



# DRAFT COPY

GOLF GUIDELINES, STANDARDS AND LOYALTY CARD POLICIES  
CITY OF MADISON GOLF COURSES  
2018

*golf*  
**MADISON  
PARKS**

*Glenway Golf Course*  
3747 Speedway Road  
Madison, WI. 53705  
608-266-4737

*Odana Hills Golf Course*  
4635 Odana Road  
Madison, WI. 53711  
608-266-4724

*Monona Golf Course*  
111 East Dean Avenue  
Madison, WI. 53716  
608-266-4736

*Yahara Hills Golf Course*  
6701 Hwy 12 & 18 East  
Madison, WI. 53718  
608-838-3126

**WEBSITE:**

**[www.cityofmadison.com/parks/golf](http://www.cityofmadison.com/parks/golf)**



# City of Madison Public Golf Courses

The City of Madison Parks Division owns and operates four premiere public golf courses: Glenway, Monona, Odana Hills and Yahara Hills Golf Courses. Led by a P.G.A. Professional, the courses offer an enjoyable and challenging level of play.

Written by the Golf Committee using input and recommendations from our customers, the Golf Procedures & Standards Manual has been adopted by the Madison Park Commission. The golf professionals and staff sincerely hope these standards and procedures will enhance your enjoyment of our courses. We welcome your feedback as we continue our commitment to provide affordable and high-quality courses.

## General Standards and Regulations of Play

1. The playing season is from course opening to course closing, depending on weather conditions as approved by the management team consisting of the general oversight of the Assistant Parks Superintendent and the Golf Operations Supervisors.
2. Every person playing on the golf courses must pay the applicable green fee. Your golf fees are the sole support of the City's golf program. No City of Madison tax money is used to run the golf program.
3. For safety reasons, walk-alongs/ride-alongs are allowed only before Memorial Day and after Labor Day. Other times may be dictated by the Professional on Duty.
4. Dog-walkers, trespassers, bicycle riders, picnickers, or any other unauthorized persons are not permitted to walk, ride or rest on the golf course premises.
5. When necessary to protect the safety and enjoyment of our customers, the club pro, starter or club ranger may remove a golfer or golfers from the golf course for violation of course rules or standard golf etiquette. Examples of such violations include obnoxious behavior, intoxication, damaging the course, holding up play, or failure to follow course design on a hole-by-hole basis. The golf rangers have full authority on the course. Players not adhering to these rules and regulations may be asked to leave without a refund of fees.
6. Speed of play is important to all customers and players are expected to complete each 9-holes in no more the 2 hours and 10 minutes. We always welcome new golfers. The Clubhouse staff will be happy to work with you in ensuring you play under that maximum time limit.
7. To keep play moving at a reasonable speed, sharing clubs is not permitted. Each golfer is required to have at least four (4) clubs, a putter, and a golf bag.
8. Golfers are asked to keep the golf course in great condition for those who follow you. Golfers must replace all divots and fix ball marks on greens. Golf carts are to be kept a minimum 30 feet from all greens and tee boxes. It is your golf course, please protect it for your fellow golfers.
9. The Superintendent of Parks, may restrict a golfer(s) from the course for a specified time for flagrant or repeated violations of golf course rules.
10. No person shall play golf on the golf course after the course has been closed.
11. Each golfer must have their green fee receipt in their possession. Loyalty Card or Season Pass players must present their card at each time of play.
12. Golfers must play in foursomes when determined by staff due to busy time periods at the course. Fivesomes are allowed only before Memorial Day and after Labor Day. Other times may be dictated by the Professional on Duty.
13. The golf professionals, Golf Operations Supervisors and Superintendent of Parks will be permitted to provide reasonable use of the golf course on a promotional basis, and for customer compensation consistent with industry standards.

14. A concession will be operated at all courses for the convenience of the public.
15. Food item concessions will be open from course open until an hour before course closing on a daily basis, depending upon weather and amount of play. The clubhouse will be vacated by 11:00 p.m.



## **Dress Code**

1. Golfers are required to be properly dressed for golf. Shirts, slacks and shorts are considered appropriate. Bathing suits are not permitted. Golf shoes or approved footwear are required at all times. The City of Madison Public Golf Course does not allow metal spikes, soccer or football cleats.
2. Improperly dressed golfers will be asked to change before playing. Any misuse or disregard of these rules may be cause for forfeiture of privileges with no refund of fees already paid.

## **Golf Season – Times of Operation**

1. All courses will open for play no earlier than 6:00 a.m. on weekdays and 5:30 a.m. on weekends. Courses will close at dusk. Later opening times may be necessary, depending upon daylight and conditions, as warranted by the greenskeeper or golf professional.
2. In questionable situations, management will make the determination as to whether the course is playable.
3. The opening and closing of the course each season will be at the discretion of the greenskeeper, Golf Operations Supervisors, and the Superintendent of Parks.
4. The official golf season will begin on April 1, depending on course condition, and close at the discretion of the greenskeeper, Golf Operations Supervisors and Superintendent of Parks as weather conditions are deemed unplayable.
5. The Professional on duty may lock up and leave anytime the course is officially closed.

## **Reservation Policies**

1. For your convenience, reservations can be made for weekdays, as well as for Saturdays, Sundays, and holidays up to 14 days in advance. There is no charge for single reservations at the City of Madison public golf courses, though groups of 12 or more will be asked to pay \$40 per reservation at time of booking. The \$40 charge will be deducted from the greens fee on the day of play.
2. Staff can refuse to accept a reservation from anyone due to failure to honor previous reservations.
3. Reservations can be made directly at the Pro Shop, by telephone or online up to 14 days in advance. Staff will accept reservations rotating between Pro Shop customers and telephone customers on a first-come, first serve basis.
4. Each person is allowed a reservation for one foursome.
5. One player cannot make a reservation for him/her self alone.
6. Twosomes and threesomes may be paired with players to fill out the foursome.
7. All players must be present and paid in full 10 minutes prior to their tee time.

## **Rain Checks and Refunds**

1. The Staff is responsible for all rain checks. The rain checks issued must be signed and dated.
2. No rain checks will be given to any golfer once he has begun play and has completed one hour or 4 holes, whichever comes first.
3. If a player is unable to start play after purchasing a green fee, the Staff will issue a rain check or cash refund.
4. A rain check is good only on the course of issue and only for the current golf season.

5. Each Golfer is responsible for monitoring potential hazardous weather. Golfers are encouraged to seek shelter at the first sign of threatening conditions. Please remember **LIGHTNING KILLS!!**



## Starting Rules

1. All players must obtain a green fee receipt prior to starting play.
2. All players are to start off on Number 1 tee unless directed differently. If a golfer or golfers wish to start off of a tee other than #1, permission must be secured from the golf shop staff so play will not be interrupted.
3. Any player stopping in the clubhouse coming from #9 may forfeit their right to continue in the order of play on #10 tee. All players must maintain their playing position without undue delay on the course at all times. Players coming off the #9 green have the right-of-way to turn onto the #10 tee. Undue delay in the clubhouse during "the turn" may result in forfeiture of position on the golf course. After undue delay, the golf shop staff have full discretion to continue a groups play as space allows.
4. Golfers are expected to tee off at their assigned tee time after purchasing a green fee. At 9-hole facilities, players playing 18-holes are encouraged to make a tee time for the second 9 holes. Otherwise, after the first nine, players must stop in the golf shop to be placed on the waiting list for the next available tee time.

## Pass Play

**Unlimited Season Passes** These passes are valid for unlimited rounds of golf for the timespan between golf course opening for the season and October 31<sup>st</sup>. Beyond October 31<sup>st</sup>, Season Pass members will be required to pay \$5 per day in November and December for unlimited rounds played that day during the hours that the courses are open for play. Passes are valid for tournament play and leagues.

### **Restricted Passes**

These passes are valid for unlimited rounds of golf for the timespan between golf course opening for the season and October 31<sup>st</sup>. Beyond October 31<sup>st</sup>, Season Pass members will be required to pay \$5 per day in November and December for unlimited rounds played that day during the hours that the courses are open for play during the restricted hours and when the courses are open for play. Passes are valid for morning league and tournament play. Passes are valid all day on weekdays only. Weekends and holidays, Restricted Pass members will pay the Loyalty Plus card green fee rate.

### **Season Junior Restricted Membership (under 18 years)**

The Season Junior Pass is available to all juniors under the age of 18 as of June 1 of the current year. The pass is valid on Weekdays until 3:00 p.m, weekends & holidays after 11:00am.

The weekday restrictions end the first Tuesday following Labor Day. The card is also valid for participation in Junior Programs at all four courses. At no time will restricted and season junior pass play interfere with a scheduled event.

### **Summer Junior Restricted Membership (Under 18 years)**

Pass is valid during restricted hours from June 1 through August 31<sup>st</sup>.

Weekdays until 2:00 p.m, weekends & holidays after 2:00 p.m.

Juniors are allowed to play at other times by purchasing an adult permit or paying Loyalty Plus card rates.

Pass valid for participation in junior programs.

At no time will junior hours interfere with any scheduled event.

### **Junior Rules, Regulations and Hours of Play**

Junior Passes and special rates for nine holes are available to students 10 through 18 years of age. Children under 10 years of age will be extended Junior Golf rates if an adult accompanies them during applicable hours. Play days and hours follow.

Weekdays Open. - 3:00 p.m., weekends and holidays after 11:00 a.m.

If a holiday falls on a weekday, the weekend restrictions apply.

Starting the first Tuesday after Labor Day, rate are valid at all courses anytime Monday through Friday. Weekend restrictions apply.



At no time will junior play interfere with a scheduled event.

### **Pass Refunds**

Season pass refunds will be granted at a rate of 75% if requested by April 1, 50% if requested by May 1, and 25% if requested by June 1. No refunds are allowed after June 1 unless for medical reasons. In this case, the player requesting a refund must present a note from a medical doctor and a credit will be issued by the Golf Operations Supervisors under the guidance of the Assistant Parks Superintendent for rounds not played toward the purchase of a Loyalty Card or Season Pass for the following year.

## **Golf Medical Cart Permits**

1. Private golf carts are permitted on Municipal courses with permission based on medical need. Medical requirements are reviewed annually.
2. The Superintendent of Parks can only grant medical permission on an annual basis.
3. Requests for golf cart privileges are to be submitted to the Parks Division office with a doctor's statement of the medical condition. The applicant must also provide liability insurance, co-insuring the City of Madison. A fee is required. The permit is then extended to the individual, not the golf cart.
4. Upon approval, the applicant will be given written permission to operate a private cart and will be issued identifying decals to be placed on the cart.
5. Each course will be advised of all permits issued and will be responsible for checking cart usage and compliance of the applicable rules and regulations.
6. All golf cart use on municipal courses is based on operating rules and regulations, a list of which is available at the Parks Division office and all course pro shops. Nonconformance of rules and regulations, as determined by the golf professional, may result in termination of cart privileges.
7. When staff restricts or bans golf carts on the courses due to turf conditions, medical carts will also be banned from the courses when their use cannot be restricted to roughs only or if, in the opinion of staff, the use of the carts will have a negative effect on the course or other golfers. If available, alternatives, such as the use of a different course within our system, will be offered. Every reasonable effort will be made to accommodate those individuals that require the use of carts.
8. The Madison Golf Courses have a specialized ADA mobility cart available for rent. The cart is presently being kept at Odana Hills Golf course, but the City will make this cart available at any of our four courses. To reserve the cart, please call the Golf Course in advance. 48-hour notification may be necessary to accommodate transporting the cart to a different facility.



## **Golf Cart Operating Rules**

1. Must be 18 years of age to operate a riding cart.
2. MAXIMUM of 2 riders per cart.
3. MAXIMUM of 2 bags per cart.
4. MAXIMUM of 2 carts per foursome.
5. No pullcarts on riding carts, unless pro or designated course official grants permission.
6. No beverage coolers for any beverage allowed unless for medical reasons.
7. No children left unattended on the cart.
8. Keep carts 30 feet or further from tees and greens.
9. When approaching a green area, drive carts around sand traps, not between traps and the green.
10. No private carts parked in front of buildings or designated course professional parking areas.
11. Private medical cart permit is ONLY for permit holder.
12. If a non-permit holder uses a private cart, the permit will be terminated.
13. Private medical cart permit holders are responsible for all rules pertaining to golf cart use. If there is any violation of these rules, the permit holder will receive a warning. If the violation continues, the permit will be terminated. The course must be played in order, starting on #1 and proceeding through #9 or #18. Keep carts in the rough as much as possible.
14. Cart permit holders must check in with the starter before beginning play.

## **Walk-Along/Ride Along Policies**

1. The walk-along/ride-along is a non-paying observer accompanying a paying golfer on the course.
2. Walk-alongs/ride-alongs are allowed at any time before Memorial Day or after Labor Day. All other times will require permission of the professional on duty, shop staff on duty or Golf Operations Supervisors.
3. The observer must follow the play policy at the course. This will pertain to course rules, golf etiquette and general safety.
4. The club pro, club manager, starter, or ranger may remove an observer from the course for flagrant violations of golf course rules.
5. The club pro, or person responsible to the pro, may restrict observers. Examples of refusal for an observer would be intoxication, age factor, type of play, and time of play.
6. The golf pro, or a member of his staff, must grant permission for an observer to play golf. The walk-along/ride-along will pay full rate if caught playing or given permission by any staff member to play.
7. An observer, riding in a golf cart, must remain in the cart except to attend a pin, rake a trap or look for a lost ball within the playing group.
8. For safety reasons children under the age of 5 years will not be permitted on the golf course.

# Golf Leagues

1. A golf league is an organized group of golfers who have a common interest, such as employment by the same employer, or being members of the same social or fraternal organization. We greatly value our leagues and loyal customers.
2. League play reserved tee times on weekday schedules will have a minimum of 12, and no maximum at Golf Operations Supervisors discretion.
3. On an 18-hole course, when on rare occasions that a nine is closed for maintenance purposes, the remaining nine is available for open play. A league scheduled for that time will not be allowed to play.
4. Foursomes are required during league play.
5. Advance schedule and pairings will be required from all leagues before play is authorized.
6. Please be prompt and on time. Failure may result in the loss of tee times.
7. Starters reserve the right to insert regular public players in league time.
8. Clubhouse managers, Golf Course starters, or the P.G.A. pro, will be starters for all leagues. The golf professional or designee is the only one authorized to cancel league play.
9. League play will not begin earlier than May 1st. All leagues shall be a minimum of 12 weeks in length. The golf professional may grant league extensions. Golf professionals at each course will be responsible for reassignment of yearly league play.
10. League agreement policies and procedures are stated below.

- The agreement between the City of Madison and above signed golf league will be a term of one calendar year (January 1<sup>st</sup> through December 31<sup>st</sup>)
  - The responsibility of the City of Madison Golf Courses is to guarantee the amount of tee times as are needed each week provided by the league for a lower price than the general public at the time of league play.
  - Any deviation from the amount of tee times needed must be approved by an Assistant Golf Professional at the league's course at least one week in advance.
  - The responsibility of the League is to guarantee payment for the amount of players and the number of weeks highlighted in this contract, unless a deviation in the amount of players has been approved.
    - Options for payment include:
      1. Individual payment each week. (Cash or Visa/Mastercard only)
      2. Group payment each week. (Cash, Visa/Mastercard or Check)
      3. Group payment by half season. (Cash, Visa/Mastercard or Check)
        - Payment must be received before the half season begins.
      4. Group payment by full season. (Cash, Visa/Mastercard or Check)
        - Payment must be received before the season begins.

- Rain Dates
  - Rain outs are to be determined on the day of league play by the League Chair and/or the Golf Professional on duty no less than 30 minutes before the league is to tee off.
  - The League Chair has the final say in whether a League will play on the day they are scheduled, unless a dangerous situation is imminent, in which case the Golf Professional on duty will close the golf course for play.
  - If a rain day is determined by either party, the League will still be responsible for payment for that week; however, the League will have the option to be reimbursed in one of two ways.
    - The league will have two options for reimbursement of league fees in the event of a rain out.
      1. A League play day may be added on to the end of the year, or another agreeable time with the golf course, at no cost.



2. Individual rain checks will be handed out to each league member to use at any City of Madison Golf Course, good anytime during the same season, with the exception of league or tournament greens fees.
    - Rain checks will be distributed by the Golf Professional on duty to the League Chair who will then distribute to each league member.
    - Any individual who has paid for a cart for league will be reimbursed in the form of an individual rain check for the cart. The individual is responsible for obtaining the rain check from the golf shop staff.
- **League Play**
    - Nine-hole leagues will tee off on either hole number 1 or hole number 10 at intervals of eight (8) minutes. League members must check in with a league representative, or if paying individually, with the golf shop staff 15 minutes prior to tee time.
    - The league will not be scheduled for Memorial Day, Independence Day, or Labor Day.
    - No coolers, carry-on food or beverages are allowed on the golf course. All food and beverage must be purchased from the club house. Coolers are available for a \$5 deposit that will be returned when the cooler is returned. Cash only.
  - **Loyalty Cards Now Valid for League Play**
    - Any league member who has a valid City of Madison Loyalty Card or Season Pass will be able to use it for a discount on league play. Price varies by course.
    - The league, if paying as a group, will need to provide the golf shop with a listing of players who currently have the Loyalty Card or a Season Pass at the beginning of the league season and update the golf course staff regularly if a member has purchased one after an initial listing has been made so all discounts are factored in properly.
    - Loyalty Plus points will not be eligible for accrual with league greens fees.
  - **Added optional activities and freebies for Leagues:**
    - **Cookouts** – Ask your Assistant Golf Professional or contact Ryan Brinza or Theran Steindl for more information.
    - **Beat the Pro Night** - Ask your Assistant Golf Professional or contact Ryan Brinza or Theran Steindl for more information..
    - **Free golf clinics** – Sue Shapcott, Golf Revolution; PGA Professional, Ryan Brinza or an Assistant Golf Professional will host a Free Instruction Saturday at least once per month at one of the City of Madison golf courses. Leagues may also request 1 free group clinic per year for their members. Clinic will be for no more than 1 hour. Be on the lookout on our website for offerings!
    - **Banquets** – Think Golf Madison Parks first for your league banquet! Ask your Assistant Golf Professional or contact Ryan Brinza or Theran Steindl for more information.
    - **Bean Bag Toss** – The City of Madison Golf Courses now have 2 sets of bag toss boards for free use. They are currently stored at Odana Hills, but at the request of the league, may be transported to any other course with 48 hours notice.

## **High School, College and Official School Golf Programs**

1. Participating schools must file a report and schedule with the golf professionals no later than March 31<sup>st</sup> for the spring season and July 1<sup>st</sup> for the fall season.
2. High School and College Play Rate: ( See golf rate schedule) This rate is limited to practices, dual and triangular matches only. On weekends, regular rates apply.
3. The golf professionals will determine the course to be used, number of participants on any day and the number of play days per week.
4. Players must be accompanied at all times by a coach to receive High School, College rates on greens fees or range buckets. For school events, coaches may play if time



permits. For all matches, invitationals, sectionals and regionals, coaches are encouraged to monitor their players on the course.

5. This program is limited to the school year or to an official extension of the high school and college golf season.

6. High school play or college play will not be started by any school after 3:45 p.m, unless space allows at the discretion of the professional on duty or staff member on duty. Leagues will have priority of reservation time.

7. Practice days and times will be restricted to two nights per week per school. The golf pro must make any exchange of practice days between schools. There is no practice on match nights. Invitationals, sectionals, and regionals must be approved by Parks staff prior to scheduling. (See golf rate schedule for fees.)

8. Coaches carts will be available free of charge to one coach per school at the discretion of the professional on duty, staff member on duty or Golf Operations Supervisors. Coaches carts may be restricted if the golf course is hosting another large event or there are not enough carts due to daily play.

## Loyalty Card and Season Pass Policies and Procedures

### 1. Purchasing

#### a. Where to Purchase

##### i. Glenway

1. Glenway does not have a camera or a card printer. If a card is purchased at Glenway, the card holder must get their picture taken at one of the other three golf courses and have the card printed.

##### ii. Monona

##### iii. Odana Hills

##### iv. Yahara Hills

#### b. Forms of Payment

##### i. Cash

##### ii. Visa/Mastercard

##### iii. City of Madison Golf Gift Cards

##### iv. Checks are **not accepted** for the purchase of your Loyalty Card.

#### c. Types of Cards and Benefits of Each Card

##### i. Loyalty Card

1. The Loyalty Card is the exact same card as the "old discount card" it gives you \$2.50 off every 9 holes that you play at any of the four golf courses.

2. Loyalty Card members have the option to be added to the email list for Loyalty Card members to receive further discounts that are not available to the general public.

##### ii. Loyalty Card Plus

1. Loyalty Card Plus members are entitled to one (1) free round of 18 holes at Yahara Hills with the purchase of their card. Cart is not included, but it is required for play.

2. Loyalty Card Plus members earn rewards points on every purchase they make within the clubhouse, with the



exception of merchandise. Merchandise is contracted out by Nevada Bob's and is not the City of Madison's property to discount.

3. Loyalty Plus Card members receive \$2.50 off every 9 holes played at Glenway, Monona and Odana Hills. Loyalty Plus Card Members receive \$4.00 off per 9 holes played at Yahara Hills.
4. Loyalty Plus Card members receive an 18 hole replay rate at Yahara Hills only for an additional \$10. If a cart was purchased for the first 18 holes, the cart will be free, based on availability. Tee times and carts will be given on a first come, first served basis. Multiple tee time bookings are allowed, but cart cannot be guaranteed.
5. Loyalty Plus Card Members receive an additional hour of Twilight rates at each of the four golf courses (when available).
6. Loyalty Plus Card members can opt in to receive the Loyalty Plus Card email that will have specials offered only to Loyalty Plus members.

iii. Junior Loyalty Card

1. Junior Loyalty Card members earn rewards points on every purchase they make within the clubhouse, with the exception of merchandise. Merchandise is contracted out by Nevada Bob's and is not the City of Madison's property to discount.
2. The Junior Loyalty Card is restricted to playing hours of Monday through Friday before 3:00pm and Saturday, Sunday and Holidays after 11:00am.
  - a. All other hours, the junior loyalty member will pay at the Loyalty Card Rate.

iv. Summer Junior Loyalty Card

1. Summer Junior Loyalty Card members earn rewards points on every purchase they make within the clubhouse, with the exception of merchandise. Merchandise is contracted out by Nevada Bob's and is not the City of Madison's property to discount.
2. The Summer Junior Loyalty Card is restricted to playing hours of Monday through Friday before 3:00pm and Saturday, Sunday and Holidays after 11:00am.
  - a. All other hours, the junior loyalty member will pay at the Loyalty Card Rate.

v. Restricted Hours Loyalty Card

1. Restricted Hours Loyalty Card members are entitled to five (5) free guest rounds at Yahara Hills only. Cart is not included, but it is required for play.
  - a. Member must be present to redeem.

2. Restricted Hours Loyalty Card members earn rewards points on every purchase they make within the clubhouse, with the exception of merchandise. Merchandise is contracted out by Nevada Bob's and is not the City of Madison's property to discount.
3. Restricted Hours Loyalty Card members can opt in to receive Loyalty Card email specials not offered to the other classifications of cards and the general public.
4. The Restricted Hours Loyalty Card is valid Monday through Friday all day. Saturday, Sunday and Holidays Restricted card members will pay at the Loyalty Plus rate.
5. Restricted Season Passes run from the day the golf courses open until October 31<sup>st</sup>. After October 31<sup>st</sup>, Season Pass members will pay \$5 per day of play for unlimited golf that day.
- 6.

vi. Couples Restricted Hours Loyalty Card

1. Same as Restricted Hours Loyalty Card

vii. Unlimited Season Pass Loyalty Card

1. Unlimited Season Pass Loyalty Card members are entitled to five (5) free guest rounds at Yahara Hills only. Cart is not included, but it is required for play.
  - a. Member must be present to redeem.
2. Unlimited Season Pass Loyalty Card members earn rewards points on every purchase they make within the clubhouse, with the exception of merchandise. Merchandise is contracted out by Nevada Bob's and is not the City of Madison's property to discount.
3. Unlimited Season Pass Loyalty Card members can opt in to receive Loyalty Card email specials not offered to the other classifications of cards and the general public.
4. Unlimited Season Pass Loyalty Card members are eligible to receive 10% off on the following:
  - a. All food and beverage purchases
  - b. All daily fee range purchases
  - c. Series of 4 golf lessons with any available Golf Professional
5. Unlimited Season Pass Loyalty Card members can opt in to receive email specials not available to the other classifications of cards and the general public.
6. Unlimited Season Passes run from the day the golf courses open until October 31<sup>st</sup>. After October 31<sup>st</sup>, Season Pass



members will pay \$5 per day of play for unlimited golf that day.

viii. Couples Unlimited Season Pass Loyalty Card

1. Same as Unlimited Season Pass Loyalty Card.

ix. Volunteer Loyalty Card

1. Internal applications will be accepted to work as a volunteer at any of the 4 golf courses. Can be picked up online at the City of Madison Website, Ryan Brinza's office or Theran Steindl's office.
2. The Volunteer Loyalty Card is given free of charge to City of Madison Golf Course Volunteers.
3. Volunteers earn rewards points based on the number of hours worked.
  - a. 1 hour of work = 100 points
  - b. Must fill out a timecard recording time worked.
    - i. Timecard will be given to Ryan Brinza the Monday before a normal City of Madison pay day.
    - ii. Points will be paid out on normal City of Madison pay days.
4. Volunteers can only redeem their points for:
  - a. Range bucket (any size) = 400 points
  - b. 18 hole green fee (any course) = 800 points
  - c. 18 hole cart fee (any course) = 1600 points

d. Upgrading your card

- i. The opportunity to upgrade your Loyalty Card is available at any time through any of the four golf shops.
- ii. The cardholder is eligible to upgrade their card for the normal price of the new card less the amount paid for the previously purchased card.

e. Cancelling your card

- i. Cardholder will first need to write a letter of intent to cancel the card with a reason they are cancelling the card and submit to Golf Operations Supervisors for approval by Assistant Parks Superintendent.
- ii. The letter of intent may also need approval from the Parks Operation Supervisor.
- iii. Cancellation refunds will be granted at a rate of 75% if requested by April 1, 50% if requested by May 1, and 25% if requested by June 1. No refunds are allowed after June 1.

f. Lost Cards

- i. A lost card printing fee of \$5.00 will be required to print a new card.

2. Rewards Points

a. Accumulating Points

- i. Points will accrue for purchases made only by the cardholder.

1. Cardholder cannot accrue points for purchases made by another party, only the purchases that they themselves have paid for.
- ii. Points accrue for any purchase within the golf clubhouse with the exception of merchandise. The merchandise is Nevada Bob's and we are not granted authority to offer discounts on their merchandise.
  1. Points will not be able to be accrued for purchases on the beverage cart.
- iii. Points cannot be accrued for league, tournament or outing greens fees.
- b. Redeeming Points
  - i. Points do not carry over from year to year.
    1. Cards will be wiped clean of all points at the end of each season.
  - ii. Points may only be redeemed in the golf clubhouse.
    1. Points may not be redeemed for purchases on the beverage cart.
  - iii. Points cannot be redeemed for league, tournament or outing greens fees.
  - iv. Rewards points redemption (point values)
    1. Free range bucket (any size) = 40 Points
    2. Free hot dog/brat + Beverage = 75 Points
    3. Free burger or 9 hole greens fee = 100 Points
    4. Free 18 hole greens fee or 9 hole cart fee = 250 Points
    5. Free 18 hole cart fee = 200 Points
    6. Free 9 hole greens fee + 9 hole cart fee = 300 Points
    7. Free 18 hole green fee + 18 hole cart fee + hotdog/brat + beverage of choice = 450 Points

### 3. Using Free Rounds

- a. Free rounds are automatically added onto a cardholders card depending on which card is purchased
  - i. Loyalty Plus Card = 1 free round valid at Yahara Hills
  - ii. Restricted Card/Couples Restricted Card = 5 free guest rounds at Yahara Hills
  - iii. Unlimited Pass/Couples Unlimited Pass = 5 free guest rounds at Yahara Hills
- b. Cart is not included with free rounds, but it is required for play.
- c. Free rounds included with purchase of card only valid at Yahara Hills for the year the card is purchased.
  - i. Free rounds valid only Monday through Friday all day and Saturday, Sunday and Holidays after 11:00

### 4. Renewals

- a. Cardholders who purchase the Loyalty Card or Loyalty Plus Card in a given year will be able to renew their card the following year for \$10 less than the original price



- i. Loyalty Card Price
      - 1. \$35 New
      - 2. \$25 Renew
    - ii. Loyalty Plus Card price
      - 1. \$65 New
      - 2. \$55 Renew
  - b. Junior, Restricted and Unlimited Cards do not have a renewal price.
- 5. Rules and Regulations
  - a. The City of Madison Golf Courses reserve the right to change the prices of any of the Loyalty Cards before opening day of the next golf season.
  - b. The City of Madison Golf Courses reserve the right to change the features and benefits of each of the Loyalty Cards before opening day of the next golf season.
  - c. The City of Madison Golf Courses reserve the right to change the amount of points it takes to earn a certain item within the rewards system before opening day of the next golf season.
  - d. All Loyalty Card members are required to abide by the City of Madison Golf Guidelines.
    - i. Failure to follow the golf guidelines is grounds for expulsion, suspension or other lawful penalties as necessary.
  - e. It is highly recommended that the cardholder keep their card on them at all times. The card must be slid through the POS system to earn any rewards points in the golf shop or concession.
  - f. Only the Golf Program Supervisor and Golf Clubhouse Supervisor reserve the right to add or delete points from any card holder's account for any reason.
  - g. If a problem arises with your Loyalty Card or you are not satisfied with the program please contact either Ryan Brinza at [rbrinza@cityofmadison.com](mailto:rbrinza@cityofmadison.com) or by phone at 608-266-4710 or Theran Steindl at [tsteindl@cityofmadison.com](mailto:tsteindl@cityofmadison.com) or by phone at 608-622-8306. We will be more than willing to help you with your card or find a solution to your problem.