

## Code of Conduct

- TGG Loyalty Cards are Non-Transferrable and the cardholder must be present for group to receive card rates.
- To assist with pace of play, use the appropriate tees that match each golfer's ability and play ready golf.
- It is the groups responsibility to maintain pace with each course's set pace of play guidelines. We understand that our golf courses can be difficult for some players. If you encounter a group who you feel is not on pace, please do not engage them directly. We ask that you call the golf shop and we will handle the group with the pace concerns.
- If groups in front of you are playing at a reasonable pace, the golf shop will not ask them to "hurry-up". We will not chase them around the golf course. Slower groups will be asked to speed up or the golf shop will facilitate you playing through the slow group when it makes sense to do so.
- Back 9 play has become popular and we will continue to promote early morning back 9 play. Generally, we sell the first hour of the morning off the back 9. We communicate to the back 9 players that faster groups may be coming behind them. They are instructed to step aside and let you play through, but also have the right to play in 2:10. If they do not let you play through, please call the golf shop.
- Thompson Golf Group Properties are family friendly environments and we do not allow offensive language, gestures, or behavior. Please be respectful of others and use good judgement while on property.
- We do ask that if you choose to listen to music that the volume be kept at a low level and should only be heard while in your own golf cart. At no time will we allow music to be played around the clubhouse or on the patio.
- We have a relaxed, casual dress code at our TGG properties. There are a few items that are not allowed: metal spikes, spaghetti straps, gym shorts, frayed or holey clothing, t-shirts with graphics or anything deemed to be in poor taste by the golf shop personnel.
- When you make a tee time, you should expect to play at that time. We will strive to keep everyone on time; however, situations do arise that cause delays in our start times. Please do not go to the first tee until guest service releases your group. The golf staff will try to get you out early when and if possible.
- If you have a serious concern or conflict with any staff member at any of the Thompson Golf Group properties, please direct your concerns to our golf professionals or the general manager.
- Bringing alcohol to our facility is strictly prohibited and against the law.
- We reserve the right to deny services, tee times or revoke loyalty card should your conduct towards other guests, members or staff become improper, distasteful, or dangerous.

## Tee Time Policies

- **It is a violation of golf course policy to reserve a tee time for the 8-30 day booking window and then cancel and reserve a similar time in the 0-7 day booking window. TGG reserves the right to cancel the cardholders loyalty card with no refund for abuse of this policy.**
- Cancellations must be made at least 24 hours in advance. Cancellations made within 24 hours are subject to cancellation fees and are the responsibility of the person that made the tee time.
- If you have a tee time for 4 players and you show up with 2 or 3 players, you will be charged a "short show" fee of 50% of the applicable rate for the player(s) that did not show or cancel within the 24-hour period. It is your responsibility to keep the golf shop informed of the number of players in your group.
- Cancellations of tee times or short shows must be made over the phone with the golf shop during golf shop hours and cannot be cancelled through voicemail or email.
- In the event of inclement weather, the cancellation fee may be waived, but would like a courtesy call stating your intent to cancel. Inclement weather is rain, lightning, or high winds, we do not consider cold, hot, or wind inclement weather. It is the card holder's responsibility to understand the forecast and manage the tee time accordingly.

## Golf Cart Use Agreement

- Golf carts are a large contributor to turf wear and tear. The maximum number of golf carts allowed per group: 2 carts for a foursome, 2 carts for a threesome and 1 cart for a twosome.
- Golf carts are not allowed in the desert (any non-grass or paved areas). Golf carts are not all terrain vehicles, drive them accordingly.
- If the golf shop has determined that cart path only is necessary to protect the course, there are no exceptions
- Golf carts must remain on the cart paths on all par threes and where directed on any other golf holes.
- Golf carts are not allowed on tee boxes and should remain on cart paths around all tee box areas.
- Golf carts must be kept a minimum of 30 yards from all greens, or where cart signs direct golf cart traffic
- Avoid all standing water in the fairway and rough when conditions are wet (early morning or following rain).
- Golf cart damage is the responsibility of the driver of the golf cart. If you damage the cart, you will be responsible for the cost to repair.
- If you are a single or twosome you should expect to be paired up with other golfers.
- A single or twosome may be paired up with your group.
- Handicap flags are an accommodation that we are happy to provide for those in need. A handicap flag does not provide unlimited rights with your golf cart, they do provide additional accessibility to greens.