



SHORT GAME AREA CUSTOMER USAGE POLICY

Effective: 7th November 2014
Day to day responsibility: Pro Shop Staff
(with assistance where possible from Coaches as duty of care to the area. Any issues to be reported back by Coaches to the Duty Manager for Operations Staff to attend to)

Overview:

The Short Game Area (SGA) is a premium practice and game development area, created by Yarra Bend Golf to add value to the lesson, practice and golf offering to customers.

Detail:

Opening hours: Normal range hours subject to natural lighting.
Monday 10:00am to dusk
Tuesday to Sunday 7:00am to dusk

Customer Limits: In the interest of safety and also to protect this asset from excessive wear/tear
Up to 5 customers at any one time, not including lessons.

Integration of lessons: All Coaches are to use tubes with SGA Pro V1 balls at all times. Under no circumstances are the range yellow balls to be used on the SGA.

Lesson Customers: Lesson customers are not charged for usage during the lesson.
Usage outside the lesson time will need to be pre-booked.
(Coaches will need to take this into consideration, however leniency may be provided at non-peak times if space permits)

Booking Procedures: Booking system will be used by manual system using folder at Pro Shop counter
Bookings are taken using hour blocks

Public Usage Fee: Public will be charged \$20 per hour. A deposit of \$10 will also be payable and refunded with the return of tube with all 22 balls.
This entitles the customer to use the SGA for 1 hour, allocated with 1 tube of 22 Pro V1 balls, stamped 'Practice'.

From time to time a ball will be irretrievable (3 or more missing – no refund)

Under no circumstance must yellow range balls (or privately owned balls) be used unless specifically authorized by the General Manager.

Operations:

All tubes are to be stored within easy access for staff, but are not to be left sitting on view behind the counter. Availability of the SGA is to be merchandised/promoted within the pro-shop in a similar way to other products.

Pro Shop staff will maintain/patrol the area as part of their daily checklist item whereby the range is checked every 30 mins.

Maintenance:

Carried out each Monday morning (or as authorised by General Manager) by Yarra Bend Golf ground staff. If procedures work correctly the area should be free of any balls, however in general it is required to be cleared of all balls Sunday afternoon/evening in preparation for maintenance.

Additional Usage Parameters:

No child under the age of 12 years is to use the area unless accompanied and under the supervision of an adult. All children either using or in/around the area are to demonstrate behavior consistent with the common golf etiquette. Management & Staff reserves the right to remove anyone seen or known to be damaging the area.
