



**GOLF GUIDELINES, STANDARDS AND LOYALTY CARD POLICIES  
CITY OF MADISON GOLF COURSES  
REVISED 2021**

*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  
608-229-8250

**WEBSITE: [www.golfmadisonparks.com](http://www.golfmadisonparks.com)**

# 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. Closing is dependent on weather conditions as approved by the management team, which consists 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 support 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 while the golf courses are open for the season.
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 pace, 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. This includes replacing all divots, fixing ball marks on greens, and golf carts are to be kept a minimum 30 feet from all greens and tee boxes. It is your golf course; please preserve 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 when the course is closed for the day and/or season.
11. 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.



12. 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.
13. Food item concessions will be operated at all four courses for the convenience of the public. They will be open from course opening until one hour before course closing, dependent of weather and amount of play, on a daily basis. The clubhouse will be vacated by 10:00 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 Courses do 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, the golf professional on duty 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 and weather conditions, 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. Reservations can be made up to 14 days in advance, either in person at the Pro Shops, online, or by telephone. Staff will accept reservations rotating between Pro Shop customers and telephone customers on a first-come, first serve basis.
2. Staff can refuse to accept a reservation from anyone due to failure to honor previous reservations.
3. Singles and twosomes may be paired with players to fill out the foursome.
4. All players must be present and paid in full 10 minutes prior to their tee time.

## Rain Checks and Refunds

1. The Golf Course Staff is responsible for all rain checks, which are sent via email and prorated based on holes played. For example, a player who pays for 18 holes and plays 13 holes will receive a prorated rain check for a dollar amount equal to the rate for the remaining 5 holes to be played.
2. If a player is unable to start play after purchasing a green fee, the Staff may issue a rain check or refund via the original payment method used.
3. Rain checks are valid for use at any of the four golf courses and do not expire.

4. 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 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.
2. All players must maintain their playing position without undue delay on the course at all times. Players coming off the 9<sup>th</sup> hole green, playing 18 holes, have the right-of-way when making the turn onto the 10<sup>th</sup> hole tee. Undue delay by those players stopping in the clubhouse during "the turn" may result in the forfeiture of their position on the golf course. In cases of undue delay, the golf shop staff have full discretion to continue a player or groups' play as space allows.
3. 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 Pass***

This pass is valid for unlimited rounds of golf from the time the golf courses open for the season until October 31<sup>st</sup>. Starting November 1<sup>st</sup>, Unlimited Season Pass members will be required to pay \$5 per day, allowing them the play of an unlimited number of holes during hours the courses are open for play, until the golf courses close for the season. Passes are valid for tournament play and leagues.

### ***Weekday Pass***

This pass is valid for unlimited rounds of golf, Monday through Friday, excluding Holidays, from the time the golf courses open for the season until October 31<sup>st</sup>. Starting November 1<sup>st</sup>, Weekday Pass members will be required to pay \$5 per day, allowing them the play of an unlimited number of holes, Monday through Friday, during hours the courses are open for play, until the golf courses close for the season. On weekends and holidays, Weekday Pass members are able to play and will be charged the Loyalty Card green fee rate.

### ***Season Junior Pass (17 and under)***

The Season Junior Pass is available to all juniors 17 and under. The pass is valid on Weekdays until 3:00 p.m., and 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.

### ***Summer Junior Pass (17 and under)***

The Summer Junior Pass is available to all juniors 17 and under. The Summer Junior Pass is valid weekdays until 3:00 p.m. and weekends & holidays after 11:00 a.m. from June 1<sup>st</sup> through August 31<sup>st</sup>. During hours outside of the pass' applicability, juniors are allowed to play by paying Loyalty Card rates. Pass valid for participation in junior programs.

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

Junior Passes and special rates for nine holes are available to students 10 through 17 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. and 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, rates are valid at all courses anytime Monday through Friday. Weekend restrictions apply.

### **Pass Refunds**

Season pass refunds will be granted at a rate of 75% if requested by April 1<sup>st</sup>, 50% if requested by May 1<sup>st</sup>, and 25% if requested by June 1<sup>st</sup>. No refunds are allowed after June 1<sup>st</sup> unless for medical reasons. In which case, the player requesting a refund must present a note from a medical provider 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.

### **Private Motorized Cart Permits**

1. Private golf carts are permitted on Municipal courses with permission from the Parks Administration Office.
2. Requests for golf cart privileges are to be submitted to the Parks Division office with an application and certificate of insurance coverage. The applicant must provide liability insurance, co-insuring the City of Madison. A fee is required for the permit, which is then extended to the individual, not the golf cart. The permit is a trail pass for the individual's cart. The permit does not extend to rentable motorized carts at the golf facility and the individual must pay for use of golf course motorized carts in the event that the permit holder did not bring their personal cart.
3. 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.
4. 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.
5. 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.
6. When staff restricts or bans golf carts on the courses due to turf conditions, personal 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.
7. The Madison Golf Courses have a specialized ADA mobility cart available for rent. The cart is presently being kept at Yahara 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.
8. Private carts will require a punch pass good for 50 18-hole rounds of golf. The private cart member must present the punch pass every time they use the cart in order for the golf shop staff to keep accurate play records. Once the punch pass runs out of rounds, the private

cart member would be required to purchase a new punch pass or pay the daily cart rate at each time of play. The punch pass does not expire and can be rolled over from year to year. Private cart applications and certificate of insurance must be submitted to the Parks Department on a yearly basis.

## 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 pull carts are allowed 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 are to be left unattended on the cart.
8. Carts must be kept 30 feet or further from tees and greens.
9. When approaching a green area, drive carts around sand traps, not between sand traps and the green.
10. No private carts are to be parked in front of buildings or designated course professional parking areas.
11. Private cart permit extends ONLY to permit holder, not for the cart to be used by a friend, etc.
12. If a non-permit holder uses a private cart, the permit will be terminated.
13. Private 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 their 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 5 years of age or younger 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.
2. League play reserved tee times on weekday schedules will have a minimum of 12, and no maximum at Golf Operations Supervisors discretion. League play is not allowed on weekends.
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 to do so 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 PGA pro, will be starters for all leagues. The golf professional or designee is the only one authorized to cancel league play, unless in an inclement weather situation.
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 comprise, though are not limited to, those stated below.
  - a) League agreements run for the term of one calendar year (January 1<sup>st</sup> through December 31<sup>st</sup>).
  - b) City of Madison Golf Courses will guarantee the number of tee times needed for each week of league play.
  - c) Adjustment in number of needed tee times will need to be approved by the Assistant Golf Professional, at least one week in advance, at the course of play.
  - d) Leagues will guarantee payment for the number of players and number of weeks agreed upon, unless an adjustment in either number of players or weeks has been approved.
  - e) Payment options include: by each individual league member each week, group payment each week, group payment by half season, group payment by season, or invoiced.
  - f) Rain outs will be determined on the day of league play, no less than 30 minutes before scheduled league play, by the League Chair and/or the Golf Professional on duty.
  - g) On a day league play is rained out, as determined by the League Chair or Golf Professional, the league will still be responsible for payment that week. However, the league will have the option to be reimbursed with an additional week added at the end of their scheduled season, at no cost, or individual rain checks will be given to the League Chair for disbursement.
  - h) Rain checks can be used at any City of Madison Golf Course and will be accepted at any time during the same season, with the exception of league or tournament greens fees.
  - i) Any individual who has paid for the use of a cart during league play will be reimbursed in the form of an individual rain check. The individual is responsible for obtaining the rain check from the golf shop staff unless carts are pre-paid.
  - j) Nine-hole league play will begin 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 their tee time. At Odana



Hills, league play will rotate each week between front nine and back nine between the dates of 5/1 and 9/30. Outside of those dates, league play will start off of the front nine only.

- k) League play will not be scheduled for Memorial Day, Independence Day, or Labor Day.
- l) No coolers or carry-on food or beverages are allowed on the golf course. All food and beverages must be purchased onsite, from in the clubhouse or the beverage cart.
- m) Loyalty Cards and Season Passes are valid during league play. If a league plays as a group, they will need to provide the golf shop with a listing of players who currently have a Loyalty Card or a Season Pass at the beginning of the league season and update the list throughout the season as other league members purchase Loyalty Cards or Season Passes.

## 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 or College rates on greens fees or range buckets. For school events, coaches may play if time permits. For all matches, invitationals, sectionals, or 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. Invitational matches, 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.
9. Coaches must meet with the Golf Operations Supervisors prior to the start of the golf season in order to establish practice times, match times, etc. Without prior meeting, the Golf Operations Supervisors reserve the right to cancel any practices or meets that have been scheduled with any other staff member.



## Loyalty Card and Season Pass Policies and Procedures

Loyalty Cards and Season Passes can be purchased at any of the four City of Madison Golf Courses. During the season, the opportunity to upgrade one's card level is available at any of the four city courses. The cardholder will pay the normal price of the new card less the amount paid for the previously purchased card.

1. Purchases can be made with cash, credit/debit card (Visa, Mastercard, Discover, or American Express), City of Madison Golf Gift Cards, or City of Madison Parks Department Gift Certificates. Checks **are not** accepted.
2. The Loyalty Card affords the holder a discount of \$2.50 off every 9 holes that you play at Glenway, Monona or Odana Hills and \$3.50 off per nine at Yahara Hills. Loyalty Card members also have the option to be added to our email list in order to receive further discounts that are not available to the general public.
3. Cardholders who purchase the Loyalty Card in a given year will be able to renew their card the following year for \$10 less than the original price. Unlimited, Weekday, and Junior Passes do not have a renewal price.
4. Unlimited and Weekday Season Pass members are entitled to five (5) free guest rounds and Loyalty Card members' one (1) free guest round at Yahara Hills only. Rounds may be redeemed anytime Monday through Friday and after 11:00am on a Saturday, Sunday, or Holiday. Cart is not included but is required for play when redeeming free round. Member must be also be present to redeem.
5. The Unlimited Season Pass is valid for unlimited golf from the date the courses open until October 31<sup>st</sup>. November 1<sup>st</sup> until the golf courses close for the season Unlimited Season Pass members will be required to pay \$5 per day of play, this fee allows as many holes as possible to be played during the hours the courses are open.
6. The Weekday Season Pass is valid for unlimited golf, Monday through Friday and excluding holidays, from the date the courses open until October 31<sup>st</sup>. On weekends and holidays Weekday Season Pass members will be charged the Loyalty Card rate to play. November 1<sup>st</sup> until the golf courses close for the season Weekday Season Pass members will be required to pay \$5 per day of play on Monday through Friday, this fee allows as many holes as possible to be played during the hours the courses are open. On Saturdays and Sundays members will be charged the Loyalty Card rate.
7. Cancellation refunds will be granted at a rate of 75% if requested by April 1<sup>st</sup>, 50% if requested by May 1<sup>st</sup>, and 25% if requested by June 1<sup>st</sup>. All cancellation requests require the cardholder to first write a letter of intent to the cancel the card, to be submitted to the Golf Operations Supervisors for approval by the Assistant Parks Superintendent and possibly also the Parks Operation Supervisor, with the reason they are cancelling the card. No refunds are allowed after June 1<sup>st</sup>, unless for medical reasons. In which, the player requesting a refund must present a note from a medical provider 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.
8. The City of Madison Golf Courses reserve the right to change the price of the Loyalty Card or Passes, as well as the features and benefits of each, before opening day of the next golf season.
9. All Loyalty Card or Pass members are required to abide by the City of Madison Golf Guidelines. Failure to follow the golf guidelines is grounds for expulsion, suspension, or other lawful penalties, as necessary.