



2024

Policies and Procedures



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WELCOME TO YARMOUTH GOLF

Yarmouth Golf provides and maintains inclusive, accessible, superior quality public golf courses for Cape Cod residents and visitors which benefits Yarmouth's local economy, health, and charitable fundraising. We are committed to enhancing and preserving our golf properties for future generations through improvement programs for the courses, facilities, and equipment; ever mindful, we are environmental stewards of vital open space.

The purpose of this guide is to communicate the rules and conditions governing the use of Yarmouth Golf for all pass holders to provide fair and equitable access to our customers, while maintaining sound financial controls.

Following these policies and procedures is appreciated and will help ensure that all can enjoy their golf experience at our facilities.

By purchasing your pass to Yarmouth Golf, you are agreeing to abide by the policies and procedures outlined in this guide.

The Golf Enterprise Committee endorses these policies and procedures for the Town of Yarmouth Courses. Their meetings are open to the public and all are welcome to attend. Meeting notices are posted on the Town website as well as at both courses. Policies are subject to change.

CONTACT INFORMATION

Scott Gilmore	Director of Golf
Dennis Hoye PGA	Head Golf Professional
Becky White	Operations Manager, Bass River
Ian DeArmond	Operations Manager, Bayberry Hills
Josh Lyon	Golf Course Superintendent
Jared Dwyer	Assistant Superintendent, Bass River
	Assistant Superintendent, Bayberry Hills

Bass River Pro Shop (508) 398-9079

Bayberry Hills Pro Shop (508) 394-5597

Yarmouth Golf Website www.golfyarmouth.com

Bass River Operations Manager	bwhite@yarmouth.ma.us
Bayberry Hills Operation Manager	idearmond@yarmouth.ma.us
Head Golf Professional	dhoye@yarmouth.ma.us
Director of Golf	sgilmore@yarmouth.ma.us
Golf Enterprise Committee	
gecchairperson@gmail.com	

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Passes are valid from April 1, 2024-March 31, 2025

<u>CATEGORY</u>	<u>FEE*</u>	<u>RESTRICTIONS</u>
Resident		none
Non-Resident		none
Senior		80 years and older
Under 35		Age 23-34
Young Adult		Age 19-22
Junior		Age 0-18-after 12pm **
Twilight		Play after 2pm only
Links		After 12pm - Links Only

**** A junior may purchase a Young Adult pass to avoid the 12pm restriction**

PASS HOLDER CART FEES

18 Hole Cart \$18.99
9 Hole Cart \$ 1 1 . 5 0
Pull Cart \$10.00

On the Bayberry Championship Course carts **are required** until 2pm on Friday, Saturday, Sunday, and holidays.

Walking is allowed as follows:

Bass River – 7 days per week – all day
Links Course – 7 days per week – all day
Bayberry Championship Course – Monday thru Thursday all day

TEE TIMES

Yarmouth Golf uses Club Prophet Systems (CPS) for both public and membership bookings. Bookings can be made through the “Book Now” tab at www.golfyarmouth.com or through the Yarmouth Golf App.

Instructions for setting up a CPS account including how to book tee times as well as how to create lists of your regular playing partners (“buddy list”) can be found on our website under the “pass holder” tab.

Pass holders may reserve a tee time 3 days prior starting at 7pm.

<u>Day</u>	<u>Booking Time</u>		<u>Days Available To Book</u>	
Monday	7 pm	Tuesday	Wednesday	Thursday
Tuesday	7 pm	Wednesday	Thursday	Friday
Wednesday	7 pm	Thursday	Friday	Saturday
Thursday	7 pm	Friday	Saturday	Sunday
Friday	7 pm	Saturday	Sunday	Monday
Saturday	7 pm	Sunday	Monday	Tuesday
Sunday	7 pm	Monday	Tuesday	Wednesday

To make or change a booking through the pro shop, you may call or visit the pro shop **after 2pm on the day prior** to the reservation. Tee time cancellations and changes can be made online or with the App up to 2 hours prior to your reservation.

Yarmouth Golf cannot guarantee play on any specific day or time or with any specific partners. The availability of tee times may be affected by a

variety of circumstances including maintenance, weather, tournaments, outings, or prior daily fee reservations. For a single to book a tee time, a two-some or three-some must already be booked in that time slot. Singles are not allowed to book a tee time where no other players are booked.

The integrity of this system is based on the honesty of the users. Abuse of the system will result in suspension or revocation of playing privileges.

LEAGUE PLAY

Block times for league play are held at Bass River Golf Course three days per week and run from May 1 – Columbus Day.

The 60's League – Wednesday's (limit 92 players)

Bass River 18 Hole Ladies League – Tuesday's (limit 56 players)

Bass River 9 Hole Ladies League – Tuesday's starting on
Hole #10 (limit 40 players)

Raiders & Forty Thieves – Sunday's (limit 56 players)

****There is no league play on holidays and holiday weekends including the week of July 4.***

*****All block times are subject to availability.***

League members must abide by league rules set by Yarmouth Golf and agreed to by the league presidents as well as the policies and procedures described here.

2024 LEAGUE PRESIDENTS

The 60's League	Bill Farrow	Wrf241@aol.com
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18 Hole Ladies League	Lisa Babcock	Tba90@yahoo.com
9 Hole Ladies League	Kathy Begin	rkbegina@yahoo.com
The Raiders	Cliff Keirstead	Raidersgolf346@gmail.com
Forty Thieves	Mike Barry	Reddog1171@comcast.net

CLUB TOURNAMENTS

Various club tournaments run throughout the year, usually on weekends and some holidays. These tournaments are open to members only, except for our Member-Guest Tournament. Registration opens 30 days prior to the event and closes the Tuesday before at 5pm. Registration and payment are done online at www.golfyarmouth.com under passholder/tournament registration.

PLAYER RESPONSIBILITY

Be at the golf course at least 20 minutes prior to your tee time. Each player must register at the Pro Shop before play. Doing so will register your name with the starter and will also let them know if you are playing 9 or 18 holes and if you are walking or riding. A paper receipt of your purchase for your records is available upon request.

Each player must have his/her own bag and clubs. Rentals are available at both Pro Shops.

There are no “ride-along^s” at either course. This includes spouses, children, grandparents, boyfriends, girlfriends, etc. **Only players who have paid for a round of golf and have clubs are allowed on the course.** The maximum number of players per group is four. There are no exceptions.

PACE OF PLAY

The expectation for an 18-hole round is 4 hours, 15 minutes. The link below offers tips and ideas to keep play moving. Please review the recommendations from MassGolf at:

<https://www.massgolf.org/news/10-tips-pace-of-play>

In addition to the role that the golfer plays in keeping pace, Yarmouth Golf has established the following policy which now gives authority to the Ranger or the Manager on Duty at function as follows to speed up play:

Our rangers are equipped with ipads that will show them the time when a group has teed off. They also have access to a GPS system that can indicate when a group may be falling behind. This allows them to quickly address that group, check on their status, and assist them in moving along. When for a second time the group has not kept up with the pace of play, they will be asked to each pick up their ball and move forward to get back into the desired position. If the group refuses to pick up, or again falls behind, the Ranger will then call the Manager on Duty, who will have the option to suspend the group's play and discontinue the group's round at that point.

It is the objective of Yarmouth Golf to make the golfing experience at Bass River and Bayberry Hills enjoyable for all golfers. We hope that these recommendations and this policy will improve the pace of play and make golfing at Yarmouth Golf an enjoyable experience.

GOLF CART USAGE

- Golf carts must always stay on the cart paths on all Par 3 holes. Carts must also always stay on the cart paths around tees and greens on all holes.
- At no time are non-handicap golf carts allowed to go inside of the golf cart directional signs, ropes, or stakes.
- The areas above are considered restricted areas.
- The 90-degree rule can be put into effect at the discretion of the Golf Course. Under certain conditions, carts may be restricted to rough only. Restricted use will be posted in the Pro Shop.
- Any pass holder who purchases a cart at the single cart rate agrees that no other rider will join him/her during the round without paying for the other half of the cart. Violators will be restricted from purchasing a cart at the pass holder rate in the future.

- All carts **MUST** be returned to the designated cart drop-off area.
- Carts are not allowed in the parking lot at Bass River.
- If a cart is observed by a staff member in a restricted area as outlined above, the staff member will notify the Pro Shop or Ranger immediately and will identify the cart number, the exact location of the cart, and give a description of the infraction. The staff will report the infraction to the Manager on Duty.
- Both the operator and the passenger of the cart will be given a verbal warning by the Manager on Duty for the first and second offense. The warning will be recorded in a file maintained by the Director of Golf. A third offense will result in the Manager on Duty confiscating the golf cart. There will be no refund of the cart fee or greens fee.
- Any offense by a pass holder, either operator or passenger, will be recorded and kept on file by the Operations Manager. A third offense will result in the loss of golf cart rental privileges for a period of two weeks.

HANDICAP FLAG POLICY

Handicap flags/placards are available to those golfers who have a special need, or for various circumstances, are unable to walk between the fairway cart boundaries and the green. These flags are for golfers who present a valid handicap placard issued by any state or by a letter from a physician with supporting documentation. The following rules will apply:

- Handicap flags/placards are requested at the time of registration. By requesting a flag/placard, the golfer will indicate his/her acceptance of the handicap rules. • The flag/placard must be affixed to the golf cart and be readily visible during the round.
- When leaving the teeing area and proceeding to the ball on a Par 3, the 90-degree rule will apply when crossing from the cart path to the fairway.
- The flag/placard entitles the golfer to go beyond the fairway cart boundaries to address a ball. All carts are prohibited from those areas designated as “environmentally sensitive.”

- The cart will be permitted **no closer than 15 feet from the fringe area** of the green and will be parked so as not to interfere with the play of other golfers. **No carts are to be driven in areas between a green and a bunker.**
- After use by the golfer, the cart must be returned to the designated cart drop-off area.

These rules apply, without exception, to all golfers requesting a handicap flag/placard. The rangers and staff have been instructed to warn any golfer who violates or abuses these rules and to report such warnings to the Operations Manager. Failure to heed such warning will result in loss of privileges. Repetitive violations will result in further disciplinary action which could include suspension of golf privileges.

HANDICAPS

Yarmouth Golf is a member of the USGA GHIN Handicapping System and provides handicap services through MassGolf.

Members can obtain handicap by following this link the MassGolf website: <https://www.golfnations.com/mass-golf/?cid=8558>.

Players may enter their scores through the apps available from the USGA.

DRESS CODE

All players are required to wear proper, clean golf attire. Both men and women are required to wear golf shirts. Tee shirts and jeans are not allowed.

ALCOHOL POLICY

The golf course restaurant concessionaire has exclusive rights for providing alcohol on the golf course property. Possession of outside alcohol is grounds for immediate expulsion from the course.

PRO SHOP CREDITS

Credits may be used for pro shop merchandise. Credits may not be used for golf carts, greens fees, annual fees, driving range charges, or gift cards. Credits expire on December 31. Credits are non-transferable and can only be accessed by the account holder.

RECIPROCAL PLAYING PRIVILEGES

The six towns with municipal golf courses on Cape Cod have a reciprocal agreement that allows members of any of the listed courses to play any of the other municipal courses for a greens fee of \$30 during the times listed.

The participating courses and available dates are:

Bass River Golf Course	The Captains Golf Course
Bayberry Hills Golf Course	Cranberry Valley
Dennis Highlands	Hyannis Golf Course
Dennis Pines	Olde Barnstable Fairgrounds
Sandwich Hollows	

November 1 – March 31	Daily
April 1 – June 14	Monday-Thursday
June 15 – September 14	NO PLAY
September 15 - October 31	Monday - Thursday

PASS HOLDER CONCERNS

The following process has been implemented so that members have a Place to go with their concerns, complaints, and ideas. For concerns, it is

Imperative that the following steps be followed:

1. The pass holder should try to resolve their concern directly with a staff member.
2. If not resolved, the pass holder must bring their concern by e-mail or in writing to and Operations Manager.
3. If the pass holder is not satisfied with the outcome, the pass holder's communication will be forwarded to the Director of Golf along with the Operations Manager's recommendation.
4. The issue will then be brought to the Golf Enterprise Committee from the Director of Golf if the pass holder is still not satisfied with the recommendation given.
5. If the pass holder is not satisfied with the Golf Enterprise Committee's decision, the GEC will forward the issue, along with an explanation of the remedy presented, to the Board of Selectmen for final consideration.

PASS HOLDER NO SHOW POLICY

- Pass holders may book/change/edit/cancel their reservation up to 2 hours before their tee time.
- If the tee time is not cancelled online or through the pro shop prior to the 2-hour deadline, the passholder will be deemed a "no show".
- We encourage all pass holders to make changes as soon as practical to open the tee sheet to other players. With that in mind, the following policy has been adopted and approved by the Golf Enterprise Committee:
- **Should a pass holder receive three "no-shows," they will be suspended for one week.**
- **Two additional "no shows" after initial suspension, results in a suspension of two additional weeks.**
- **Three further "no shows" will result in a suspension of privileges for season.**

Should a suspension be necessary, the pass holder will be notified using the email on file.

REFUND POLICY

Requests for refunds are authorized by the Golf Enterprise Committee under the following guidelines:

- Refunds will be considered only for documented medical reasons if a pass holder has played less than five (5) rounds that year.
- If a refund is authorized, the refund will be prorated relative to the pass holders' play history. Eighteen-hole play will result in a \$65 pro rate; nine-hole play will result in a \$45 pro rate.
- Requests for refunds for any passes purchased prior to April 1, 2024, must be requested by April 30, 2024. For all passes purchased after April 1, 2024, requests for a refund must be made within 30 days of the date of purchase.
- Pass holder passes are non-transferable and cannot be extended to a subsequent year.
- The GEC will decide on the issuance of a refund and present their decision to the Director of Golf for notification to the pass holder.

Requests for refunds must be emailed to: gecchairperson@gmail.com

The request must include:

- The pass holders golf pass number
- The date and method of payment of the annual fee
- Documentation from a medical professional indicating the medical reason for the pass holder's requested refund and an estimate of the length of time the player may be unable to resume play or should refrain from play.

GUIDELINES FOR SUSPENSION

- Behavior offensive to patrons or employees of the course, including loud and offensive language.
- Any abuse of the tee time system outside of normal parameters for obtaining tee times
- Alcohol use is prohibited in the parking lots. This is policy and Town of Yarmouth ordinance. Alcohol may be purchased and consumed on the course from the concessionaire in designated areas only.
- Non-cancellation or “no-show” for a scheduled tee time
- Failure to abide by directions issued by the Starter, Ranger, or any authorized member of the course management team.
- Pass holder purchasing a 9-hole cart and continuing past the ninth hole.
- Pass holder starting on any part of the golf course without prior Pro Shop approval or playing holes out of sequence without management approval.
- Playing or practicing on a course that has been closed
- Play of more than four in a group
- Practicing on the course outside of the designated practice areas
- “Sneaking on” the golf course without checking in at the pro shop
- Violation of the Driving Range Policy, including: collecting golf balls from the driving range, taking balls from the driving range for use at another time, taking baskets, or utilizing the driving range without proper payment
- Not exercising proper care of the course. It is the responsibility of each player to: repair ball marks, replace divots, and rake bunkers.
- Play of more than one ball on the course is prohibited.

The Director of Golf will make suspension or revocation decisions.