



# Golf Pro Shop Policies and Procedures

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Title: Golf Pro Shop Policy No. 01/2020

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## **Policy:**

It is the policy of the Savanna Club Homeowners' Association (SCHOA) that all employees and golfers comply with this document. Enforcement of the SCHOA governing documents is the responsibility of the Board of Directors. The Board has delegated to the SCHOA General Manager the authority to ensure compliance of our documents with regard to property maintenance, enforcement of the rules and regulations and all other item specifically laid out in the governing documents.

Policy is subject to change at the discretion of the Board of Directors and/ or management.

## **Purpose:**

To promote and elevate the game of golf at Savanna Club, provide our residence and public players with outstanding service while maintaining and preserving the environment and the facilities.

## **Procedures:**

The Savanna Club Golf Course is an 18-hole executive course owned and operated by the SCHOA.

### **1. Authorized Users**

The Golf Course is open to Savanna Club residents, renters and their guests and to outside play.

### **2. Course Hours of Operation**

#### a. The Pro Shop Hours:

November – February: 7:00 AM – 4:00 PM

March – April: 7:00 AM – 5:00 PM

May – October: 7:00 AM – 6:30 PM

Pro Shop hours are weather dependent. The Pro Shop is closed on Christmas Day.

#### b. The golf course for play daily at 7:00 a.m. Closing times vary seasonally based on daylight and weather conditions, generally closing earlier during

the fall and winter months and later during the spring and summer months. For daily closing times, please contact the Pro Shop.

- c. Members wishing to play after-hours using their own cart may do so by checking in with the Pro Shop prior to the Pro Shop closing. Members who are required to pay a greens fee must still pay the greens fee to play after hours. Members must be able to present receipt for play to ranger/ starter on duty.

### **3. Adverse Weather**

The Pro Shop manager in cooperation with the golf course maintenance supervisor has the authority to determine if and when the golf course will open in the event of adverse weather or for course maintenance.

- a. Course closure notices should be posted on the Pro Shop front door, 1<sup>st</sup> tee and on the web site.
- b. Play restrictions should be posted in a visible location inside the Pro Shop and at the 1<sup>st</sup> tee. These restrictions should also be explained to all golfers by the Starter prior to play.
- c. When lightning is in the area, the Thor Guard detection system horns will sound and all play will cease. Players should take all necessary action to protect themselves by immediately leaving the course and seeking shelter.
- d. If anyone is found on the course during course closure, could result in all golf privileges revoked. (No yellow ticket – No Golf)

### **4. Golf Attire**

Proper golf attire is required as outlined in Section C of the rules and regulations.

- a. Pro Shop manager or cashier as the discretion to determine if player is dressed appropriately for play.
- b. Players determined to be inappropriately dressed will not be permitted on the course.

### **5. Number of Players**

- a. Play will be administered on the course in traditional groups of four or less. Groups of five or more will not be permitted at any time. NO EXCEPTIONS.

The starter will pair up groups of less than four players to make as many foursomes as possible.

## **6. Golf Walkers**

- a. Pull carts are allowed on the golf course. Please keep pull carts out of bunkers and off of greens. Pull carts must remain on the cart path when it is posted "cart path only".

## **7. Rain Checks**

Rain checks will be issued to those non-members and members who are unable to complete their round due to rain or the closure of the golf course due to other unsafe conditions. If it is raining when play starts, no rain check will be issued.

- a. Rain checks will be issued to all members and non-members.
- b. 9-Hole- Rain check will be issued if six (6) or less holes have been played.
- c. 18 Holes- If six (6) holes or less have been played, an Eighteen Hole raincheck will be given. If six (6) – ten (10) holes have been played, a 9- hole rain check will be issued. No rain checks after 10 holes played.
- d. Rain checks have no cash value.
- e. Rain check credits are redeemable on green and trail fees only.
- f. Rain checks are valid for 30 days from date of issue.

## **8. Golf Carts**

Privately owned golf carts are permitted on the golf course provided they are registered with the SCHOA and display a valid registered sticker.

### Golf Cart Etiquette

- a. Golf carts must stay 30 feet away from the greens.
- b. Golfers are required to follow all posted Cart Path Only and 90-Degree signs and must respect the directional stakes and arrows at all times.

- c. Failure to follow golf cart rules may result in suspension of play or termination of membership.

**Leased Carts:**

- a. No one under 16 years of age may operator a golf cart.
- b. Non-playing riders: there is a \$10 fee for ride along non-players.
  - (1) Any person ten (10) years of age or older who are not playing golf, may be permitted to ride with a golfer except during league and tournament play.
  - (2) Non-playing riders must remain in the cart at all times while on the course.

**Lease Cart Management:**

- a. Carts will be staged by the staff personnel as needed.
- b. Keys for these carts will be maintained in the Pro Shop and issued as acquired.
- c. Keys will be numbered to match a cart number.
- d. The assigned key/cart numbers will be marked on the payment receipt. The Starter will validate that the number on the receipt matches the cart number prior to start of play.
- e. Upon completion of play and return of the cart to the Pro Shop drop off, the staff personnel will remove the key and immediately return it to the Pro Shop.
- f. Rental fee for HOA carts are included in the price of golf for non-members. Members or residents wishing to use an HOA cart will be charged \$5.00.

**9. General**

- a. It is the responsibility of the resident to inform their guests and tenants of golf course rules.
- b. Unless otherwise approved by the Board or its designee, the golf course and cart paths are restricted for golf play only. Only authorized golf course personnel and golfers are allowed on the golf course cart paths.

**10. Tee Times**

Tee times are scheduled according to procedures established by the Board of Directors and Director of Golf.

- a. Tee times can be made by calling the Pro Shop at (772) 879-1316 or online at [www.savannaclubhoa.com](http://www.savannaclubhoa.com) with exception of twilight bookings.
- b. For non-member and outside play, a credit card will be required to book tee times.
- c. Except for designated league play, which has allocated blocked tee time, reservations for all open tee times may be made:
  - Members: 7-days in advance.
  - Non-Members: 5-days in advance
- d. A tee time may be lost if the players do not check in at least 20 minutes prior to tee time.
- e. Twilight after 2:00 PM - Members Only time- Twilight bookings must be called in to Pro Shop, no online bookings. 24-hour advance Twilight booking required.

## **11. Cancellations**

Cancellation of a tee time(s) with 24 hours prior notice to the Pro Shop will not result in loss of deposit to non-members and members.

## **12. No Shows**

Cancellation of a tee time(s) without 24 hours prior notice to the Pro Shop will result in loss of deposit to non-members and members as follows:

- a. Non- members and outside play – credit card or HOA owner account will be charged \$10
- b. Member - member account will be billed \$10
- c. Emergency situations will be handled on a case-by-case basis with the Golf Manager.

## **13. Membership**

- a. Golf membership is open to both residents and non-residents.
- b. Golf memberships and fees will be established annually by the Board of Directors.

#### **14. Membership Refunds and Modifications**

- a. Requests for membership refund must be submitted through the SCHOA. Prorated Membership refunds will only be given in the event of death.
- b. Modifications to an already purchased membership (upgrade or downgrade) can only be made in writing and will be reviewed and approved at the discretion of management.

#### **15. Leagues**

- a. Four leagues are sanctioned by the SCHOA: Monday Men's League, Tuesday Mixed League, Thursday Men's League and Friday Ladies' League.
- b. League play will begin October 1st and runs until no later than April 15<sup>th</sup> of the following calendar year. During this period only, the league may block permanent tee times to facilitate league play.
- c. A Golf Membership is not required to play in sanctioned Golf leagues.
- d. League membership will be limited in size as agreed to between the league and the Director of Golf.
- e. All leagues are required to submit to the Pro Shop within 48 hours of play date a roster of golfers who will be playing that week.
- f. All Golfers will be required to individually check in at the Pro Shop prior to play. Golfers will present the Starter with their counter receipt before commencing play.

#### **16. Loss or Destruction of Property**

- a. The SCHOA shall not be responsible for any loss or damage to any property used or stored on premises.
- b. No persons shall remove from the grounds any property belonging to the SCHOA without proper written authorization. In case of loss, destruction, defacement or damage to any SCHOA property, the person or persons causing same shall be held financially responsible for the cost of repair or replacement.