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March 31, 2010

Dear Club / Group Representative,

Thank you for your continued support of Tucson City Golf (TCG). Enclosed you will find a blank Tee Time Request Form for the upcoming Summer golf season (June - October). Please return the form to Steve Moors, NO LATER THAN, April 9, 2010. In turn, we will make every effort to have schedules mailed out by early May. My staff and I have scheduled your collection of golfers as Club or Group Reservations (please see the qualifications in the enclosed *Tee Time and Tournament Reservation Policy*). Your organized golf outings have been scheduled as

Club Reservations.

**FEES**

TCG is pleased to announce for the 2010 Summer golf season, for Club's and Groups playing a TCG property at least 11 dates, from June through October:

**TRIPLE CLUB DISCOUNTS \***

- 20 or more players ~~\$4~~ **\$3** discount per player
- 32 or more players ~~\$2~~ **\$6** discount per player
- 44 or more players ~~\$3~~ **\$9** discount per player

\* Valid only on TCG "Summer Golf Specials" or "Monsoon Madness" rates. Club and Group golfers paying other rates shall receive the appropriate \$1, \$2 or \$3 discount.

Triple Club Discounts applied to June 1 through October 31, 2010 outings.

Clubs or Groups not playing a TCG property at least 11 dates, from June through October, will be eligible for the appropriate \$1, \$2 or \$3 discount.

*Club or Group discounts shall be redeemed, on your next outing, at a TCG property.*

**REWARDS CARDS**

Tucson City Golf's Rewards Cards are available to residents and non-residents! Purchasing a Rewards Card automatically enrolls a golfer in our Affinity Program, where they may earn **FREE** rounds of golf. Rewards Card holders also have extended reservation privileges. And, Non-Resident Rewards Card holders are entitled to the same rates as Residents! Golfers may purchase their Rewards Card at any of our Golf Shops.



**PARKS &  
RECREATION  
DEPARTMENT**

**OTHER ANNOUNCEMENTS**

**First Tee Volunteers Needed**

Please see the enclosed flyer, and share this information with your golfers.

## SCHEDULE

Due to the large number of pre-booked tournaments, and "special event" requests from Clubs and Groups, particularly on Saturdays and Sundays, staff may not have been able to schedule on the course, within the time frame, or for as many players you requested. If in the future you would like to insure playing on a specific date, on a specific course, you may consider Tournament or Outing Reservations (please see the enclosed Tee Time and Tournament Reservation Policy). Several Saturdays and Sundays during this upcoming season are available for Tournament Reservations! If you are interested in making a Tournament Reservation for up to two years in advance please call 791-5853.

## CONFIRMING YOUR OUTINGS

**Clubs and Groups will be FINANCIALLY responsible for paying for unfilled reserved tee times, not canceled more than 48 hours in advance.**

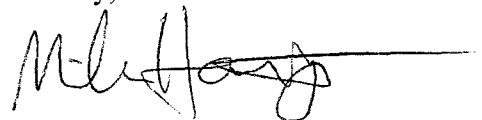
I would appreciate your cooperation in helping us maximize use of our golf courses. When your Club or Group will not be using one of the dates on this schedule please call 791-5853 and let my staff know so we may offer those times to other golfers. Likewise, if your Club or Group will not be using all of its reserved tee times for a given day **PLEASE CALL** or **E-MAIL** the respective Golf Shop and cancel any tee times you don't plan to use.

If your Club or Group fails to confirm the number of expected golfers by 12 noon, of the second day prior to your event, your tee times may be CANCELED.

This COMMUNICATION is YOUR RESPONSIBILITY.

In this letter, I have attempted to clarify some points in the Tee Time and Tournament Reservation Policy. If you have any questions, please call Tucson City Golf, at 791-5853.

Sincerely,



Mike Hayes  
Deputy Director / Golf  
Parks and Recreation Department

Enclosures: Tee Time Request Form  
Tee Time and Tournament Reservation Policy  
Tee Format Schedule: June - October 2010  
The First Tee of Tucson – Volunteer Flyer

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cc: Fred Gray  
Steve Moors  
File

# Tucson City Golf Reservation Policy

For the purposes of this policy the following definitions are utilized:

**Junior Rate:** The greens fee Rate available to golfers under the age of 18. This rate is available at any time when the junior golfer is playing with a parent or legal guardian. When the junior golfer is not playing with a parent or legal guardian this rate is not available for play on a reservation.

**Pre-Booking Rate:** The greens fee Rate including cart, plus a surcharge when tee times are reserved by Resident golfers more than seven (7) days in advance; or by Non-Resident golfers more than six (6) days in advance, and the Premium Rate is not applicable.

**Premium Rate:** The greens fee Rate including cart, at the Randolph and Dell Urich golf courses, January 1 - April 15, when tee times are reserved by Resident golfers 8 to 120 days in advance; or by Non-Resident golfers 7 to 120 days in advance.

**Prevailing Rate:** The greens fee Rate available on the day of play. This may be the Rack Rate, or a Discount from the Rack Rate, and may include a cart.

**Rack Rate:** The Resident or Non-Resident regular adult greens fee Rate established by Tucson City Code.

**Rate Seasons:** Tucson City Golf has a three (3) season Rate structure. The Rate seasons are:

**Summer** – June 1 through October 31

**Shoulders** – November 1 through 30; and April 16 through May 31

**Winter** – December 1 through April 15

**Reservation Window:** Residents may reserve tee times at the Prevailing Rate beginning at 2 p.m. daily, up to seven (7) days in advance. Non-Residents may reserve tee times at the Prevailing Rate beginning at 2 p.m. daily, up to six (6) days in advance. Reservations made beyond these limits are subject to the Pre-Booking or Premium Rate.

**Resident:** For the purposes of this policy a Resident is defined as any person or their spouse who is a legal resident of Pima County, or resides in Pima County at least three (3) months of the year. (Contact Tucson City Golf for acceptable documentation for proof of residency.)

**Senior Rate:** The greens fee Rate available to golfers age 62 plus. This rate is discounted from the Rack Rate approximately 15% for Residents; and 10% for Non-Residents. The Senior Rate is not available at the Randolph and Dell Urich Golf Courses, when playing on a Club Reservation, January 1 through April 15.

**Club Reservations**

**Club Reservations** will be prepared twice a year, for play from June 1 - October 31; and for play from November 1 - May 31. To be eligible for Club status an organization must play Tucson City Golf courses as indicated below.

- **Weekend Clubs**

1. Play at least 32 weeks in a calendar year, and;
2. Must average 20 or more players, for at least 32 Club Reservation dates in a calendar year..

- **Weekday Clubs**

1. 19 weeks in a calendar year, and
2. Must average 12 or more players, for at least 19 Club Reservation dates in a calendar year.

The number of **Club Reservations** will be limited by the following guidelines:

**January - April:** No more than **50%** of Tucson City Golf's available tee times of any given hour will be booked for Clubs.

**May - August:** No more than **75%** of Tucson City Golf's available tee times of any given hour will be booked for Clubs.

**September - December:** No more than **66%** of Tucson City Golf's available tee times of any given hour will be booked for Clubs.

**Fees** (per player) for Club Reservations are:

- The appropriate Resident or Non-Resident greens fee except as modified below:
- **Randolph and Dell Ulrich** Golf Courses:

JANUARY 1 - APRIL 15:

The **Pre-Book** (Resident or Non-Resident) **Rate**, **LESS** a **\$13 Club Discount**, and includes cart.

APRIL 16 - MAY 31; and DECEMBER 1 - 31:

**Clubs** playing on **Weekends** or **Holidays:**

Riders The **Prevailing** (Resident or Non-Resident) **Rate**, **LESS** a **\$3 Cart Discount**; **LESS** a **Club Discount** based on the number of golfers per outing (**\$1** for 20 - 31 golfers; **\$2** for 32 - 43 golfers; or **\$3** for 44 or more golfers)\*.

Walkers The **Prevailing** (Resident or Non-Resident) **Rate**, **LESS** a **Club Discount** based on the number of golfers per outing (**\$1** for 20 - 31 golfers; **\$2** for 32 - 43 golfers; or **\$3** for 44 or more golfers)\*.

**Club Reservations – Fees (continued)**

**Clubs playing on Weekdays**

The **Prevailing** (Resident or Non-Resident) **Rate**, **LESS** a **\$3 Cart Discount**; **LESS** a **Club Discount** based on the number of golfers per outing (**\$1** for 20 - 31 golfers; **\$2** for 32 - 43 golfers; or **\$3** for 44 or more golfers)\*.

JUNE 1 - NOVEMBER 30:

The **Prevailing** (Resident or Non-Resident) **Rate**, **LESS** a **Club Discount** based on the number of golfers per outing (**\$1** for 20 - 31 golfers; **\$2** for 32 - 43 golfers; or **\$3** for 44 or more golfers)\*.

- **Fred Enke, Silverbell and El Rio Golf Courses:**

JANUARY 1 - APRIL 15:

The **Rack Rate**, (Resident or Non-Resident) **LESS** a **\$2 Club Discount**.

APRIL 16 - DECEMBER 31:

The **Prevailing** (Resident or Non-Resident) **Rate**, **LESS** a **Club Discount** based on the number of golfers per outing (**\$1** for 20 - 31 golfers; **\$2** for 32 - 43 golfers; or **\$3** for 44 or more golfers)\*.

\* These Discounts will be applied to the Club's next outing.

- Tucson City Golf will **add 10%** to all Club Pro Shop gift certificate purchases.
- **9-Hole Club Golfers:**

Club golfers playing only 9 holes shall receive a **40% Discount** from that day's appropriate Club Rate, and shall NOT receive any other Discount.

Clubs will be responsible for paying for unfilled reserved tee times, not canceled more than 48 hours in advance. Any club that fails by four (4) players, or additional multiples of four (4) players, to meet their confirmed (reserved) number of players for a given date will be responsible for paying the appropriate Rack Rate for each "no-show" player. Clubs that fail to make payment within 10 days of the "no-show" date will have the number of reserved tee times for each future **Club Reservation** date, on a Tucson City Golf course, for the remainder of that calendar year, reduced by the number of "no-show" tee times that occur on the "no-show" date.

During any single calendar year, the third occurrence of a Club failing to pay for "no-show" tee times will result in the remainder of that Club's scheduled reservations being cancelled. And that Club will not be afforded **Club** or **Group Reservation** privileges for the next two (2) calendar years.

### **Club Reservations – Fees (continued)**

In addition to the “No-Show” policy above, all Clubs will be continually evaluated for compliance with the Club status requirements. A Club failing to meet the weeks of play and/or number of players per outing requirements will lose their Club status and the benefits of inclusion in the **Club Reservation** privileges for the next calendar year. But, they may qualify for **Group Reservation** privileges.

### **Group Reservations**

**Group Reservations** will be prepared twice a year, after **Club Reservations** are booked. To be eligible for Group status an organization must play Tucson City Golf courses as indicated below:

1. Play at least 12 weeks in a calendar year, and;
2. Must average 12 or more players, for at least 12 **Group Reservation** dates in a calendar year.

The number of **Group Reservations** will be limited by the following guidelines:

**January - April:** No more than **50%** of Tucson City Golf’s available tee times of any given hour will be booked for Clubs and Groups.

**May - August:** No more than **75%** of Tucson City Golf’s available tee times of any given hour will be booked for Clubs and Groups.

**September - December:** No more than **66%** of Tucson City Golf’s available tee times of any given hour will be booked for Clubs and Groups.

**Fees** (per player) for **Group Reservations** are as follows:

- **Randolph and Dell Ulrich** Golf Courses:

January 1 - April 15:

The **Premium** (Resident or Non-Resident) **Rate**, and includes cart.

April 16 - December 31:

The **Prevailing** (Resident or Non-Resident) **Rate**, **LESS** a **Group Discount** based on the number of golfers per outing (**\$1** for 20 - 31 golfers; **\$2** for 32 - 43 golfers; or **\$3** for 44 or more golfers)\*.

- **Fred Enke, Silverbell and El Rio** Golf Courses:

January 1 - April 15:

The **Pre-Booked** (Resident) **Rate**, and includes cart.

## **Group Reservations – Fees (continued)**

April 16 - December 31:

The **Prevailing** (Resident or Non-Resident) **Rate**, **LESS** a **Group Discount** based on the number of golfers per outing (**\$1** for 20 - 31 golfers; **\$2** for 32 - 43 golfers; or **\$3** for 44 or more golfers)\*.

\* These Discounts will be applied to the Group's next outing.

- Tucson City Golf will **add 10%** to all Club Pro Shop gift certificate purchases.
- **9-Hole Group Golfers:**

Group golfers playing only 9 holes shall receive a 40% Discount from that day's appropriate Group Rate, and shall NOT receive any other Discount.

Groups will be responsible for paying for unfilled reserved tee times, not canceled more than 48 hours in advance. Any Group that fails by four (4) players, or additional multiples of four (4) players, to meet their confirmed (reserved) number of players for a given date will be responsible for paying the appropriate Rack Rate for each "no-show" player. Groups that fail to make payment within 10 days of the "no-show" date will have the number of reserved tee times for each future **Group Reservation** date, on a Tucson City Golf course, for the remainder of that calendar year, reduced by the number of "no-show" tee times that occur on the "no-show" date.

During any calendar year, the third occurrence of a Group failing to pay for "no-show" tee times will result in the remainder of that Group's scheduled reservations being cancelled. And that Group will no longer be afforded **Group Reservation** privileges.

In addition to the "No-Show" policy above, all Groups will be continually evaluated for compliance with the Group status requirements. A Group failing to meet the weeks of play and/or number of players per outing requirements will lose their Group status and the benefits of inclusion in the **Group Reservation** privileges for the next two (2) calendar years. However, they may request **Tournament** or **Outing Reservations**.

### **Individual and Small Outing Reservations (Up to 8 Golfers)**

Reservations for **Individual** and **Small Outing** of up to 8 golfers can be made in the following manner:

- By telephone through a call center (A credit card is required to make a reservation through the call center.)
- By telephone or in person through the Tucson City Golf Administrative Offices.
- In person at any Tucson City Golf Pro Shop.

The **FEE** for this type of reservation is the applicable Rate as defined above.

### Outing Reservations (9 – 39 Golfers)

Reservations for **Outings** of 9 - 39 golfers can be made in the following manner:

- Telephone or in person through the Tucson City Golf Administrative Offices.
- This type of reservation requires a credit card to reserve the date.

A 15% non-refundable deposit is due 10 days prior to the **Outing**.

A final count for the number of players must be forwarded to Tucson City Golf no later than five (5) days prior to the **Outing**. This number will be the minimum number of players for which the outing will be charged.

The **FEE** for this type of reservation is the applicable Rate as defined above.

### Tournament Reservations (40 – 288 Golfers)

Reservations for **Tournaments** of 40 - 288 golfers can be made in the following manner:

- Telephone or in person through the Tucson City Golf Administrative Offices.
- This type of reservation requires a credit card to reserve the date.
- **Tournaments** may be booked up to two (2) years in advance.

A 15% non-refundable deposit is due 10 days prior to the outing.

A final count for the number of players must be forwarded to Tucson City Golf no later than five (5) days prior to the outing. This number will be the minimum number of players for which the outing will be charged.

**CART** is required for all golfers, except when the structure or nature of the event does not warrant (as determined by the Director of Parks and Recreation) it.

**Tournaments** shall be paid for by a single payer.

**Fees** (per player) for a **Tournament Reservation** are as follows:

- January – December: The **Rack (Resident) Rate**, plus a cart fee for one person. (*Shotgun Tournaments please see below.*)
- Shotgun Tournaments (A **minimum of 60 players** is required for a Shotgun start.):

The **Rack (Resident) Rate**, plus a cart fee for one person, **PLUS** potential revenue from lost play resulting from the scheduling of the tournament (fees will vary depending upon the starting time for the tournament). **LESS** a **Tournament Discount** based on the number of golfers per day, (**5%** for 60 - 119 golfers; or **10%** 120 golfers or more).

- Tucson City Golf will also grant **Tournaments** a **10% Discount** to any in-stock Pro Shop purchase, including gift certificates.