



# **POLICY & PROCEDURE MANUAL**



City of Ballwin Golf Course & Event Center

## **MISSION STATEMENT**

The Ballwin Parks and Recreation Department creates opportunities for our community to discover and grow by bringing people together in a healthy and enjoyable environment.

## **FACILITY DESCRIPTION**

Ballwin Golf Course and Events Center is a nine-hole municipal course available to all, seven days a week. Open year round, the Ballwin Golf Course is recognized as one of the best public courses in West St. Louis County.

The Events Center offers a convenient location, affordable pricing. The venue accommodates 200 people making it an ideal location for weddings, receptions, anniversaries, corporate retreats, trivia nights, and fundraisers.

## **CODE OF CONDUCT**

The Ballwin Parks and Recreation Department strives to create an atmosphere of respect and courtesy. Appropriate behavior and treatment of others are expected of all department employees, patrons, and participants. Physical, mental, verbal, or emotional abuse will not be tolerated by anyone visiting a facility or participating in an activity sponsored by the department. Any person acting inappropriately or disrespectfully may be subject to a revocation of the privilege of using department facilities or participating in department activities or programs for a period of time (including a permanent ban) as determined by staff based on the circumstances of a specific incident. Thank you for your cooperation and for making the Ballwin Parks and Recreation Department facilities a safe and enjoyable place to play!

## **Article 1-Definitions**

### **Article 1.1-Resident**

Definition: A person qualifies for the **resident status** in all categories if they:  
Occupy a residence located at an address within the Ballwin city limits.

### **Article 1.2-Non Resident**

Definition: A person who resides outside the city limits of Ballwin.

### **Article 1.3-Senior**

Definition: A person who is 62 years of age or older

### **Article 1.4-Junior**

Definition: A person who is 17 years of age or younger

### **Article 1.5- Hero**

Definition: An individual who is employed as a Police Officer, Firefighter, EMS, Active or retired Military.

## Article 2-General Provisions

### Article 2.1-Hours of Operation

1. The Ballwin Golf Course is open year round, but hours vary based on sunlight.

	Open	Close
January	10 am	3 pm
February	10 am	3 pm
March	9 am	4 pm
April	8 am	5 pm.
May	7 am	6 pm.
June	6:30 am	6 pm.
July	6:30 am	6 pm.
August	6:30 am	6 pm.
September	7 am	5 pm
October	8 am	4 pm
November	9 am	3 pm
December	10 am	3 pm

### Article 2.2-Inclement Weather & Facility Closures

1. Schedules are subject to change depending on the weather.
2. If it is necessary to close due to power failure, weather or extenuating circumstances, staff will post signs at the entrances and post information on Facebook and Textcaster with details.
3. Management will place an alert through Textcaster with details and reopening information.

### Article 2.3-Lost, Found, Stolen

1. The Ballwin Golf Course is not responsible for lost, stolen or misplaced items.
2. Items placed in lost and found shall be held for two weeks in the pro shop and then will be moved to the pro shop maintenance room until donated to a charity at 1-month.
3. Items such as money, jewelry, purses, etc. are found or turned in; they should be stored with the golf course manager.
4. Clubs left for more than 1 month will be donated to the Junior Golf Program or local charity.
5. At no time is lost and found to be taken by any staff.

#### Article 2.4-Equipment Check Out

1. Rental clubs are available for check out at the Pro Shop on a first come first served basis.
2. A rental fee of \$10 will be applied for the rental of club sets.
3. Equipment must be returned in good condition. Individuals or their guardians are responsible for lost or damaged equipment in accordance with its replacement costs.
4. Every golfer must possess their own golf bag in order to maintain pace of play policy

#### Article 2.5-Age Policy

1. Children under 14 years of age shall be accompanied by an adult 18 years of age or older.
2. Golfers must be 18 years of age to rent a power driven cart.

#### Article 2.6-Alcohol, Drug, and Tobacco Use

1. Outside alcohol is not permitted. All alcohol must be purchased through the Pro Shop or the bar in the Events Center.
2. The Pro Shop and Events Center are smoke, vape and drug free facilities.
3. The use or distribution of illegal drug substances at The Ballwin Golf Course & Events Center will be reported to the police department immediately.

#### Article 2.7-Ballwin Bucks

1. Ballwin Bucks is the City of Ballwin gift card program. Members and non-members can load any denomination onto their Ballwin Key Fob. Ballwin Bucks can then be used for daily admission, program, memberships, rentals, daily golf green fees, carts, and concessions. Ballwin Bucks can be purchased and used at the Ballwin Golf Course, North Pointe Aquatic Center or The Pointe at Ballwin Commons.

#### Article 2.8-Credit Cards

1. When a patron is paying by credit card for greens fees, rental, or programs please use the credit card machine then sell it in RecTrac. Once it has been processed, return the card back and have the patron sign the credit card authorization of payment slip and place it in the bottom of the cash drawer. Sales slips under a certain amount do not need to be signed by the customer.

#### Article 2.9-Media Contact

1. The Director of Parks and Recreation will handle all requests for interviews, photographs or filming by the media. **UNDER NO CIRCUMSTANCES WILL STAFF MEMBERS ANSWER QUESTIONS OR OFFER INFORMATION TO MEDIA PERSONNEL!**

#### Article 2.10 Volunteer Marshal Program

The golf course will allow a select number of people to register for the opportunity to become a volunteer golf course marshal with the benefit of free golf.

1. Shifts will be in 5 hour increments of marshaling the golf course, making sure golfers are following all the golf course rules and policies.
2. The amount of free golf will equal the number of shifts worked.
  - a. Ex: 2 marshal shifts=2 free rounds of golf
3. You will register with the Golf Pro and be in contact with them for all shifts and free golf.

#### Article 3- User Fees

All fees are established in accordance with City ordinance as approved by the Ballwin Board of Alderman.

Residents with a valid Ballwin Resident ID will receive discounted greens fees.

Resident ID cards may be purchased at the Golf Club or Ballwin Pointe with proof of residency (gas, water, electric or sewer bill).

- a. Golf Club Manager reserves the right to accept other forms of proof of residency.
- b. New ID cards may be purchased for \$5
- c. Annual ID renewals may be purchased for \$1
- d. Replacement key fobs may be purchased for \$3

#### Schedule of Greens Fees

	9 Hole Rate	18 Hole Rate
Resident	\$15	\$30
Resident Sr/Jr	\$13	\$26
Resident Hero	\$12	\$24
Non Resident	\$17	\$34
Non Resident Sr/Jr/Hero	\$15	\$30
Non Resident Hero	\$14	\$28

## Equipment Fees

- a. Riding Cart 9 holes: \$10 per person
  - b. Riding Cart 18 holes: \$20 per person
  - c. Pull Carts: \$2 per round
  - d. Golf Club & Bag Rental: \$10 per round
- \*SoloRider cart is FREE for veterans with a disability.

## Article 4-Course Rules

### Article 4.1-Dress Code

1. Men: Shirts with sleeves, slacks, shorts with a length of not more than four inches above the knee are considered appropriate. Tank tops, cut offs, swimsuits are not permitted.
2. Women: Shirts, slacks, Leggings, skorts or shorts with a length of not more than four inches above the knee are considered appropriate. Tank tops, cut-offs, swimsuits, halter tops, are not permitted
3. Footwear: Golfers must not wear metal spikes. Construction or Hiking style boots are not permitted.

### Article 4.2 Fivesomes

- 1. Fivesomes are strictly prohibited. Unless approved by golf shop**

### Article 4.3 Spectators

1. Golfers with paid green fees receipt are allowed on course. No Spectators are allowed unless they pay full rate for a rental cart. Parents can spectate with approval from the high school coach.
2. No person is allowed to walk the golf course with a child that is unable to walk the course on their own.
  - a. Ex: Person with a child in a stroller

### Article 4.4 Golf Clubs

1. Each golfer must have their own golf bag and clubs (no sharing)

### Article 4.5 Combining Groups

1. The Pro Shop has the authority to combine singles, twosomes and threesomes.

### Article 4.6 Rules of Golf

1. All players must observe the rules of golf, including etiquette, as recommended by the U.S.G.A. Failure to do so may result in an invitation to leave the premises without refund and further restrictions.

#### Article 4.7 Speed of Play

1. DO NOT spend time looking for lost balls in creeks and hazards
2. DO NOT record scores until on the next tee
3. DO NOT fall behind the group ahead
4. DO NOT Engage in idle conversation until after the round
5. PLAY ready golf.
6. DO repair ball marks and damage done to the course
7. DO watch where all balls come to rest so as to be of assistance if needed
8. DO leave the course or take other appropriate action if lightning is in the area  
A storm shelter is available at tee box hold 5.
9. Have fun and at all times be courteous of your fellow competitors.
10. Pace of Play expectation is: 9 holes completed in 2.5 hours or less.

#### Article 4.8-Equipment

1. Golf Carts can be rented anytime until 30 minutes prior to closing.

#### Article 4.9 Mobility

1. Golfers with mobility impairments utilizing single rider golf cars as assistive mobility devices will be allowed to approach greens, fairways tees. They should ask for the blue flag located in the closet at the front desk.

#### Article 4.10 Severe Weather

Players play at their own risk. We do not have a severe weather notification system. Rain alone will not cause weather delays unless there is a puddling or pooling of water on the greens. Lightning within a 5 mile radius requires the staff the delay play, get golfers off the course. From that point on, play may not resume until 45 minutes after the last lightning strike.

1. Staff will inform (verbal and air horn notifications) and encourage the public as soon as lightning is spotted, thunder is heard or city warning sirens are heard:
2. The 1st tee will close immediately. No players allowed on the golf course until the all clear is given.
3. Golf staff will notify players on the golf course that lightning, thunder or severe weather is expected or has been reported or has been seen in the area and request players remove themselves from the golf course. Assistance to vacate the golf course will be provided to those players that request it or as directed by management. Notification/warning will occur starting on hole #9 and move backwards in numerical order through the 1st tee. For the safety of employees, only one notification/warning will be given to players on the golf course. Management will then remove all employees from the golf course and require them to seek shelter until the all clear is given.
4. Players that choose to remain on the golf course and continue to play do so at their own risk.
5. The all clear may only be given by golf course management staff or their designated appointee.
6. Once the all clear is given, players will be allowed back on to the golf course and shall occupy the same position they had on the golf course prior to leaving the

golf course. The 1st tee will re-open and players may begin play. Play will begin based on scheduled tee times prior to the delay.

7. Players that choose not to continue play will be given rain checks based on the Rain Check Policy or other mutually agreed upon established League/Tournament Agreements.
8. After the golf shop closes, golfers play at their own risk. We will not have staff to warn anyone of impending severe weather.

#### Article 4.11 Rain Checks

1. Rain Checks are issued for:
  - a. Surprise rain and rain delays
  - b. Lightning/severe weather warnings
2. Rain checks will be issued based on the amount of time on the course. 1 hour after tee time, a rain check will not be issued.

### Article 5-Events Center

#### 5.1 Booking Policies:

5.1.a Reservation Process: Customers can contact the Event Center at 314-805-7045 or 636-207-2355 to confirm availability. Reservations are completed when event space payment\* is received and the contract is signed. You must be at least 25 years of age to book the event space. Under no circumstances will the event center be held for rental without payment. Rentals are first come, first served.

*\*please see contract for current rental fees*

5.1.b Room Security Deposit: A deposit of \$400 is required to be paid 2 weeks prior to the event date. The Event Center will be inspected post event. Deposits are refunded the week following the event as long as the Event Center is cleaned of all debris and free of damage (including walls from decorations) The use of tape, glue, pins, or nails on walls, floors, ceilings or any other surfaces are strictly prohibited.

5.1.c Cancellation Policy: Room fees will be refunded in full if event booking is canceled with 180 days notice. A 50% refund will be issued with 90 day notice of cancellation. If less than 90 days notice is provided, no refunds will be issued. Bookings can be taken one year in advance.

5.1.d Additional Payments: two weeks prior to event:

- \$400 room security
- Head count and beverage package selected and paid
- Floor plan for event confirmed



5.1.e Capacity Limit: The maximum capacity of the event space is 200 people. This limit must be adhered to for safety reasons and in compliance with fire regulations.

5.1.f Rental is inclusive of the event center space only and excludes, golf course, exterior patios and the golf shop. Renters can access the outdoor patio however, it is a shared space with the golf club.

5.1.g All attendees visiting the Event Center on a rental basis shall follow and abide by all other Ballwin Parks and Recreation rules and code of conduct. Additionally, renter agrees to indemnify and hold harmless the City of Ballwin, its officials, and employees from any claim or cause of action brought by renter, his agents, employees or guest arising from the usage of the facility. Ballwin recreation facilities are available to people of all abilities. The City of Ballwin is Currently working to comply with ADA standards. I agree that while I/we utilize Ballwin facilities, I/we will not discriminate on the basis of disability.

## **5.2 Event Set Up/Breakdown:**

- At no time will furniture or fixtures be moved, removed or rearranged without prior approval.
- Each month's schedule of events will be posted for staff to include who is responsible for setup and breakdown, the date to be completed and floor plans for each event will be attached to the schedule.
- Breakdown requires all tables be wiped down before storing and requires all tables and chairs to be neatly/orderly stacked and stored in a storage room. After each event, custodial staff will be responsible for vacuuming all carpeted areas, mopping tile and the parquet dance floor. Sweep and mop the kitchen area and take trash to the dumpster. Additionally, glass and entry ways are to be cleaned.

## **5.3 Bar Services/Alcohol Consumption Policies:**

5.3.a We hold a Missouri liquor license and strictly adhere to all state laws and regulations regarding the sale and consumption of alcohol. Alcohol will only be served to individuals who are of legal drinking age (21 years or older). ID verification will be required for all patrons. We reserve the right and will refuse to serve anyone who appears intoxicated or underage.

5.3.b Training: All bartending staff members are required to complete SMART training and be certified to work in the Event Center serving alcohol.

5.3.c Bartender attire: Bartenders are required to wear black pants, a white collared shirt, a City of Ballwin name tag and a black apron tied at the waist. Black, slip resistant shoes are required for safety.

5.3.d BYOB Policy: Outside alcohol is strictly prohibited. All alcohol consumed on the premises must be purchased from our licensed bar. Event Center staff will confiscate any outside alcoholic beverages and may immediately terminate the event.

5.3.e An employee deemed “Manager on Duty” (MOD) is required to be on site and present for every event held in the Event Center. The MOD for each event will be posted on the monthly schedule. The bartending staff may be utilized as the MOD.

5.3.f Inventory/bottle usage count: Bartenders are required to track the number of bottles of wine and liquor used during each event. The tally sheet with the event date will be completed and left in the bar for the Event Specialist.

5.3.g The bartender on duty will be required to set up bar, breakdown and clean up for each event assigned. Clean up includes wipe down and sanitize bar area counters and sinks. Sweep and mop bar floor.

#### **5.4 Supplies, Inventory and Ordering:**

5.4.a Inventory of all wine and liquor will be taken on the 1st of the month. The Event Specialist will be responsible to place orders every other Wednesday as needed.

5.4.b Inventory of all additional Event Center Supplies will be taken monthly (ie..cups, napkins, coffee, filters, etc..) and supplies will be ordered monthly as needed.

#### **5.5 AV Equipment/Additional Supplies and miscellaneous**

- Audio visual equipment:: AV equipment such as microphones, TV's and speakers are available for rent at \$200. Any damage or missing equipment will result in a forfeiture of the \$400 room security deposit.
- Technical Support: Only trained staff are permitted to access the AV equipment and provide basic technical support for AV equipment setup and operation to Event Center clients.
- Usage Restrictions: AV equipment must be used responsibly and in accordance with our guidelines. Any misuse or unauthorized modifications to the equipment are strictly prohibited.
- Climate control for Event Space: only authorized staff of the City of Ballwin may access thermostats. The event center has 2 thermostats-both MUST be set to the same temperature at all times.

**Operating Hours:** Our event space operates from 8:00 AM to 11:00 PM, seven days a week. All events must conclude by 11:00 PM and all guests must exit the Event Center within 30 minutes of the conclusion of their event to avoid additional charges.

#### **5.6 Gratuity**

5.6.a Gratuity is to be collected from the party renting the event center based off the drink package that was selected. Every event that wants to have any drink more than water will need to purchase a drink package.

5.6.b Gratuity will be paid up front, 20% of the bar package. That will be paid to the bartender on their paycheck.

1. No tip jar may be placed out for attendees to see.

## **Article 6-Employee Policy and Procedure**

### **Article 6.1-Schedules**

The method of scheduling is up to the Golf Club Manager, until we fully transfer over to ADP and Makeshift. All employees are responsible to work their own shifts or find a sub. When a shift change is approved it is the employee's responsibility to be sure that the shift is covered. In case of an emergency or sickness, contact the manager on duty by telephone to advise him/her of any changes. Do not leave a message on the golf manager's voicemail; make sure you speak to the Golf Club Manager.

### **Article 6.2-Uniforms**

All part time pro shop employees are required to wear their appropriate attire. With no staff issued clothing, employees may wear business casual to athletic clothing. No cut-offs, jeans, sweatpants, competing golf club clothing or hats can be worn. There are no casual sandals or flip-flops allowed. The golf club manager may establish their own dress code to supplement this policy. Shoe options include boots, sneakers, and other closed toe casual footwear.

### **Article 6.3-Name Tags**

When employees are provided name tags, they should be worn at all times during their shifts.

### **Article 6.4-Payroll**

Part-time staff are required to clock in and out at each shift. Employees may clock in through the ADP via their personal mobile device or the time clock kiosk. Please be advised that all employees receive their earnings through automatic direct deposit and should manage their direct deposit through the "Pay" tab in the ADP app.

### **Article 6.5-Employee Food and Drink**

Drinks are allowed at the front desk/snack bar but need to have a lid and be kept out of the customers viewing. There is to be no lunches or dinners eaten at the front desk/snack bar. Please use the Golf Club tables for these meals. Employees must pay for items from the snack bar. Discounts may be available on all or some of the items.

### **Article 6.6-Work Stations**

Workstations are to be kept clean and as organized as possible at all times. All employees are responsible for cleaning and keeping their workstations orderly during

their shift.

#### Article 6.7-Employee Leave

Refer to The City of Ballwin Personnel Manual Benefits Section for Part Time Employee benefits.

#### Article 6.8-Substitutions

When you get someone to take over a shift for you, please notify your manager.

#### Article 6.9-Breaks

- |                              |   |
|------------------------------|---|
| -Scheduled 3-8 hours:        | One paid ten minute break   |
| -Scheduled 8-8+ hours:       | One unpaid mandatory 30 minute break                                |
| -Scheduled 8+ or more hours: | One paid ten minute break plus one mandatory unpaid 30-minute break |

Lunch and dinner breaks cannot be taken at the beginning or ending of your shift without prior approval. Try to take breaks during non-peak times and please ask a manager before taking your break lunch or dinner so they can help cover the front desk.

#### Article 6.10-Facility Use

All employees are entitled to free use of all facilities including The Pointe, The North Pointe Aquatics Center and The Ballwin Golf Course. Full Time and part time benefit eligible family members will receive a discounted rate to all facilities.

#### Article 6.11-Telephone Procedures

All incoming calls are answered: "Ballwin Golf Course, this is (your name), may I help you?" Staff phone numbers are not to be given out. If a caller makes such a request, ask them if they would like to leave a message on voicemail or take the caller's name and telephone number and tell them that you will give the information to the appropriate person. Please ask the person if they want to leave a message on voicemail before you transfer them. Sometimes they may want you to look for the person if they have already called the person's desk and know they are not there. Please make the effort to find the individual, if possible. Make every effort to answer the telephone before the third ring. Make every effort to be helpful and courteous to callers. If you do not know the answer to the question please take their name and number and offer to call them back once you find the correct answer.

#### Article 6.12-Handling Conflicts

If a problem arises to the point that a patron is acting in a rude or demeaning manner, remember these helpful hints: Stay calm, no matter how loud the person speaks, keep your voice calm. Get the name of the person and their phone number if possible.

#### Article 6.13-Facility Maintenance

It is the responsibility of every employee to report vandalism, breakage or anything needing maintenance. Leave the completed report in the Superintendent of Recreation's mailbox or let a manager know about the problem. If you see trash or

spills, please help and clean it up!

#### Article 6.14-Video Surveillance

Only full-time staff members are allowed to operate the video surveillance system.

#### Article 6.15-Textcaster Notifications

We use Textcaster for patrons and employees to be notified of different cancellations and changes in programming and facilities at The Pointe, the Golf Course and North Pointe Aquatic Center. All managers and Rec Aides have the ability to text/email a notification. Patrons need to sign-up on their own to receive these messages.

#### Article 6.16-Ballwin Bucks

Ballwin Bucks are available for Ballwin Recreation Facilities in any amount and can also be reloaded. This is like a prepaid gift card on their Key fob.

### Article 7- INCIDENT & INJURY

#### Article 7.1-Employee Injuries on the Job

If an employee is injured on the job:

- a. Call 911 if there is a life-threatening emergency immediately then, contact the manager.
- b. The manager on duty and Superintendent of Recreation should be notified and a report completed. They will notify Haley Morrison, HR Coordinator immediately. If she is not available, the manager can go ahead and contact Corinne Mulder (Payroll/Benefits) or Denise Keller (Finance Officer).
- c. If it is after daytime hours (Monday-Friday after 5pm), they can go to St. Luke's Urgent Care located at 233 Clarkson Road, Ellisville, MO 63011-Phone #636-256-8644. If the employee is unable to drive themselves, a manager or other employee should take them.
- d. The authorization forms are located on the office hallway bulletin board. Dr. Byler's office address is listed below:

Motion Orthopaedics  
633 Emerson Road, Suite 10 (on lower level)  
Creve Coeur, MO 63141  
314-991-4350

The Employee Injury Report Form needs to be completed immediately with as much detailed information as you can mention. This form should be turned in the same day to the Superintendent, who should review it, make a copy and turn in the original to the director that same day or the next morning the injury occurs in the evening. Any deviations from this schedule could result in the insurance not covering the injury.

## Article 7.2-Injuries to Patrons

1. Follow procedures for handling emergencies depending on the nature of the injury, such as 911 for emergency or first aid for a non-emergency. Complete the Incident Report Form immediately (found in binder at the front desk). This form should be completed for every instance where someone is treated for an injury. Turn it in immediately to the manager who will copy it, and put the original in the Assistant Directors mailbox. A form that is turned in even after a couple of days is not acceptable. If the injured person is a minor, please get the parent's name on the form. Give as much detailed information as possible, do not write down any opinions, etc. on this form because it goes to our insurance company and they need all the background information they can get. It's always much harder to remember details later and what everybody "thought" happened. If 911 is called the Director or Assistant Director need to be notified as soon as possible.
2. Try not to offer information to the injured party or their family with regard to what the city or staff should have done, condition or equipment, etc. Simply administer emergency first aid, complete the incident report form and report it to the manager on duty. If they need to use a phone or you need to contact a parent for them, then, please do so.
3. If the injury occurred as a result of a piece of defective equipment or other hazardous condition, please talk to the manager on duty immediately about removing the equipment or changing the situation in some way to make it safer. If we do not make changes after we are aware something is dangerous, we are asking for further injuries as well as probable legal action against the city.

## Article 8 Emergency Action Plan

The Emergency Action Plan for the Golf Course and Events Center has intended to ensure the safety of all patrons and employees.

### Article 8.1-The Golf Club and Events Center

1. Listed below are the routes. All employees must make themselves aware of these routes:
  - a. Events Center-Exit using either emergency exits or front doors moving off the parking lot to a grassy area to stay clear of approaching emergency vehicles.
  - b. Golf Club-Exit using the front entrance moving off the patio to stay clear of approaching first responders.
2. Employees who are in Golf Club or Events Center during an evacuation emergency shall adhere to the following protocol: Employee makes the 7-911 call who is involved with the emergency; Golf Club or bartender is notified immediately; another employee goes to the front of the building and awaits for the emergency personnel to arrive in the drop off area; remainder of staff is responsible for evacuating patrons by using the above mentioned areas.

3. If the emergency is NOT an evacuation, employee makes the 7-911 call who is in the emergency or who is summoned; the Golf Club staff is notified immediately; an employee goes to the front of the building and awaits the emergency personnel to arrive in the drop off area; other staff will be used for crowd control and to continue general operations. Staff will need to search for any and all witnesses for reporting purposes.
4. All employees who are on duty are to evacuate the building using the same procedures as the patrons. Management team members are to quickly sweep the building if hazards have not reached a serious proportion.
5. Once outside, the employees are to stay with the patrons. The Golf Club Manager will make their way around the building to make sure all people are in the correct areas. If an emergency occurs during a program time, the person or persons supervising the program **MUST** have their list of participants with them. Once outside the Manager shall call roll to ensure that all of the participants are accounted for.
6. **ONLY** employees who are **CURRENTLY** certified in First Aid and CPR may “work” on any patron who may have become injured or ill during the emergency. Any and all injuries **MUST** be documented for insurance purposes. Please make sure there are blank accident reports available and ready for use when needed. There are reports at the front desk that have blank copies of accident reports, a telephone list of full time employees, and a copy of this plan. An employee is to take this notebook with them when leaving the building.
7. When we have an emergency, the patrons shall be notified by fire alarms ringing (if it is a fire) or they shall be notified by the PA system if it is a chemical or weather emergency or Active Shooter/Intruder. In the case of a weather emergency, all patrons and staff are to move quickly to the men’s, women’s restrooms. These areas have no glass and have inner walls for protection.

#### Article 9- Opening Procedures

1. Enter the Event Center by entering key code and get the master key set from the store room. Unless the Manager has given that opened a front door key.
2. Check starting times to anticipate volume of play.
3. Open cart barn and prepare the appropriate amount of carts to handle volume of play
4. Inspect carts for damage, defects, cleanliness and sufficient gas. Set carts aside for future attention if anything is suspected to be in less than perfect condition.
5. If cart inspection reveals any issues leave a note for the Golf Club Manager
6. Unlock pull carts and inspect for defects. Pull defective pull carts out and leave a note for the Golf Club Manager
7. Fill the ice bin for fountain soda and prepare the larger pitcher with ice water.
8. Get a cash drawer from the locked cabinet and count money to ensure that it is balanced with \$200. Report any discrepancies.
9. Place the drawer in the register and turn on Computer.
10. Check scorecards, pencils, cart tickets, napkins and condiments
11. Inspect the golf shop for cleanliness and neatness. Make adjustments as

necessary.

12. Turn on lights and unlock the golf shop door.
13. Turn telephone to day service.

#### Article 10- Daily Procedures

1. Collect greens and cart fees and record payment under appropriate start time. Always ask for a resident's Ballwin I.D. card. Resident discounts will not be provided without presentation of Ballwin I.D. card.
2. Call appropriate groups to the first tee over the P.A. system provided. Remind golfers of course rules and speed of play.
3. Have cart users sign cart rental form and place form in slot under cart number.
4. Sell merchandise and collect appropriate charges and ring through the register.
5. Rent clubs and take a driver's license as security.
6. Answer phones, assist guests reserve tee times
7. Wipe tables after each use, bus tables vacuum and sweep as necessary.
8. Keep merchandise, shelves and displays dusted and neat in appearance
9. Watch for practice green and net abusers
10. Watch for outside alcoholic beverages and coolers being brought onto the premises.
11. Combine singles, twosomes and threesomes as necessary. Fivesomes are not permitted.
12. Work in groups without a tee time, or who have missed their tee time with as little disruption and inconvenience as possible. Explain that occasionally these situations do occur and that you apologize for any delay.
13. Enforce all course rules and policies.

#### Article 11- Closing Procedures

1. Check to make sure that all players are off the course and all equipment rented is returned to the golf shop.
2. Restock all necessary items for the next day. Be sure to check and make sure that there are hot dogs taken from the freezer to defrost overnight in the cooler. Check beer supplies, cups, condiments, scorecards, pencils, cart forms, etc.
3. Lock golf shop door and turn telephone to "night service"
4. Wash carts free of all mud and grass be sure and get drink holders, inside of wheel wells, mud flaps and tires. Perform this duty outside the garage door on the Holloway side of the building only. Park carts neatly in the garage.
5. Hose off pull carts if necessary and put them away inside of the building.
6. Clean off spike cleaner, empty trash near the first tee and in front of the golf shop, remove cigarette butts from the pot.
7. Vacuum golf shop and eating area, sweep and mop behind the two counters, empty trash and straighten merchandise.
8. Gold awning back in against building
9. Close register through the steps provided. See steps provided
10. Pull out start up cash and count out receipts and cash to match Cash Journal
11. Stamp all checks
12. Sign, date and put current time on Cash Journal and place receipts along with



- the credit card report in one of the small deposit bags.
13. Make a note for the Golf Club Manager of any discrepancies.
  14. Unlock the large deposit bag and place the smaller bag inside. Lock the large bag and call police dispatch (2941) for an officer to pick up the deposit and deliver it to the government center.
  15. Check all doors for security and turn off all lights
  16. Leave through the Event Center main doors and ensure that close and lock.

### **Ballwin Golf Course Tee Time Booking Policy**

Reservations for golf at the Ballwin Golf Course will now be taken only online through GolfNow. You can only reserve tee times through the GolfNow app or GolfNow link through our website. Regular reservations will no longer be taken over the phone.

Advanced tee times from the day of your search up to 14 days in advance will be available to reserve. Unreserved tee times become available on the day of play as same-day reservations or walk-on times. A credit card will be required to secure tee time however the card will only be charged if the golfer doesn't show up and fails to cancel. Payment is taken in person at the pro shop just prior to tee time.

Walk-Ons: Unreserved tee times are available on a first come, first serve basis or a same day reservation. *Ballwin Golf Course maintains a list of names and will assign tee times when an opening becomes available.*

Preferred Tee Times are tee times that are booked between 15- 90 days in advance. Greens Fees will be paid for at the time of reservation. Preferred Tee Times are only scheduled between April 1 to October 31. Preferred Reservations must be booked through the golf pro.

#### **Cancellations:**

Golfers must cancel 4 business hours (hours vary seasonally, daily) prior to their tee time to avoid the no show fee for regular reservations. Preferred Reservation cancellations must be made 24 hours in advance otherwise their fee becomes nonrefundable.

What is a "No Show"?

A “No Show” is when a tee time reservation is made at the golf course and one or all of these golfers fail to show up for their reserved tee time.

Ballwin Golf Course relies on revenue generated from tee times. Maximizing revenue from tee time inventory allows the City to keep green fees affordable. We understand that life happens and there are at times unforeseen events therefore we have implemented a very generous cancellation policy. While we prefer as much time as possible such as 24 hours in advance, you may contact the Golf Course up to 4 business hours prior to your scheduled tee time to cancel.

### **No Show Fees Policy**

No show fees will be assessed when a golfer fails to honor a reservation made in their name through the reservation system. A no-show is any individual, group or portion of the group who fails to show or arrive for their reserved tee time. To cancel, call the golf shop 636-227-1750 at least 4 business hours prior to your scheduled tee time. Operating hours can be found at [www.ballwin.mo.us](http://www.ballwin.mo.us) as these change seasonally.

### **Acknowledgement of Ballwin Golf Course & Event Center Policy and Procedures**

By my signature below, I acknowledge that I have received a copy of the Ballwin Golf Course & Event Center Policy and Procedures for the City of Ballwin, and I agree to abide by those and all other requirements contained in it.

Employee Signature

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Employee Name

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Date

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