golf as a "fee for service" operation and supports other general fund activities.

B. MEMBERSHIP REQUIREMENTS AND ANNUAL DUES

1. Property Owners and legal residents of the Town of Dennis, their spouses, and dependents aged 29 or under are eligible to hold a Resident annual membership. Applicants will be required to furnish such documentation and other evidence of eligibility as the Director of Golf may request, one or more of the following: Town of Dennis tax bill, signed and executed rental lease agreement, driver's license, and birth certificate.
2. Annual memberships are for each year beginning March 1st, and must be paid in full before the course may be used. Pro-rated fees are not accepted.
3. Any member may receive a full refund under the following conditions:
 - a. Documentation of a serious medical condition must be presented to the Director of Golf within 60 days after membership has been paid.
 - b. No more than 3 rounds of golf have been played since the membership payment was made. If 1, 2 or 3 round(s) of golf have been played then the cost of the green fee associated with the round(s) of golf will be deducted from the money refunded. No refunds will be issued after June 30th of any membership year.
4. Classes of membership are (see special case for Junior under 12):

Adult Resident (Age 30+)	Adult Non-Resident (Age 30+)
Junior Resident (Age 12- 18)	Junior Non-Resident (Age 12-18)
Resident Young Adult (Age 19-22)	Young Adult Non-Resident (Age 19-22)
Resident Adult (Age 23-29),	Non-Resident Adult (Age 23-29)
Resident Freeze I (established 2013)- Must be 75+ by 12/31/2013*	
Resident Freeze II (established 2015)- Must be 75+ by 12/31/2015*	
Resident Freeze III (established 2017- Must be 75+ by 12/31/2017*	
Grandfather (Former Resident)	
Cottage Colony	

*Membership Freeze Categories are eligible to only those who currently hold a freeze membership. No new member or current non-freeze member will be eligible for a Freeze category membership past 1/1/2018.

Membership fees for each class are established by the Select Board. Dependents of property owners or legal residents of the Town of Dennis who will have reached age 12 but not their 19th birthday in the calendar year for which membership is sought, may be eligible for a junior membership.

5. Golfers under the age of 12 who demonstrate to the Director of Golf or the Golf Professional sufficient ability and knowledge of the game of golf shall be eligible for a junior membership.
6. Juniors age 18 and under who have demonstrated sufficient ability and knowledge of the game, may play on the course for a fee of \$15.00, or whichever fee the Select Board adopt for any given year for each occasion under the following conditions:
 - a. They must be accompanied by a member or paying adult greens fee.
 - b. Play must not be earlier than 3:00 p.m.

C. GREEN FEES

1. The following non-members may play on the course without the payment of the established green fee: PGA Golf Professionals, members of the Golf Course Superintendents Association of America, Dennis-Yarmouth High School team players, Cape Cod Technical High School team players, and members of the PGA Junior League for both practice and competition while under supervision of proper authority. Said waived greens fees are only available with prior authorization made by the Director of Golf or his/her designee and, may not be used except Monday through Thursday of any given week. The waived greens fee is not available on any holiday. Cart use fees shall never be waived.
2. Greens fees are established by the Select Board.
3. Greens fees are for 9 or 18 holes and not for unlimited daily play. They are not refundable under any conditions except for expulsion, in which case the fee or a portion thereof may be refunded.
4. Special Tournaments or Events will pay the established outing fee (including carts) as set by the Director of Golf. All shotgun tournaments are subject to a deposit of a minimum of 10 players and must complete and sign a contract prior to being placed on the tee sheet.
5. The Director of Golf has the discretion to issue charitable donations of greens fees, but on each occasion must issue a pass and keep a proper record thereof. No more than four (4) passes per group with a total of 100 passes per fiscal year with a direct benefit to a resident in need (i.e., fundraiser) or a non-profit based in Dennis (i.e., food pantry, shelter, youth activity, government entity, or D-Y schools). Cart fees shall never be included in charitable donations.

D. OPERATING HOURS

1. Operating hours will be at the discretion of the Director of Golf and will be posted in a suitable location at both clubhouses.
2. The clubhouses will open 15 minutes prior to course opening.
3. At least one of the courses will be open every day of the year, conditions permitting, with the exception of Christmas Day. On Thanksgiving Day one golf course will be available, weather permitting, for walking only between the hours of 8 a.m. and 12:00 p.m. The courses may be closed by the Director of Golf or his/her designee when, in

his/her judgment, conditions warrant. Any member found playing on the courses when they have been declared closed may have the right to use the course suspended as determined by the Director of Golf.

4. The clubhouses may be closed during winter months or when conditions render the courses unplayable.

E. ADVANCE RESERVATION OF STARTING TIMES

1. Members

- a. All designated member tee times must be made using the online reservation system. There will be no reservation beyond ten (10) days from day of request.
- b. Each member may reserve a tee time with up to two guests in the online reservation system during designated member times.
- c. Starting times are issued for two, three or four players. None is issued for a single player except in a time slot already reserved for two or three players.

2. Non-members

- a. Requests for tee times may be made seven (7) days in advance by telephone or via the online reservation system not requiring prepayment.
- b. PRE-PAID Reservations may be made beyond the seven days in advance beginning January 1st for the calendar year. A payment is required with the application, based on the number of players. A full refund is available for any prepaid greens fees outside 7 days of the day of play. A refund will only be given within 7 days of play if the golf course is able to sell said tee time to a different patron, at which time, original form of payment, in full, will be given. Refunds or Rain Checks will not be given in cases where tee times were not sold or were taken by a member. Refunds are not possible in the case of unplayable course conditions unless as determined by the Director of Golf and rain checks will be issued in those cases.
- c. Starting times are issued for two, three or four players. None is issued for a single player except in a time slot already reserved for two or three players.

F. RESPONSIBILITIES OF THE STARTER

1. The Starter on duty has sole control of the first and tenth tee. Pairing of golfers is at the discretion of the Starter, and all golfers will be expected to abide by these pairings.
2. Starters will determine beforehand whether the golfers are playing nine (9) or eighteen (18) holes.
3. The Starter is authorized to start groups on the tenth tee when it is determined that this can be done without adversely affecting the flow of play, and when it appears that they can be accommodated later on the first tee without disrupting traffic there.
4. Play is continuous.

G. CONTROL OF PLAY

The Dennis Pines and Dennis Highlands are “pace of play” courses. Meaning, all golfers are timed to ensure they stay on pace. The “pace of play” for both courses is 15 minutes per hole or 2 hours and 15 minutes for each the front and back nine. 4 hours and 30

minutes total. This includes the time needed to look for lost balls and to grab a quick snack when you make the turn.

At change of shift the afternoon ranger will check the pace of the course with the morning ranger, take over the tee sheet and compare notes with the starter.

1. The Ranger is responsible for insuring that each group of golfers maintains a reasonable rate of play. The Ranger shall require slow groups to allow faster groups to play through. Player(s) may be asked by the ranger to skip hole(s) as deemed necessary to adequately maintain pace of play.
2. The Ranger is responsible for seeing that all golfers on the course observe proper golf etiquette and decorum in dress and behavior, including, but not limited to replacing divots, raking traps, repairing ball marks on greens, traps and greens, keeping a rental golf cart in all acceptable designated areas and not hitting into golfers in front of them. The Ranger is required to enforce the Alcohol Use Policy at all times and the rule requiring shirts to be worn at all times.
3. The Ranger is responsible for seeing that “non-golfers” accompanying a golfing group are not playing-
4. The Ranger is responsible for enforcing all the rules and regulations of the course.

H. BLOCK TIMES FOR LEAGUES

1. League times will be designated Monday through Thursday at the discretion of the Director of Golf or his/her designee.
2. In order to be considered for recognition as an organized group, each group must demonstrate the following:
 - a. An organized structure, including a president, a treasurer and a secretary.
 - b. A track record of actual group play for a least a calendar year and must be able to show an active membership list. Membership lists shall be submitted each year to the Director of golf before any group will be allowed group time.
 - c. Groups shall be required to show that they are a segment of the membership not already represented by another group.
 - d. Final recognition of any group is at the discretion of the Director of Golf.

I. TOURNAMENTS

1. The annual schedule of tournaments is to be developed by Golf Department Staff no later than January 15th of each year.
2. No tournaments are to be scheduled the week prior to or after Independence Day.

J. RIDING CARTS

1. There shall be no privately-owned carts at either Dennis Pines or Dennis Highlands courses.
2. Rental Carts:
 - a. Rental fees are approved by the Select Board.

- b. Rental fees are not refundable but a credit will be issued if, in the judgment of the Director of Golf, weather conditions force a cancellation of play before nine holes are completed. No credits will be issued if at the time the cart is rented the weather is questionable.
- 3. Operating Rules:
 - a. No one under sixteen (16) years of age may operate a cart. Each operator must have a valid driver's license. Only two (2) golf bags may be carried on a rental cart.
 - b. Users of riding carts must use good judgment and caution at all times. Parking brakes should be used whenever the cart is unoccupied. Cart paths, directional signed and designated parking areas should be observed and used at all times. Carts are not allowed on tees or within thirty (30) feet of any green.
 - c. Use of riding carts may be restricted or forbidden by the Director of Golf whenever course conditions warrant.
 - d. All riders of carts must sign the Cart Rental Agreement prior to the use or riding in of any golf cart.

K. PULL CARTS

Pull carts are not to be brought on to tees nor closer than ten feet of any green, including the areas between traps and greens. Failure to comply may result in suspension of membership privileges or removal from the course without refund of green fees as determined by the Director of Golf.

L. GOLFER'S RESPONSIBILITIES

- 1. All golfers are expected to accept the decisions of the Starter and the directions of the Ranger.
- 2. All golfers are expected to maintain a reasonably fast pace of play and to give way to faster following players when appropriate.
- 3. All golfers are expected to replace divots, rake traps and repair ball marks on greens.
- 4. Golfers are expected to keep riding and pull carts away from greens, aprons and tees and from areas between traps and greens. Riding carts must be kept out of the woods.
- 5. Each golfer must have his/her own set of clubs.

M. HANDICAPS

- 1. A handicap system that conforms to USGA requirements shall be made available, for which an appropriate fee established by the Director of Golf will be charged.
- 2. The handicap system will be managed by the Director of Golf through the Massachusetts Golf Association.

N. PRACTICE RANGE

1. Charges for golf balls for use on the practice range shall be approved by the Select Board.
2. Practice range balls are the property of the Town of Dennis and are not to be removed from the range.
3. Any member found using range balls from any source or having them in his/her possession may have golf privileges suspended as determined by the Director of Golf. Non-members violating this rule shall be asked to leave the course.

O. MERCHANDISE REFUND POLICY

All merchandise purchased in the golf course Pro Shops are subject to the following conditions:

1. All Returns/Exchanges must be accompanied by a receipt.
2. You may return or exchange within 30 days of purchase of merchandise.
3. All exchanges must be for “like” merchandise at same place of purchase (while quantities are available).
4. Refunds will be given in method of original payment (i.e., credit card/cash).
5. If payment by check, no refund will be given until 10 days from purchase. Refund will be cash.
6. All Sales Final on Discounted Merchandise.
7. All refunds must be approved by management.

P. ALCOHOL USE POLICY

The Dennis Golf Department will install signs at the entrances to the course, at the clubhouse deck and the 1st and 10th holes that read the following:

ALCOHOLIC BEVERAGES NOT PURCHASED THROUGH OUR RESTAURANT ARE PROHIBITED ON GOLF COURSE PROPERTY COOLERS ARE SUBJECT TO SEARCH

Q. RECIRPOCAL PLAY AGREEMENT

The Cape Cod Municipal Golf Courses Reciprocal Play Agreement, including the following golf courses:

Sandwich Hollows, Olde Barnstable Fairgrounds, Hyannis Golf Course, Bayberry Hills, Bass River, Dennis Highlands, Dennis Pines, Cranberry Valley, Captains Golf Courses are subject to the following reciprocal play agreement. Annual Pass Holders at the above-mentioned golf courses may play any of these courses at a flat rate of \$30.00 (green fee only) between the dates of September 15 – June 15 with the following stipulations:

1. Advance reservations will be accepted no more than two (2) days prior to day of play.
2. Monday through Thursday only between Sept. 15 – Oct. 31

3. Monday through Thursday only between Apr. 1 – June 15
4. 7 days a week between Nov. 1 – Mar. 31
5. When booking the reservation, the player must inform the golf course that they wish to pay the reciprocal rate and from which golf course they are affiliated.
6. Upon check in, the players must show proof of affiliation with one of the above-mentioned golf courses.

R. RULES INFRACTIONS

The Dennis Select Board has authorized the Director of Golf to be responsible for the day-to-day operation and administration of rules and regulations governing the play of golf on Dennis Golf Courses or the use of Golf Department property by members and daily fee customers, establishment of tee times, and other such activities to promote the effective operation of the department and the enjoyment of the golf course resources by the residents and general public.

The imposition of any penalty shall be based on the Director of Golf having directly witnessed or having received written report from Golf Department staff regarding the violation of department rules.

The imposition of any penalty shall be applied as reasonably soon as the Director of Golf is or has been made aware of a violation of a departmental rule. The Director of Golf shall base said decision on his/her own firsthand knowledge of a violation or upon such knowledge or report received by a Golf Department staff member. Notice of violation shall be made verbally or in writing from the Director of Golf to the member or daily fee player.

S. GREENS FEE RECOUP

Members may only book tee times in designated member times; unless, a member has an equal to greater number of guests playing with said member. Only then may a member make a tee time in a non-member time by using a phone number in lieu of his/her member number or contacting the Golf Department and speaking with a member of the management staff.

Non-members may book in designated non-member tee times so long as there is an equal or greater number of guests to members playing in said tee time.

Appropriate greens fees will be assessed to more members than non-members in a non-member time.

T. CODE OF CONDUCT

1. All players must check in for their tee times a minimum of 15 minutes prior to their tee time. Players who do not call, will be charged as no shows and be assessed Points (see points explanation at end of Section T).
2. Players who are found on the golf course who have not checked in will be assigned 10 points for the first offense and suspended for 15 days for any further infraction.

3. NO person without a valid driver's license may drive a golf cart. Those found in violation will be removed from the course.
4. Players must replace divots, smooth sand traps and repair ball marks on the greens.
5. All players are expected to keep the pace of play on the golf course at a pace of four- and one-half hours or failure to do so may result in skipping of holes or being asked to leave the course.
6. Golf shoes with metal spikes are prohibited.
7. Players using rental carts must keep carts on the designated cart paths, carry no more than two (2) riders and two (2) golf bags. Carts must exit the hole at designated signs and never drive behind the greens or next to bunkers. A warning will be issued for the first violation with a fifteen (15) day suspension for a subsequent violation.
8. Practice on the course or greens is prohibited; except for the driving range and practice greens.
9. Golfers are expected to wear appropriate golf attire: short shorts, tank tops, cut-offs, bathing suits or tee shirts are not considered to be appropriate golf attire.
10. Players looking for lost balls MUST drop another after 5 minutes maximum and/or allow another group through. Lost time is expected to be made up.
11. Golfers that rent a nine (9) hole cart must report to the clubhouse and pay for the additional nine (9) holes before continuation of play. Players found in violation of this will be removed from the course for the first offense and subsequent violations will result in a fifteen (15) day suspension.
12. All alcohol must be purchased in the clubhouse, beverage cart or snack bar at the tenth (10th) tee.
13. Please respect the homeowners and their properties around the golf course. Do not hit shots from private property or drive power carts on their property.
14. No more than four (4) players may play together in any tee time.
15. A golfer can be suspended or golf course privileges terminated, with no refund, for repeated violations of the rules and regulations or for serious inappropriate or offensive conduct, including but not limited to abusive behavior. Any such suspension or termination shall be stayed upon the filing of a written appeal with the Director of Golf. The appeal shall be filed within three (3) days and heard within seven (7) days.

CHELSEA TEE TIME POINTS EXPLAINED

As a member, you receive points each time your request is placed on the tee sheet and when you check in to play. If you add a request in a member time you also receive points for each guest placed on the tee sheet and when they play. If you call the Pro-Shop to book into a guest tee time with an equal or greater number of guests, you are not charged placement points, just day of play points.

REQUESTS: When making a request, Chelsea takes into consideration your points and your partners points from a rolling 30-day aggregate. What does this mean? The total number of points for you and your playing partners (requests and play – see below) determines whether your request for a tee time gets placed or put onto 'overflow' three days prior to day of play. Guests are assigned the same points as their sponsoring member to calculate the team's total points. The more playing points your team has, the less chance you have of getting a tee time that

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may be requested by another team with less points. If you receive an 'overflow' email, login to the Chelsea after 10:00 a.m. to review and BOOK any remaining member tee time.

POINTS: Every member will receive the following Chelsea points:

Tee Sheet Placement 1 point

Day of Play 1 point

League Play 2 points

Guest of Member Placement 1 point

Guest of Member Day of Play 1 point

No Shows 2 points

U. DRESS CODE

1. Shoes Must Be Worn.
2. No Tank-Top Tee Shirts.
3. No Net Shirts.
4. No Cut-Off Shirts.
5. No Jogging Shorts.
6. No Swim Trunks.
7. No Cut-Off Shorts.
8. No Halter Tops.