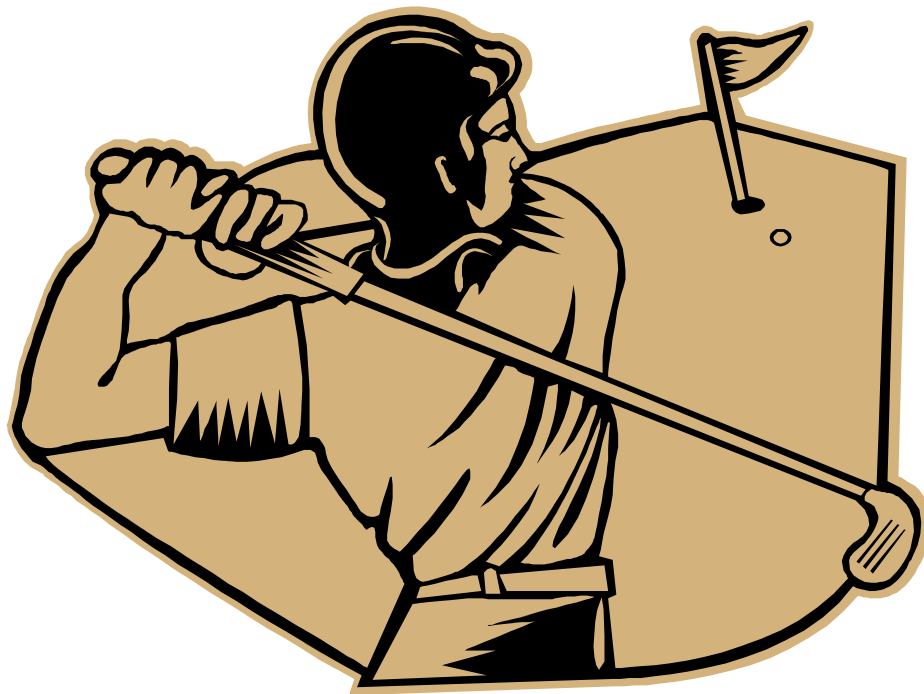


**Muscatine  
Municipal Golf  
Course  
2022  
Regulations and  
Policies Manual**



Revised 3/9/22



## 2022 MUNICIPAL GOLF COURSE POLICIES

### Table of Contents

Course Rules .....	2-3
Alcoholic Beverages and Coolers .....	3
Private Motorized Golf Cart Usage .....	3
FootGolf Rules .....	3-4
Fees and Charges .....	4-6
Group Reservations .....	6-7
Inclement Weather .....	8
League Play .....	8-9
Non-Golfers .....	9
Opening and Closing of Golf Course .....	9
Regulation and Supervision of Play .....	9-10
School Use of Golf Course .....	10
Tee Times .....	10-11
Tee Time Reservations .....	11
Use of Simulator .....	12
Use of Clubhouse .....	12
City Staff Information .....	13
Accounting Procedures .....	14-16

## **MUSCATINE MUNICIPAL GOLF COURSE RULES**

1. Everyone must register in the pro shop prior to playing. Each player must have a bag and clubs.
2. Daily greens fee payment is intent to play. No cash refunds.
3. Prior to 1:00 p.m. on Saturday, Sundays and holidays reservations will be available only for twosomes, threesomes and foursomes. Individuals making reservations with less than four people will be informed that the pro shop staff may fill remaining openings. Individuals wishing to add to their original reservation should contact the pro shop to make sure an opening exists.
4. Fivesomes may be allowed on the course beginning October 1st of each year as long as pace of play is not affected.
5. Abuse to the golf course or golf carts will not be permitted. The offending player and/or players will be removed from the golf course and liable for damages.
6. Permission from pro shop staff AND Maintenance Staff is required before beginning play on hole number 10.
7. Only one ball played from tee to green.
8. Replace all divots and repair ball marks on the greens. Rake sand traps smooth.
9. No shoes with high or narrow heels. No spiked shoes other than golf shoes are allowed.
10. Keep riding carts and pull carts off tees, collars and greens. Keep riding carts 30 feet from greens. Carts are not allowed on the grass between cart paths and tee boxes. Repeated violation of cart rules may result in suspension of cart privileges.
11. Let faster groups play through to keep pace of play.
12. Do not enter the driving range area, golfers may be hitting balls.
13. Children ages 9 and under are not allowed to play on the course unless playing with a parent or responsible adult.
14. Children ages 13 and under are not allowed to play on Saturday, Sunday and holidays prior to 1:00 p.m. unless playing with a parent or a responsible adult.
15. Keep your course clean! Use the waste cans provided.
16. Shirts and shoes are required to be worn at all times when using the golf course facilities.
17. Individuals operating motorized golf carts must be 18 years of age.
18. Golf shoes must have soft spikes, metal spikes will not be allowed.

19. Smoking and the use of any tobacco products or the simile of is prohibited within 50 feet of the Clubhouse.
20. The use of private motorized golf carts is not allowed.
21. **ALCOHOLIC BEVERAGES AND COOLERS**
  - a. Golfers must purchase all alcoholic beverages from the pro shop and shall not have personal coolers in their possession while on the golf course property, which includes the course, pro shop, maintenance buildings and parking lots.
  - b. The golf course pro shop shall have coolers available for the golfers. Golfers will be responsible for damaged or lost coolers.
  - c. Golfers who violate the course alcohol rule shall be asked to leave the course immediately. No refund of greens fees will be given.
  - d. If any golfer refuses to follow the above policy, he/she shall be asked to leave the course or be charged with trespass. Subsequent violations may result in the loss of golf privileges.
  - e. Alcohol purchases may not be made before 6:00 am on Sundays.

### **FootGolf Rules**

1. Take care of the course, rake bunkers, do not play FootGolf on the greens, and maintain an acceptable pace of play.
2. Wear appropriate clothing. No cleats allowed.
3. Start each hole (kick off) from a position of up to two yards behind the tee marker.
4. Wait to play the ball until it comes to a complete rest.
5. The player farthest from the hole is the first to kick the ball.
6. Do not kick if it is possible to interfere with the group ahead of you.
7. The order of play is established based on the score of the previous hole. The player with the best score will kick off first.
8. If the FootGolf ball lies on the putting green used for regular golf, the ball should be removed and dropped on the ground within ten feet of the green and no closer to the FootGolf hole without penalty.
9. Please respect all participants on the golf course by not kicking into other groups and by not yelling during other groups play.

10. FootGolf may only be played during the afternoons on the weekends and after 11 am on weekdays
11. Have fun!

**2022 FEES AND CHARGES**

1. WEEK DAYS GREEN FEES:	9 hole adult	\$20.00
18 hole adult		\$24.00
	9 hole junior	\$9.00
	18 hole junior	\$9.00
	9 hole senior	\$19.00
	18 hole senior	\$22.00
	12-4 pm 18 holes (Adult)	\$17.00
	12-4 pm 9 holes (Adult)	\$15.00
	12-4 pm 18 holes (Senior)	\$16.00
	12-4 pm 9 holes (Senior)	\$14.00

\*Cart fees: 18 holes \$17 or 9 holes \$11

Age Groups:        Junior = Ages 17 and under  
                          Adults = Ages 18 through 64  
                          Senior = Ages 65 and over

2. WEEKEND AND HOLIDAY GREENS FEES:

18 hole (Adult)	\$26.00
18 hole (Senior)	\$24.00
18 hole (Junior)	\$10.00
9 hole (Adult)	\$21.00
9 hole (Senior)	\$20.00
9 hole (Junior)	\$10.00

9 hole fee will be available 7 days a week.

3. GROUP RESERVATION FEES:

18 hole	\$27.00
9 hole	\$22.00

4. SEASON PASS FEES:

Adult	\$680.00
Junior	\$165.00
Senior	\$590.00
College Student	\$400.00
Family	\$1,060.00

**NOTE:** Season passes may be purchased with the approved payment plan.

**FAMILY PASS:** Family pass rate applies to anyone in the family listed as a dependent on the latest IRS tax return. Senior Family Pass holder may add up two grandchildren to their family pass. Additional grandchildren may be added for a fee of \$75.00 per child.

**COLLEGE PASS:** College pass rate applies to any traditional full-time student. College pass rate may be included at any time if applicable as a dependent of the family as defined as a family above.

5. FootGolf Fees: Adult \$10.00/Junior \$5.00

6. STATE SALES TAX: All of the above fees include 7% state and local sales tax.

7. JUNIOR, FAMILY, COLLEGE AND SENIOR SEASON PASS ELIGIBILITY

A. Individuals who turn age 65 within the calendar year of the current golf season are eligible to purchase a senior season pass.

B. Individuals who turn age 18 within the calendar year of the current golf season are eligible to purchase a junior season pass.

C. The calendar year is considered January 1<sup>st</sup> through December 31<sup>st</sup>.

D. Family pass eligibility applies to anyone listed as a dependent on the latest IRS tax return.

E. College pass eligibility is limited to full-time college students only.

Credit card Usage: credit cards (Visa and MasterCard only) will be accepted at the Muscatine Municipal Golf Course. The City of Muscatine reserves the right to deny credit card usage for group events.

8. SEASON PASS PAYMENT PLAN GUIDELINES:

A. Payment Plan Fees:

Adult \$710.00  
Junior Not Applicable  
Senior \$620.00  
College Student \$430.00  
Family \$1,090.00

B. Payment Plan Rules:

1. Season passes may be paid in up to three (3) equal installments.
2. All passes must be paid in full by May 31<sup>st</sup>.
3. Failure to complete the designated payment plan will result in suspension of pass play and may forfeit future ability to participate in the payment plan in the future.

4. The first payment is due at the time of getting the pass.
5. Payment plan pass participants are not eligible to receive the annual pass incentive card.
6. The payment plan may be used in the months of March, April and May only.

### **GROUP RESERVATIONS**

1. Group reservations will only be available to groups of 16 or more paid golfers. Groups of less than 16 would be able to “buy out” the greens fees necessary to create a group of 16.
2. All group reservation requests must be submitted on an official Muscatine Parks and Recreation / Muscatine Municipal Golf Course Outing Request form.
3. All group reservation requests may be made one day less than a year but must be made a minimum of 45 days in advance of the requested date.
4. All group reservations shall be approved by both the Golf Professional and the City staff.
5. All group reservations shall be posted on the monthly calendar located in the clubhouse.
6. Greens fees must be paid for all reserved tee times on the day of the event. Final confirmation of the number of players and the number of reserved tee times must be made a minimum of 10 days in advance of the event with the golf professional. The groups will be charged for the confirmed number of tee times on the day of the event even if they fail to use all of their reserved tee times. The City will have the option to fill all unused tee times reserved by the group. Greens fee payments made by check shall be made payable to: City of Muscatine. The City of Muscatine and the Golf Professional reserves the right to deny credit card usage for group events.
7. Groups requesting carts must make arrangements with the golf professional. Limitations and/or minimums may be established by the golf professional due to cart availability.
  - A. Golf Carts must be confirmed 10 days prior to the event. Any changes made within 7 days of an event will incur a \$150 charge.
  - B. If less than 20 carts are ordered for an event, then a \$150 fee will be added to the total cost of the event.
8. All regular course rules shall apply to group reservation participants unless otherwise stated in writing by the City staff or golf professional.
9. No refunds shall be made following the fee payment, unless due to action by the City staff, golf professional or due to extenuating circumstances.
  - A. Season passes will be valid for individual’s participating in a group reservation event.
10. The following guidelines shall apply for group reservations scheduled on **weekdays** between May 1<sup>st</sup> and Labor Day:



- A. No tee times prior to 8:00 a.m.
  - B. A \$27.00 greens fee shall be charged to each 18 hole golfer.
  - C. A \$22.00 greens fee shall be charged to each 9 hole golfer.
  - D. Attempts shall be made to schedule weekday reservations on Mondays and Fridays.
11. The following guidelines shall apply for group reservations scheduled on **weekends** between May 1st and Labor Day:
- A. Two shotgun starts with total course closure will be allowed each month April-August, not to exceed one shotgun start each weekend.
  - B. Tee timed events cannot start prior to 10:00 a.m.
  - C. Shotgun start times are at the discretion of the City Staff.
  - D. No 9 hole reservations prior to 12:00 p.m.
  - E. A \$27.00 greens fee shall be charged to each 18 hole golfer.
  - F. A \$22.00 greens fee shall be charged to each 9 hole golfer.
12. Following Labor Day the City Staff and Golf Professional shall be able to consider all forms of requests such as; shotgun starts, 9 hole tee times prior to 12:00 p.m., tee times prior to 10:00 a.m. and other similar situations that have been approved in the past.
- A. The special event green fees and regular season passes will be applied to these reservations.
13. City Staff and the Golf Professional shall have the authority to limit or refuse group reservations in order to minimize the impact on regular daily play.
14. Events open to the general public such as the men's and women's and junior golf tournaments shall take precedent over a group reservation.
15. Groups of 24 or more must provide an **approved** non playing "event supervisor" with a golf cart to ensure that the group maintains proper pace of play and complies with all course rules. Should the group not be able to provide an **approved** event supervisor they must make arrangements with the Golf Professional to provide for an event supervisor at their expense.
16. Group reservation refunds due to inclement weather will only be made in the event of a full course closing.
17. All full course shotgun starts must have a minimum of a 120 players or special approval must be granted by the Golf Professional and City Staff.
18. Modified shotgun starts will be used for groups of 72-119 players that wish to have a shotgun start. Groups of fewer than 72 players will be tee time starts unless special approval is granted by the Golf Professional and City Staff.
19. Groups will be positioned on the course in a way that has the least impact on other daily play.

## **INCLEMENT WEATHER**

1. In case of inclement weather, play at your own risk.
2. The Golf Course Supervisor may close the course and/or restrict use of motorized golf carts due to ground and weather conditions.
3. The City Staff and Golf Professional retain the right to close the golf course at any time due to weather conditions. If the golf course is closed at any time, you are currently golfing, you will be issued a rain check. To take advantage of the rain check, you must request a rain check prior to leaving the golf course that day.

## **LEAGUE PLAY**

1. Only recognized leagues will receive special "league play" considerations.
2. Leagues must consist of a minimum of 12 players.
3. A league must schedule play on a weekly basis for a minimum of six (6) weeks.
4. Leagues from the previous season will have the priority for that time period for the following season. Leagues shall confirm by April 1st if they plan to return this season.
5. New league requests will be considered on a first come first served basis. Applications may be submitted to the Golf Professional beginning the first Monday of March each year.
6. Recognized league play will be limited to weekdays only. There may be no more than two (2) hours of scheduled league tee times per evening, morning and afternoon time period.
7. Use of the back nine for league play must be approved by both the Golf Professional and City Staff.
8. It will be the responsibility of the league to coordinate all of their activities and events held at the golf course with the pro shop staff.
9. Each league shall identify a league representative who shall be responsible to maintain regular communication with the pro shop staff and assist in addressing any problems or concerns that may arise with the league participants.
10. League participants not able to play at their scheduled time shall contact the pro shop a minimum of four (4) hours prior to their scheduled tee time in order that these times may be made available to the general public. If the reservation is not cancelled the league may be responsible for paying the greens fee.
11. Pro shop staff will maintain a count of league tee times that are not used. They will also maintain a count of those reservations not cancelled in advance.

12. League participants wishing to reserve a tee time outside of their regular league time must inform the pro shop staff that this reservation will take the place of their regular league tee time so that their league tee time can be made available to the general public.
13. Attempts will be made by the pro shop staff to maintain league tee times in one solid block of time. However, there may be situations that arise when general public tee times may be inserted within a block of league tee times in order to maximize play.
14. All league players must check in at the pro shop prior to teeing off.
15. The Muscatine Parks and Recreation Department reserves the right to suspend league status and the associated special considerations at any time.
16. Each league must identify a league supervisor to act as a liaison with the golf professional and to deal with any policy and/or usage issues such as slow play, tee reservations, etc.

### **NON-GOLFERS**

1. During periods of golf play, trespassers, dogs, dog walkers, bicycle riders, joggers, fishermen, or any unauthorized person shall not be permitted to walk, ride or rest on or remove items from the golf course premises.
2. No fishing or swimming is allowed in the golf course pond.
3. Non-golfers who want to ride in the cart will be charged a \$6 Spectator Fee

### **GOLF COURSE OPENING AND CLOSING**

1. The official golf course season will be approximately March 15<sup>th</sup> to November 23<sup>rd</sup>, weather permitting.
2. No play will be allowed outside of the official golf course season.
3. The City staff and head golf professional retain the right to close the golf course at any time due to weather conditions.

### **REGULATION AND SUPERVISION OF PLAY**

1. It is the responsibility of the Golf Professional and his staff to supervise and regulate play and use of the golf course and its associated facilities (pro shop, driving range, practice green, parking lot).
2. During heavy play the golf course will be monitored for slow play. Habitual offenders may be removed from the golf course.
3. Abuse to the golf course will not be permitted. The offending player and/or players will be removed from the golf course.

4. The pro shop staff shall use a daily tee time system and a public address starter method to assist in an orderly flow of play.

### **HIGH SCHOOL AND COMMUNITY COLLEGE USE OF GOLF COURSE**

1. Any use of the golf course and/or its related facilities (driving range, practice green, club house) by either the high school or the college, which involves the elimination or reduction of green fee charges, shall be approved and scheduled in advance by both the City staff and the head golf professional.
2. All play on the golf course must be scheduled through the Golf Professional and approved by Parks & Recreation Department staff.
3. The Golf Professional will designate the available tee times that these groups may utilize for play on the golf course. This includes both practice and competition.
4. School officials shall contact the Golf Professional to review possible dates for meets in advance of any confirmation of league schedules.
5. All lessons and use of the driving range must be approved and scheduled by the head golf professional.
6. Fees and charges for use of the driving range by these groups shall be set by City staff.
7. The City will not charge green fees for approved high school and college activities held at the golf course. The exception to this would be for competitive events such as a district or regional tournaments where fee payment is available.
8. The high school and the college shall provide the City and the Golf Professional a listing of all individuals eligible to participate in their activities. Eligibility shall be restricted to one coach or instructor and bona fide team members and/or class participants. All other individuals shall pay the regular greens fee rate.
9. A coach or supervisor must accompany and supervise their players and/or students during the activity in order to ensure that all golf course rules are followed and proper golf course etiquette is used.
10. All tee times must be made by the head coach. The head coach will ensure that all reserved tee times are either used or are cancelled in advance. The coach or other school official shall contact the pro shop by 10:00 a.m. and cancel any tee times that will not be used by the golf team for that afternoon.

### **TEE TIMES**

1. Tee times will be scheduled everyday throughout the golf season.
2. The first and last daily tee times will be established based on the daylight conditions at that time of the season. Prior to the start of each season the golf professional will list the available tee times and pro shop hours.
3. Tee times will be set at nine (9) minute intervals.

4. Individuals must be checked in, have paid green fees and be ready to play at their scheduled time or they will be re-scheduled for the next available tee time.
5. In order to maximize play and create a consistent pace of play, the pro shop staff may fill out groups of less than four (4) at all times.
6. Tee times for both nine (9) holes and 18 holes will be allowed on weekdays.
7. If play is stopped or delayed due to unforeseen situations, such as weather, maintenance, etc., tee times will be moved back and re-scheduled when play is resumed. The pro shop staff will attempt to accommodate demand and get back on schedule as soon as possible.

### **TEE TIME RESERVATIONS**

1. All tee time reservations must be made at the pro shop either in person, by telephone or online.
2. All tee time reservations may be made in person seven (7) days in advance. Tee Time reservations may be made six (6) days in advance in person, by telephone or on-line. Exceptions to the tee time policy will be made for the week prior to a shotgun tournament weekend. For weekends following a shotgun tournament, tee times may be made two weeks in advance in person.
3. Only two (2) reservations may be made in person and/or per call.
4. Individuals making reservations with less than four (4) people will be informed that the pro shop staff may fill any remaining openings. Individuals wishing to add people to their original reservation should contact the pro shop to make sure an opening exists.
5. Prior to 1:00 p.m. on Saturday, Sundays and holidays reservations will be available only for twosomes, threesomes and foursomes. No fivesomes will be allowed until after October 1st.
6. Cancellation of a reservation must be made a minimum of 12 hours in advance of the scheduled tee time to avoid a penalty.
7. If play is stopped or delayed due to unforeseen situations, such as weather, maintenance, etc., tee times will be moved back and re-scheduled when play is resumed. The pro shop staff will attempt to accommodate demand and get back on schedule as soon as possible.
8. Individuals not reporting for a reserved tee time shall be listed on a daily basis by the pro shop staff. This list will be submitted to the City staff on a weekly basis.
9. Tee time reservations privileges may be revoked for a period of time from individuals and/or groups that regularly appear on the "no show" listing from the pro shop staff.
10. Special reservation considerations will be given to: leagues, junior golf, outings, special events and tournaments.

## **USE OF SIMULATOR**

1. The golf simulator will be made available during the off season.
2. The simulator will be available for rent at other times of the year based on clubhouse usage and availability. Use of the simulator outside of the winter season must be approved by city staff.
3. Use of the simulator must be supervised by the Golf Professional and/or designated staff.
4. Reservations for simulator use will be available and will follow our standard tee time policy. 7 day in advance in person and 6 days in advance over the phone.
5. Once your reserved time has ended you must clear the simulator for use by the next group. The only exception to this will be if there is no reservation immediately following the end of the reserved time.
6. Fees will be charged on a time basis following the structure outlined below:

\$30 per hour

\$120 for a 5 hour pass

\$200 for a 10 hour pass

All time will be charged in 15 minute increments.

7. League time will be available and must be arranged with the Golf Professional and follow all league rules as outlined on pages 10 and 11.
8. Abuse of the simulator will not be permitted. Offending player and/or players will be removed from the simulator and will be liable for damages.

## **USE OF CLUBHOUSE**

1. The clubhouse will be available for rent by reservation during the winter season approximately December 1 through February 28. Scheduling will be arranged through the Golf Professional. The rental fee will be \$25 per hour, not to exceed \$150 per day. All drinks must be purchased at the clubhouse.
2. The simulator will be available for rent for an additional \$15 per hour with the rental of the clubhouse.
3. The City of Muscatine and the Golf Professional reserve the right to limit clubhouse usage as deemed in the best interest of the City.
4. Event supervision will be provided by the Golf Professional and/or his designated staff.
5. All beverages shall be purchased from the City of Muscatine. Catering services may be provided by or arranged with the city.

## **CITY STAFF**

### **Muscatine Parks & Recreation Department Staff**

Richard Klimes, Director	263-0241
Brett Parcher, Golf Course Supervisor	264-0260
Brian Kuddes, PGA Golf Professional	263-4735

### **City of Muscatine Recreation Advisory Commission**

Brad Bark

Rick Bierman

Sarah Hoeg

Dana LaRue

Jennifer DeFosse

Gina Othmer

Pete DeGabriele

## ACCOUNTING PROCEDURES

### I. City Receipts

- A. All funds received for golf fees (daily green fees, season passes, tournaments and group outings) are to be entered into the computerized cash register as received. Cash register receipts are to be given to each customer.
- B. Daily deposits are to be made to the City's account at First National Bank using deposit slips provided by the City. A notation of "Golf Deposit" should be noted in the margin of the deposit slip. A night deposit key will be made available to facilitate evening deposits. If deposits are not taken to the bank in the evening, the deposit should be secured in one of the safes.
- C. For each day's deposit, a "Daily Sales Report" form is to be prepared which lists the register "key" totals for each category of sales. This form should be filled out completely including (1) beginning and ending transaction numbers for the day; (2) the number and dollar amount of sales by type for season passes and green fees and the number and amount of gift cards sold that day; (3) the computation of sales tax on season passes and greens fees; and (4) gift cards used. This form is to be signed by the person preparing the deposit. The amount of the deposit must agree with the information on the "Daily Sales Report".
- D. If an incorrect amount is entered into the register, a correcting entry should be made reversing the original entry. For each correcting entry, an explanation of the reason for the correcting entry is to be written on the register receipt with the signature of the individual making the correcting entry. These receipt copies are to be attached to the "Daily Sales Report". If longer explanations are required, attach a separate page.
- E. Gift certificates for green fees and season passes will be sold **only** at the Golf Course. The Golf Professional is to maintain a log of gift cards issued including card number; who the card is issued to; the purchaser; and the amount. As the cards are sold, the card numbers and total amount of the card sales for the day are to be recorded on the "Daily Sales Report". Gift cards should **not** be considered taxable sales until used.
- F. As customers use gift cards, the respective sale is to be entered into the register for the total amount of the transaction. (This will be the time the sale becomes subject to sales tax.) The gift card will be applied towards the total charge for the customer. The customer is to pay the balance of the transaction (if any) by cash or check. Gift cards used are to be totaled and subtracted from total sales on the "Daily Sales Report" to derive the amount of the City deposit. The gift cards used are to be marked as "canceled" and attached to the "Daily Sales Report" form.
- G. The bank deposit slip should be completed listing currency, coin, and check amounts separately, as required. One-dollar bills should be wrapped in \$50.00 packets and Coins should be placed in rolls if possible, otherwise into a coin envelope with the amount noted on the envelope. Checks are to be made payable to the "Municipal Golf Course" and are to be endorsed with the stamp provided by the City. A calculator tape can be attached totaling the checks in lieu of listing each check on the deposit slip. A double count of all funds received and the addition of the deposit slip amounts should



be completed to ensure the accuracy of the deposit. Both white and yellow copies of the deposit slip are to be included in the bank bag with the funds deposited.

- H. The cash register daily totals report is to be attached to the “Daily Sales Report” along with the pink copy of the deposit slip, any voided transactions and any gift certificates used. This packet is to be forwarded to the Director at least weekly. The detail transaction printouts and the second part of the cash register tape marked with the appropriate range of dates are also to be forwarded to the Director at least weekly.
  - I. Provisions should be made for the security of any starting cash when the Pro Shop is not open.
  - J. The cash register drawer is to be left open at night.
  - K. Checks for payment are to be made payable to the Municipal Golf Course and are not to exceed the total purchase amount. No two party checks are to be accepted.
- II. Season Pass/Play Records
- A. A record of the season pass sales should be made on the form provided. All season pass purchases must be paid in full at the time of purchase. No payment plans will be offered.
  - B. Season passes are to be signed by the purchaser when issued.
  - C. The Tee-Time record should be fully completed and marked each day as follows: NS = no shows, S = season pass round, X = cash round, and a C = comp round. This record should be maintained by the Golf Pro and be available for City staff review upon request.
- III. Sales Information
- A. Golf professional will submit to the Director of Parks and Recreation the annual income and expense report (all revenue and expenditures) within 30 days of the closing of the course for that season.
- IV. Credit Card Usage
- A. The only credit cards accepted are Visa and Master Card. The City of Muscatine and the Golf Professional reserve the right to deny credit card usage for group events.
  - B. Check/debit cards can only be accepted if they carry the Visa or Master Card symbol.
  - C. If a transaction is entered incorrectly, it can be voided and re-entered during that same day by following the void procedures provided by the banking institution.
  - D. The City’s policy is not to do refunds by credit card. Any refunds to customers are to be by check.
  - E. Credit cards are accepted for the amount of purchase only - no cash back to customers.

- F. Customers are to sign the credit card slips. The City keeps the original (white) copy with the yellow given back to the customer.
- G. For any credit card transactions taken over the telephone, the credit card number provided by the customer, as well as the card expiration date, should be repeated back to the customer for verification.
- H. If voice authorization is needed for the credit card (message will appear on machine), call the number on the reference sheet.
- I. City greens fees and season pass receipts are to be deposited daily to the City's bank account by the Golf Professional. If due to credit card transactions, the available funds (cash plus checks) are not sufficient to fund the required deposit, the amount available is to be deposited that day. The balance of the deposit is to be made by the Golf Professional on a separate deposit slip within three (3) banking days. The second deposit slip should include the date for which the additional deposit is being made and the notation "Balance of Deposit" for \_\_/\_\_/\_\_".

NOTE: The above procedures are subject to review and revision by the Finance Department. Any questions should be referred to Nancy Lueck, Finance Officer or Richard Klimes, Director of Parks and Recreation.