



GOLF POLICIES | 2022

GOLF POLICIES

Our goal is to deliver an excellent golf experience for everyone. Our priorities are the condition of the course, pace of play, value, the customer experience, and safety. Our golf policies were developed to support this commitment and provide clear expectations for our staff and customers.

The Tee Sheet: Reservations

- Tee times can be booked up to five days in advance (seven days for members).
- **Tee-times can only be booked or edited online** at www.clovelly.ca or through the Clovelly App.
- You need to set up an account and have a valid credit card on file to book.
- When booking, you secure the full reservation against your credit card. You will be charged for all unused times.
- If the reservation is for a guest, you will be charged the posted rate. A member no-show charge is \$25.
- You can add or edit a reservation at any time, but you cannot cancel or move tee times with less than 24 hours' notice. The onus is on you to fill the reservation. Please ensure the name on the reservation is accurate **at check-in**.
- You will only be charged a no show if the playing conditions are favourable and you do not use the time. Clovelly reserves the right to deem the playing conditions favorable or not favorable.
- You will not be charged a no show if you require a cart to play (blue government permit) and a cart is not available.
- The no show process is automated. If you have a question regarding a charge, please email concierge@clovelly.ca.
- **Our staff are unable to add, cancel or delete reservations.**
- We prioritize threesomes and foursomes and reserve the right to combine single and two person bookings. You can only be moved once, and by no more than one or two tee times later than your original time. If you are moved, you will receive an email notification informing you of your adjusted time. This practice helps us manage our tee sheet, our pace of play and our competitive price structure. We appreciate your understanding.

Check-In

- **Every golfer must check in** at the Welcome Hut (even if they are late for their round).
- If you are late, your tee time is not guaranteed. We will do our best to fit you in as soon as possible.
- All golfers must begin on the first tee unless directed otherwise by a staff member.
- Each golfer must have a golf bag and clubs and may only play one ball.
- **Proper attire is required for all golfers.** Casual is welcome, however t-shirts, tank tops, halter tops, jeans, cut-offs, and gym wear are not permitted. Shoes with soft spikes and running shoes are fine.
- In accordance with provincial law, **alcohol consumed at Clovelly must be purchased on site.**
- No more than four players per group, including walkers (who also pay green fee). Foursomes and threesomes will have playing priority; twosomes and single players **will be** combined to create foursomes

Weather

Clovelly has a very liberal weather policy. If conditions are not good, you are not expected to play. You do not need to contact Clovelly – you will not be charged. Playing conditions are posted on the website - visit **Today at Clovelly**.

Rain

- A rain check will be issued for holes not completed due to weather and/or course conditions.
- The rain check credit will be pro-rated based on the total paid (green fees and cart rentals, not club rentals) and the number of holes completed. For example, if you paid \$60 and played 9 holes you would receive a \$30 voucher.
- If a golfer checks in while it is raining, **they will not be issued a rain check.**
- **Rain checks will not be issued for tee times after 330pm.**
- A rain check is non-refundable, must be presented to be redeemed and expires at the end of the season.
- Please ask for clarification on any of the above before starting play.

Frost

- Please be advised that tee times before 9am may be at risk if there is frost.
- When play starts, tee times will resume from the current time. Lost times will be cancelled.

Closure

- When the weather is severe tee times will be cancelled and both courses will close. If your time is cancelled when this happens, you will receive notification.

Etiquette

- Respect and support all efforts to manage pace of play.
- Practice is prohibited except in designated areas.
- Follow all traffic signs when operating a power cart.
- Please repair ball-marks and replace divots.
- Please keep your cell phone on vibrate and or silent and use texting whenever possible.

Pace of Play

Let us work together to make sure The Osprey is played in no more than four hours and Black Duck in three hours. In consideration of others, please respect the practices noted below:

- Tag Marshall trackers are installed in all power carts. If your group does not rent a cart, you will be assigned a small tag to attach to one of your golf bags. The Tag Marshall system is used to help us maintain physical distancing and pace of play. It is required to complete the check-in for your group.
- Go to your ball as soon as possible and play "ready golf".
- Practice continuous putting - keep putting until you have holed out or picked up your ball.
- Please maintain pace of play. Pace clocks are displayed frequently; if on pace, the clock shows your tee time.
- Support your player assistant. If you fall behind, please improve your pace. If you slow the pace of other golfers for an extended period, please pick up your ball and move to the next tee when asked.
- Familiarize yourself with the new rules, found on the Golf Canada website at www.golfcanada.ca
- Play from the tees recommended by your average score:

<u>black</u>	<u>gold</u>	<u>green</u>	<u>white</u>
72-79	80-95	96-110	111+

Power Cart Rentals

- Power carts can be requested when booking but are subject to availability and are not guaranteed.
- Power carts are purchased at the Welcome Hut.
- The renter must be at least 16 years of age, have a government issued drivers permit, and **have a credit card on file.**
- Power carts are limited to the maximum use of two golfers and their equipment.
- Cart paths are designed to protect the tees and greens. **Always stay on cart paths around the tees and greens, avoid wet areas and observe traffic signs.** The buzzer in your cart will sound when you travel into a restricted area.
- The allowance of power carts is contingent on the condition of the course. Occasionally, a no cart rule is necessary to protect the course and the customer. Safety is our priority.

Accessibility

- A red accessibility flag is available to riders with a doctor's note, or a government issued blue parking permit.
- Credentials must be presented at check in. Members can file their credentials – email concierge@clovelly.ca.
- A red flag identifies a cart that is allowed where other carts are restricted.
- Even with an accessibility flag a cart **must stay at least 10 feet away from greens, wetlands, and tree lines.**
- These relaxed rules are to assist eligible riders only.

Driving Range - Practice

- Practice balls cost \$10 per basket and can be purchased at the Welcome Hut.
- Your code to dispense balls in the range hut is delivered by receipt or email at purchase.
- Your code is valid for two hours and cannot be re-issued.
- Please note: the driving range closes early on Tuesday (5pm) and opens late on Wednesday (8am).

Hole in One Medallions

- A golfer who aces a hole may purchase a commemorative Clovelly Hole-in-One bag tag.
- The tags can be ordered through our online store: \$30 + HST
- Purchasers are notified by Concierge when their medallion is ready for pick-up.

Walking with Golfers

- Anyone is welcome to walk with a group if they pay the posted green fee. Groups are limited to four people.

Injury

These guests can receive a rain check (credit) for the holes that they did not play. This rain check can then be applied to their next round.