

Policy Handbook

CUMBERLAND GOLF CLUB

Policy Handbook

Our goal at the Cumberland Golf Club is to provide a quality round of golf at a reasonable price. We pride ourselves on providing our customers and members a special golf experience. We also pride ourselves in providing superior customer service to all our customers. Our friendly staff at Cumberland Golf Club will work to ensure our customers golf experience will be a great one!

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HANDBOOK INTERPRETATION

This Handbook is intended to provide golfers with a general understanding of the policies of the Cumberland Golf Club.

This Handbook is not intended to create a contract of membership nor any other type of contract. Likewise, this Handbook is not intended to create a contractual right on the part of any member.

The information in this Handbook should be helpful in familiarizing golfers with policies and procedures, however, cannot anticipate every situation nor answer every question. Therefore, the Board of Directors, along with the Club Manager, reserve the right to unilaterally change, amend, revise, or delete the provisions contained herein, including policies and procedures when deemed necessary. The Cumberland Golf Club must demonstrate flexibility in the administration of policies and procedures.

On the following pages, we have tried to cover items concerning benefits, restrictions, passes, credits/rebates, pace of play, rain checks, tee times, etc. While these statements are based on Board policy, they do not represent the entire policy. Please contact the supervisor for additional information.



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Membership

Benefits

- One (1) additional free 18-hole round of golf per paying member for a guest on top of unlimited golf for each member.
- 20% discount on all apparel and 10% on all golf balls.
- Reciprocity at other area golf courses. See website for total list.
- Voting rights at the annual membership meeting as well as the ability to join a committee.
- Children up to 23 years of age and in school or living at home are free with a Single or Couple's membership

Restrictions and Definitions

- No child under the age of 16 without a valid driver's license may drive a Cumberland Golf Club rental cart. If under 17 without a parent, children must adhere to the Youth Pass restrictions.

Youth Pass

- Play Monday thru Thursday anytime and Saturday, Sunday, and Holidays after 2:00 pm May 28th thru September 6th.
- Play without restrictions from Opening thru May 27th, then September 7th until closing.

Playing Season

The season is defined as the Opening Day to the Closing Day of the Clubhouse.

New Member

A new member is described as a person who has never been a member before or have not been the last two seasons.

Tee Time Reservation Policy

- Members can make reservations two (2) weeks in advance.
- Cancellations must be given 24 hours prior to reservation (non-weather related)
- Verbal and written warnings will be given to those not adhering to this rule
 - 1st offense: Verbal warning
 - 2nd offense: Written warning signed by Board of Directors suspending advanced reservations with credit card
 - 3rd offense: Charged green fees for no advance cancellation
- Non-Members can give one (1) week advance reservations for tee times.
- Non-member large groups of 12 or more must reserve with a credit card and will forfeit 100% of the green fees if a no show. Tee times must be made up to 60 days in advance and confirmed with golf club.
- All golfers must check in at front desk prior to play.

Credits or Rebates

Rebates, credits, or membership credits will be made for disability or death as follows:

- Requests must be in writing and submitted on, or before, April 30, or June 30 as appropriate.
- Sickness or Disability (substantiated in writing by a medical authority)
 - Before May 1: Full credit toward next year's membership
 - Before July 1: Half (1/2) credit toward next year's membership
 - July 1 and thereafter: No credit shall be given
- Death of a Member
 - Before May 1: Full rebate
 - Before July 1: Half (1/2) rebate
 - July 1 and thereafter: No rebate

Rain Check Policy

- Rain checks will be issued when the course is officially closed due to dangerous weather or unplayable conditions.
- Rain checks will be issued for each nine holes of green fees and cart rentals purchased if the course was officially closed before the players could complete 5 holes (#5 on the front, #14 on the back).
- Rain checks may be used at any time the course is open for play. No refunds will be issued for any difference in the amount originally paid and the fees applicable at the time of replay.

Pace of Play

The Rules of Golf require that a player must, at all times, play without undue delay and in accordance with the pace of play. Cumberland Golf Club has established that the rate of progress to complete the course is set at 4 hours. Thirteen minutes is allotted per hole (fourteen minutes for par 5 holes) from the time you start the hole to the time that all players have holed out and replaced the flagstick.

- No groups of six players or more are allowed.
- Fivesomes are allowed as follows:
 - Prior to Memorial Day and after Labor Day, any day and time.
 - Between Memorial Day and Labor Day, fivesomes are allowed on weekdays at any time.
 - Between Memorial Day and Labor Day, fivesomes are allowed on Saturdays, Sundays, and holidays only if tee off occurs prior to 8 am.
- Fivesomes may be allowed at other non-busy times at the discretion of the clubhouse staff person on duty.
- All golfers are required to play ready golf and must keep up to the normal pace of play.
- Any group that does not maintain the normal course of play is expected to let following groups play through.
- A player must play without undue delay which is defined as taking more than 40 seconds to play a stroke.

Power Golf Carts

Usage Policies

- Golf carts must be kept on the path around all tees and greens.
- Golf carts should be no closer than 30 yards from a green unless it is on the path.
- Follow all golf cart traffic signs and always use golf cart paths where provided.
- Be careful to avoid soft areas on fairways, especially after rains.
- Never drive a golf cart through or close to a water hazard or bunker.
- We do not allow golf carts on the fairway of par-3 holes.
- Golf carts are rented by seat not whole cart.
- Only two (2) carts are allowed per foursome unless a group of five (5).
- Cart drivers must be at least 16 years old.
- Only two (2) persons may ride in a cart and only two (2) bags may be played from a cart.
- Power carts may be restricted to the rough and/or cart paths by the superintendent of greens. In his absence, the people in the following order shall determine if and when course is ready to play: Clubhouse Manager, clubhouse staff person on duty.
- Violations of the golf cart rules may result in loss of golf cart privileges and/or playing privileges.
- Any golfer(s) observed damaging the course or its carts will be asked to leave without refund of any fees.

Cart Safety

Avoid making sharp turns or speeding along in the cart and coming to a sudden stop, as it will damage the turf grass. Also avoid driving through wet and muddy areas, or grass with standing water and any shaded areas under trees.

Players should stay on the cart path whenever possible to protect the fairway turf. On days when the course is wet, you will be asked to follow the 90-degree rule. Under this rule, carts are allowed on the fairway, but they must maintain a 90-degree angle from the cart path. You must take the cart path to a spot that is even with the ball, make a right turn and drive straight toward the ball. This rule is a best practice that should be utilized whenever possible.

Course Maintenance

All members should work together to keep the course looking the best it can be. It takes all golfers and staff to have a great looking course everyone can enjoy and be proud to play.

Divots

Cumberland Golf Club has supplied each cart with sand/seed mixture. Please use this to fill any divots made on the fairway. There are refill sand/seed buckets on holes 4, 9, 12, 13, 14, 17 and at the clubhouse. We also provide replacement sand bottles at the clubhouse and on hole 4.

Course Readiness

- The Superintendent of Greens shall determine when the course is ready to play. In their absence, the people in the following order shall determine course readiness: Clubhouse Manager, clubhouse staff person on duty.
- The first tee time shall be no earlier than one (1) hour after sunrise or at the discretion of the above staff.
- The course will be officially and automatically closed if any lightning is seen on any portion of the course. If you are near hole #14, a shelter is provided for safety.
- The course will be closed for other purposes such as too much frost (which is determined by whether there is frost on the roof of the clubhouse west side), water, etc.

Code of Conduct

- All members and guests must sign in prior to playing golf at front desk.
- All members and guests must operate carts in a safe manner in designated areas only.
- All members and guests must obey all signage on golf course and golf carts.
- All members and guests must conduct themselves in a sportsmanlike manner in all sporting activities, observing all applicable rules, standards, and etiquette of fair play.
 - Not harass, provoke, or threaten verbally or physically any member or guest
 - Not carry firearms or any other dangerous weapons on property at any time
 - Not consume outside alcohol on property at any time
 - Adhere to all club rules (non-inclusive list below)
- All members and guests must not deliberately or carelessly damage or destroy any Cumberland Golf Club property or of any member, guest, or employee.
- All members and guests must treat Cumberland Golf Club employees in a respectful manner and shall not reprimand, direct, or verbally, physically, or otherwise abuse any employee. Any complaints or suggestions about employees are to be directed in writing to the General Manager or ownership of club.
- All members and guests should not engage in a manner likely to harm the welfare, safety, or reputation of the club.

Harassment

The Cumberland Golf Club Board of Directors prohibits any form of employee harassment based on race, religion, creed, arrest record, conviction record, lawful product, veteran status, National Guard status, color, national origin, ancestry, handicap, medical condition, disability, marital status, age, sexual orientation, and sex, including sexual harassment (all as defined and protected by applicable law) and any other protected class under state, federal or local law. Improper interference with the ability of Cumberland Golf Club employees to perform their expected job duties is not tolerated.

With respect to sexual harassment, Cumberland Golf Club prohibits:

- Unwelcome sexual advances; requests for sexual favors; and all other verbal or physical conduct of a sexual or otherwise offensive nature, directed by a person at another person of the same or opposite gender, especially where . . .
 - submission to such conduct is made either explicitly or implicitly as a term or condition of employment.
 - submission to or rejection of such conduct is used as a basis for decisions affecting an individual's employment.
 - such conduct has the purpose or effect of creating intimidating, hostile, or offensive working environment.
- Offensive comments, jokes, innuendoes, posters or other printed material and other sexually oriented statements

Complaint Procedure

Each member of Cumberland Golf Staff and Management is responsible for creating an atmosphere free of discrimination and harassment, sexual or otherwise. Further, employees are responsible for respecting the rights of their co-workers.

If you experience any job-related harassment based on your sex, sexual orientation, race, or any other protected basis, or believe you have been treated in a discriminatory manner, promptly report the incident to your manager, who will investigate the matter and take appropriate action including reporting it to the Cumberland Golf Club Board of Directors. If you believe it would be inappropriate to discuss the matter with your manager, report it directly to the Executive Committee of the Cumberland Golf Club Board, who will undertake an investigation. Your complaint will be handled discreetly.

Disciplinary Action

If the Cumberland Golf Club Board of Directors determines that an employee is guilty of harassing another employee in violation of this policy, appropriate disciplinary action will be taken against the offending employee, up to and including immediate termination.

Cumberland Golf Club Board prohibits any form of retaliation against any employee for filing a bona fide complaint under this policy or for assisting in a complaint investigation. However, if, after investigating any complaint of harassment or discrimination, Cumberland Golf Club Board of Directors determines that the complaint is not bona fide or that an employee has provided false information regarding the complaint, disciplinary action may be taken against the individual who filed the erroneous complaint or who gave the false information.