

Dove Canyon “Survivors Guide” 2024

We are excited for 2024 as we approach the new year! This is a great time for us to cover the Club’s policies and keep everyone up to date.

Memberships

Membership Category	Criteria	Play Limitations
Full Golf	This is for members over the age of 40 years old. This includes a primary, spouse, and any dependents up to the age of 24 still living at home or in college. 8-day priority booking privileges.	No play restrictions.
Executive	This is for members 40 years old or younger. For couples, it is the average age of spouses that will be used to designate membership type. This includes a primary, spouse, and any dependents up to the age of 24 still living at home or in college. 7-day advance booking privileges.	No play restrictions
National	Designed for members whose primary residence (live there more than 6-months per year) is outside of 120 miles from the club. This includes a primary, spouse, and any dependents up to the age of 24 still living at home or in college. 7-day advance booking privileges.	Allotted 48 rounds per year. No time/day restrictions
Regional- Single and Family	Must live more than 60 miles from the club. Membership has the option of Single or Family. Family includes primary, spouse, and any dependents up to the age of 24 still living at home or in college. 7-day advance booking privileges.	No play restrictions
Sports Plus- Single or Family	Members in this category can play up to (2) 18-hole rounds per month and gives unlimited access to practice facilities. This membership type has the option of Single or Family. Family includes primary, spouse, and any dependents up to the age of 24 still living at home or in college. 7-day advance booking privileges.	Restricted to after 12:00pm Friday-Sunday
Sport	Members in this category has access to play the golf course up to 18-times per year. Pay the guest fee each time they play. Practice facility use is only allowed on a day that they are playing. \$110 on Weekdays and \$135 on Weekends.	Restricted to after 12:00pm Friday-Sunday. Practice facility use on allowed on a day of play.
Social	This membership gives access to all clubhouse facilities and actives. Use of golf course or practice facilities is not allowed	No golf course or practice facility access

Practice Facilities

Our practice facilities will open Tuesday-Sunday (closed Monday) at 7:00am weather permitting. The driving range will be on mats Tuesday-Friday, and on grass Saturday-Sunday. Each Thursday, the range will be closed from 11:00am-1:00pm for maintenance. Dress code applies while practicing.

Improving Your Practice Experience

We feature yardages to the various flags that can be found on your phone. This is through an app called AccuRange. This application maps the driving range flags with a satellite to display distances in the palm of your hand. If you need help installing it to your phone, we will be happy to assist you.

from the App Store



from Google Play



Pin Placements

Each green is split into thirds, and the pin placements will rotate each day (placements 1, 2, and 3). The GPS on the carts will show the pin placement on each hole within 5 yards.

Outside Services

Our Outside Service team has consistently delivered outstanding performance, and we are committed to reaching even higher standards in 2024. This dedicated staff remains focused on maintaining our golf facility at its best, ensuring a continuous supply of golf balls, well-stocked carts, meticulous cart detailing, club cleaning, a fully provisioned locker room, and secure storage for your golf bags. To assist them in this, we kindly ask that you ensure your tee times are up to date in Foretees. This will enable our team to enhance precision when organizing the carts and attending to your golf bags.

Guest Policy

Members are allowed to bring up to three guests at a time to play. Any more than three, you must get approval by the First Assistant Golf Professional, Alex Colby or Director of Golf/Assistant General Manager, Gabe Ramos. Each guest is allowed to play up to **12 times a year**, and this will be monitored by the golf shop staff. The hosting member is responsible for checking their guests in, keeping the pace of play on track, managing course care expectations for the group, making sure everyone is in the correct attire, and instituting all club policies. All guest names should be correct and updated on Foretees prior to the tee time. This will avoid any delay for them to get in the community gate. Guest play is restricted to after 11am on Saturday-Sunday.

Guest Fees

Weekday (Tuesday-Thursday)

18-hole: \$130

Twilight (11/6/22-3/11/23: After 1PM, 3/12/23-11/4/23: After 3PM): \$95

Family- \$95

Junior (under 18): \$70

9-hole: \$70

Weekend (Friday-Sunday) & Holidays

18-hole: \$150

Twilight (11/6/22-3/11/23: After 1PM, 3/12/23-11/4/23: After 3PM): \$120

Family: \$120

Junior: \$80

9-hole: \$80

Frost Policy

Through the winter months, we occasionally have frost delays. In the event of this, the golf shop will send an email to all members on the Foretees tee sheet notifying the length of the delay. Keep in mind that we are subject to the conditions, and we will error on the cautious side when moving the tee times back. Our policy is that we will move all tee times back the allotted time for the delay (example: if you are scheduled to play at 7:30am and we have a 60-minute frost delay, then your new tee time will be 8:30am). If you are unable to play at the new time, please remove your name from Foretees or contact the golf shop at 949-858-2888 to do so.

Fivesomes

To manage the pace of play, all fivesomes need to be approved by the First Assistant Golf Professional Alex Colby or Director of Golf/Assistant General Manager, Gabe Ramos at least 2-hours prior to the tee time. We do not allow fivesomes with all guests. We will do our best to accommodate, however these will not always be approved.

Dove Cart Procedures

Golf carts will be staged with the keys outside the golf shop by the putting green. Please check in with the shop prior to heading to the first tee. If you notice any damage on your golf cart (windshield, cooler, dents, etc.) please report it to the starter at the first tee prior to the round. Members are liable to pay for any damage that occurs when using the cart. Players will pair up in golf carts for their group.

Cart Fees

2024 Cart Fee Program

****Cart fees are charged by rider****

18-hole cart fee- \$25

9-hole cart fee- \$13

Annual Cart Fee (Single)- \$1650

Annual Cart Fee (Family)- \$2100

If you are registered under the Annual Cart Fee program, your account will be billed December 31, 2023, for your privileges in 2024. With this program you have unlimited use of the golf carts.

Private Cart Procedures

All private carts must have insurance coverage and get an approval inspection by the First Assistant Golf Professional, Alex Colby or Director of Golf/Assistant General Manager, Gabe Ramos prior to use. Private carts **must** follow all club/course guidelines when in use (cart path only holes, max speed of 15 mph, etc.). All operators must have a valid driver license when cart is on Dove Canyon Golf Club property.

Private cart owners will be billed an annual trail fee. This fee is 20% off the corresponding trail fee for your membership.

Annual Trail Fee (Family)- \$1680

Annual Trail Fee (Single)- \$1320

Sport Plus Trail Fee- \$420 per family member on golf membership

Monday's

On Monday's the clubhouse and is closed for maintenance or for outside tournament play. This all comes with the exception of some given holidays where we will be holding open play shotgun start rounds for members and their guests such as:

- New Year's Day (Jan. 1st)
- Martin Luther King Jr. Day (Jan. 15th)
- President's Day (Feb. 19th)
- Memorial Day (May 27th)
- Independence Day Week (July 1st)
- Labor Day (Sept. 2nd)
- Christmas Eve, Eve (Dec. 23rd)

Dress Code

When at the facility, we ask all members and guests to follow the dress code policy for the different areas of the club. Please review the different dress codes below.

Clubhouse/Dining Dress Code- Resort Casual: Resort casual refers to polo style shirts, sundresses, linen pants, skorts, skirts, button up tops, nice shorts, dresses, and presentable denim.

Appropriate Golf Attire – Gentlemen

Slacks, walking shorts, knickers, collared shirts with sleeves, sweaters, turtleneck or mock-turtleneck sweaters/shirts, jackets, golf shoes and golf sandals (no metal spikes allowed) are permitted. Shirts must be tucked into slacks, shorts, or knickers *at all times*, with the exception of shirts made to be worn untucked. These shirts must be straight tailored on the bottom and button fully from top to bottom. The length of the shorts is to extend to within 4" of the center of the kneecap, but not below the knee. All baseball style caps and visors must, *at all times*, be worn with the bill facing forward. No person will be permitted on the golf course or practice areas if not dressed appropriately.

Appropriate Golf Attire – Ladies

Golf skirts, slacks, and shorts (minimum length to mid-thigh) coupled with a fashion golf top, i.e., blouse, vest, sweater or jacket designed for golf wear. Sleeveless tops must have collars. No person will be permitted on the golf course or practice areas if not dressed appropriately.

Prohibited Golf Attire:

Denim of any kind; tee shirts (except for fashion tee shirts designed for golf wear); spaghetti straps; sweats; workout clothing; (running, jogging or coaching clothing), swimwear; halters, tube and tank tops also are not acceptable attire on the golf course or practice area.

The Golf Staff has the responsibility to enforce the dress code and in doing so has the firm backing of the CEO/General Manager and the Owner. Members are responsible for the observance of these requirements by their guests.

Children (under the age of 18) are not subject to the same dress code as adults, must be always presentable, and their attire must receive the approval of, and at the sole discretion of, the Golf Staff.

Hole In One Club

Each time someone in the Hole-In-One Club gets a hole in one, they receive \$200 in credit book for the golf shop, and a \$200 credit off you statement. Each member in the Hole-In-One club will be charged \$7 each time a hole in one happens. They receive a complimentary drink (well cocktail, domestic beer, or house wine) and can redeem it in the Canyon Grille or Men's Grille. If you would like to sign up to be a part of the Hole-In-One Club, please contact the golf shop staff at 949-858-2888.

Food and Beverage Minimum

The food and beverage minimum is a quarterly amount that must be spent. If you do not meet the minimum, you will be charged the difference. Moving forward the minimums will no longer be rolled into the next quarter if you do not meet it. The minimum for all membership types (except for National- \$550/year) is \$250/quarter. **NOTE: Wine and/or Member Food Sales DO NOT count towards the Food and Beverage Minimum**

Reservation Policy

It is great to see the club activity pick up! However, more members dining has caused a different set of challenges; many members are not making reservations. The number of walk-ins is causing slower service and a back-up in the kitchen. This has been unfair to the members that have been cooperating by making reservations. With this being said, we are taking the approach of taking care of the members with reservations first and making sure that those tables will have their food prepared before the tables that do not have reservations. We ask that all members be courteous and respectful of the reservation system to help alleviate the food preparation times in the kitchen.

To help serve you better we are instituting the following policies regarding use of the Canyon Grille:

A reservation will be required for dinner.

- Any increases in group size must be approved prior to arrival.
- Members arriving late for their reservations are subject to delays in seating. We hold the reservation for no more than **15 minutes**. If no one arrives within that time, then we will proceed to sit the next party on the list. This is not only fair to other members, but it is standard at other restaurants.
- Walk-ins without reservation are subject to lengthy delays. Again, those tables that have reservations will have their food prepared before the tables that do not have reservations.

Please do not put our staff in an awkward position; making a reservation will ensure you a table and timely service.

- Please call 949-858-2800 x.100 or email concierge@dovecanyongc.com to make a reservation - even when it is short notice. If you leave a message, we will call you back to confirm your reservation. We now have ample coverage at the concierge desk and your call should be answered or your voicemail will be responded to promptly.

We appreciate your help and support to ensure that both you and your guests have a wonderful experience here at the club. This post-pandemic era has presented its challenges and we will continue to make every effort to accommodate and make your experience as enjoyable as possible. Kindly adhere to our simple guidelines so we can provide you with excellent service.

Cancellation Policy

We are excited to see the club's energy flourish. With all the new events added to our calendar along with our traditional events, we have seen a great increase in member participation. A good number of our events have been meeting capacity and there are times a **Waitlist** needs to be started. We do try our best to accommodate everyone as best as we can, but there are times we are unable to. The cancellation policy has been put into place to help prevent last-minute changes that could have allowed another member to come and enjoy events at the club. It also helps with the preparation of the event along with the ordering of the product needed to ensure that there is enough enjoyment for all members and their families/guests. Although it appears that the event is running smoothly and we would like you to think that we are doing a great job, there is a lot of planning to make these events enjoyable for you.

Reservation/Cancellation Number System

Beginning in 2024, we will be implementing a new reservation system that will help with any confusion or miscommunication. There will be a **Reservation/Cancellation Number** given out per request. This will help alleviate any double bookings and accidental reservations/cancellations.

Maximizing Tee Sheet

In efforts to maximize the use of the tee sheet each day, we will be automatically pairing ALL twosomes on the sheet so that all Members have the opportunity to secure a tee time. With golf busier than ever, we all know and understand the difficulty of booking tee times (particularly on weekends). To help this process, we ask that you only use names of players that intend on playing and not using fillers for spots. We also understand that plans change and the tee time you booked a week out may not work for you.

Missed Tee Time Policy

Here at Dove we take our Missed Tee Time Policy very seriously. When you book times our Staff and other Members are expecting you to use that slot. If for any reason you are no longer able to make that tee time, we ask you cancel the time either through Foretees or by calling the Golf Shop so that someone else can utilize that time. If for some reason the time was not canceled, this is called a no call, no show time and we will then track the number of times it occurs. We will then send you an email to inform you of the missed tee time, we only allow three missed times before disciplinary actions will be put into place. Once you have missed 3 times within the year, your use of Foretees will be suspended until further and you will have to call the Golf Shop to make your times.

Advisory Committee

The advisory committee is comprised of 3 of your fellow DCGC members. The primary role of the advisory committee is to make recommendations to ownership and management. They also assist in making operational recommendations to help facilitate the overall operations of the club. Our Advisory Committee Members are meant to be the sounding board for the entire membership.

Paula Braun



Mike Molinari



Sam Pitassi



Handicap Posting Procedures

Our Dove Canyon handicap committee will oversee policies and auditing procedures at the club for score posting accuracy. Please review the policies for 2024 below.

DOVE CANYON HANDICAP COMMITTEE

Our handicap committee for Dove Canyon is made up of the following members and staff. If you have any questions, please do not hesitate to reach out to any of the Members for guidance.

Pieter de Zwart, Handicap Chair

pdezwart@gmail.com

Christine Johnstone, Committee Member

ccjohnsto@att.net

Brian Wielenga, Committee Member

brianwielenga@gmail.com

Alex Colby, PGA Associate, First Assistant Golf Professional, Committee Member

acolby@dovecanyongc.com

UNDERSTANDING HANDICAPS

The World Handicap System (WHS) is a standardized method of handicapping in golf that was introduced in 2020. It is designed to provide a consistent and fair way for golfers of all skill levels to compete against each other.

Under the WHS, a handicap is a numerical representation of a golfer's ability, and it is used to adjust a player's score in relation to the difficulty of the golf course they are playing. The higher the handicap, the more strokes a golfer is allowed to deduct from their score.

The WHS considers a golfer's potential ability, rather than their average performance. This is done by using a calculation that considers the best 8 out of the last 20 scores a player has recorded. The system also factors in the difficulty of the course being played, with each golf course having a Course Rating and a Slope Rating.

The Course Rating measures the difficulty of a course for a scratch golfer (a golfer with a handicap of 0), while the Slope Rating measures the difficulty of a course for an average golfer. These ratings are used to calculate a golfer's Playing Handicap, which is the number of strokes they are allowed to deduct from their score.

The WHS also includes a mechanism called the Handicap Index, which is a standardized measure of a golfer's ability. The Handicap Index is portable, meaning it can be used at any golf course that has adopted the WHS, allowing golfers to compete on a level playing field regardless of where they play.

Overall, the World Handicap System is designed to make it easier for golfers of all skill levels to understand and track their handicaps, and to provide a fair and equitable way for golfers to compete against each other. It aims to promote inclusivity and fairness in the game of golf, and to encourage more people to take up the sport.

RULES OF HANDICAPPING & DEFINITIONS

The USGA website has a wealth of knowledge in many areas of golf including handicapping rules. The links below can be used for all your handicap questions.

<https://www.usga.org/handicapping/roh/2020-rules-of-handicapping.html>

WHS Handicap FAQs

<https://www.usga.org/content/usga/home-page/handicapping/world-handicap-system/world-handicap-system-usga-golf-faqs.html>

POSTING PROCEDURES

The World Handicap System (WHS) posting procedures are as follows:

1. **Score Submission:** Players are responsible for submitting their scores from each round they play to their respective handicap authority. This can be done through various methods, such as online score entry systems or the GHIN mobile app.
2. **Adjusted Gross Score:** The player's adjusted gross score is calculated by applying any handicap allowances or adjustments specified by the WHS.
3. **Playing Handicap:** The adjusted gross score is then converted into a playing handicap using the WHS Course Handicap Table or a handicap calculator app.
4. **Timing of Posting:** Scores should be posted as soon as possible after the round is completed, ideally on the same day, however, we allow scores to be posted within a specified timeframe of 24 to 48 hours.
5. **Verification:** The Handicap Committee will conduct random audits or verification checks to ensure the accuracy of posted scores. Players may be required to provide supporting evidence, such as signed scorecards or additional information, if requested.

Please see the Dove Canyon Handicap Committee's policies and procedures below for additional details.

NON POSTABLE ROUNDS/PRACTICE ROUNDS

There are a handful of instances where a player is not able to post their round. Please see below to familiarize the times where scores are not valid. These are in place to protect the integrity of each player's handicap and should not be used in ways to manipulate score posting.

- **Playing as a single:** When you are playing by yourself, you are not able to post your score. When teeing off as a single, the Dove Canyon staff member that is at the tee will mark you off as a no post on Foretees, so you don't receive an email from the committee regarding the no post.
- **Playing a format that doesn't use your own ball the full round:** If you play any format where you do not play your own ball for all 18-holes, then that round is not valid to be used towards your handicap.
- **Not playing by the rules of golf:** If you are playing multiple balls or not following the designated golf rules, that score is not valid to use towards your handicap.
- **Practice Rounds:** A practice round where you are not playing by the rules of golf or using multiple balls, is not valid to use towards a score posting. If you are playing a practice round, you **MUST** notify a member of the golf shop staff, notify the starter at the first tee or write "Practice" in the Notes section of your Foretees tee time **PRIOR** to the start of your round.

DOVE CANYON AUDIT, REVIEW, AND PENALTY SCORE POLICY

The Dove Canyon Handicap Committee will follow these procedures to ensure accurate posting and fairness for the entire membership. If you stay in accordance with the policies below, you will not have any issues with handicap review.

1. Once your round is complete, you can post your score using the GHIN mobile application, the posting computer in the golf shop, or a home computer. You have the option to post your score hole-by-hole or by total score. Make sure you have the correct date of play, tee selection, and adjusted gross score. A scorecard **is MANDATORY to** be turned in to the drop box located in either the Golf Shop or outside by the cart return.

Note: For handicap accuracy, the max gross score a player can post is **net double bogey**.

Example #1: You are on a par 4 and the handicap rating for that hole is #6. Your playing handicap is a 6 (this means you receive 1-stroke on handicap rated holes #1-#6). The max score you can post on this hole would be a 7 (double bogey, plus the 1-stroke allocation).

Example #2: You are on a par 5 and the handicap rating for that hole is #2. Your playing handicap is a 20 (this means you receive 1-stroke on handicap rated holes #3-#18 and 2-strokes on handicap rated holes #1-#2). The max score you can take on this hole would be a 9 (double bogey, plus the 2-stroke allocation).

2. You will have up to 48 hours to post your score before you receive an email notification for the no post. The “No Post” email will be formatted as the example below. These messages are meant to be reminders and not penalizing.

Dove Golf Member,

Your name was recorded for a NO POST from ***DATE***, please review the attached PDF and locate your name and the date you did not post. We realize this may have been an oversight and will give you another 24 hours to post your score without penalty. Please make sure to use the correct date of play when you post.

Penalties:

1st offense is a warning letting you know that scores need to be posted and accurate to maintain.

2nd offense and on will be a penalty round assigned by the handicap committee.

Our goal is to maintain fair play and integrity through the Membership so please help us by posting scores in a timely manner.

-Handicap Committee

Special Note: If the committee becomes aware of a circumstance that a player is deliberately not posting scores, or posting incorrect scores to manipulate their handicap, then special action will be taken to resolve the issue. This could be anything from posting additional penalty score, to banning the player from participating in any club/SCGA events.

NEW HANDICAP POLICY: It is now MANDATORY to have your handicap through Dove to compete in any of our events, if you do not have an active handicap through our Club please reach out to the Golf Shop to adjust this as soon as possible.

NEW NO POST POLICY: A player is allowed a maximum of 12 No Posts in a rolling calendar year (per each Dove event) in which if a Player hits that maximum number they are not eligible to play in that specific Dove event. The No Post penalty after the 1st offense will still be effective throughout this process.

PEER REVIEW

To ensure transparency for the membership, the committee will post the following reports for peer review in both locker rooms on a monthly basis.

1. **No Post Report**-This will show all players no posts from the month.
2. **Exceptional Score Reduction (ESR) Report**- This report will show rounds that were posted outside the golfer's normal potential round and the additional impact it holds towards their handicap index.
3. **Capped Golf Report**- This report shows the list of players that are either on a "soft cap" or "hard cap" added to their handicap for a quick increase to their handicap index.

Pace of Play Policy

Our pace of play at the course is 4 hours and 10 minutes for 18 holes and 2 hours and 5 minutes for 9 holes. If you fall behind pace, a yellow highlighted message on the cart GPS showing you how far behind you are. If you continue to stay behind pace, you may be asked to pick up and move onto the next hole. Early tee times are in the range of accelerated pace of play and groups are required to play in under 4 hours. If you have guests at this time, please pass this along to the group so all golfers are aware, and it makes the experience enjoyable for all players. Thank you for adhering to this policy.

House/Car Damage

If you, or your guest hits a house or vehicle, the responsibility is between the player and the property owner. If any damage is done to the property, the player should get in contact with the owner to exchange information and work out a solution.

Paperless Statements

On the first of each month, you will receive your statement via email. You can also login to your member account online at www.dovecanyongc.com to view your statements at any time. If you need any assistance with this please contact Alex Colby at acolby@dovecanyongc.com.

Manager Contact List

Gabe Ramos, PGA- Assistant General Manager/Director of Golf
gramos@dovecanyongc.com

Ray Felix- Food and Beverage Manager
rfelix@dovecanyongc.com

John Glasoe, GCSAA- Golf Course Superintendent
superintendent@dovecanyongc.com

Rick Jones- Executive Chef
chef@dovecanyongc.com

Alex Colby, PGA Associate- First Assistant Golf Professional
acolby@dovecanyongc.com

Kimberly Villalba- Event Coordinator
kvillalba@dovecanyongc.com

Jina Lee- Accountant
jina@dovecanyongc.com

Ben McDonald- Bar Manager
bmcdonald@dovecanyongc.com

Reservations
concierge@dovecanyongc.com

Clubster

Clubster is our club communication mobile app that is available to all members. You will be able to find a calendar of events, hours of operation, club resources, club notifications, staff directory and much more. If you are not registered for Clubster, please contact Alex Colby at acolby@dovecanyongc.com and they will assist you with set up.

Parking

Parking is available in all spots and along the curbs that are not painted red. The red curbs are reserved for emergency vehicles in the event of an incident. We ask that all members follow these guidelines and do not park in the red curb areas effective immediately.