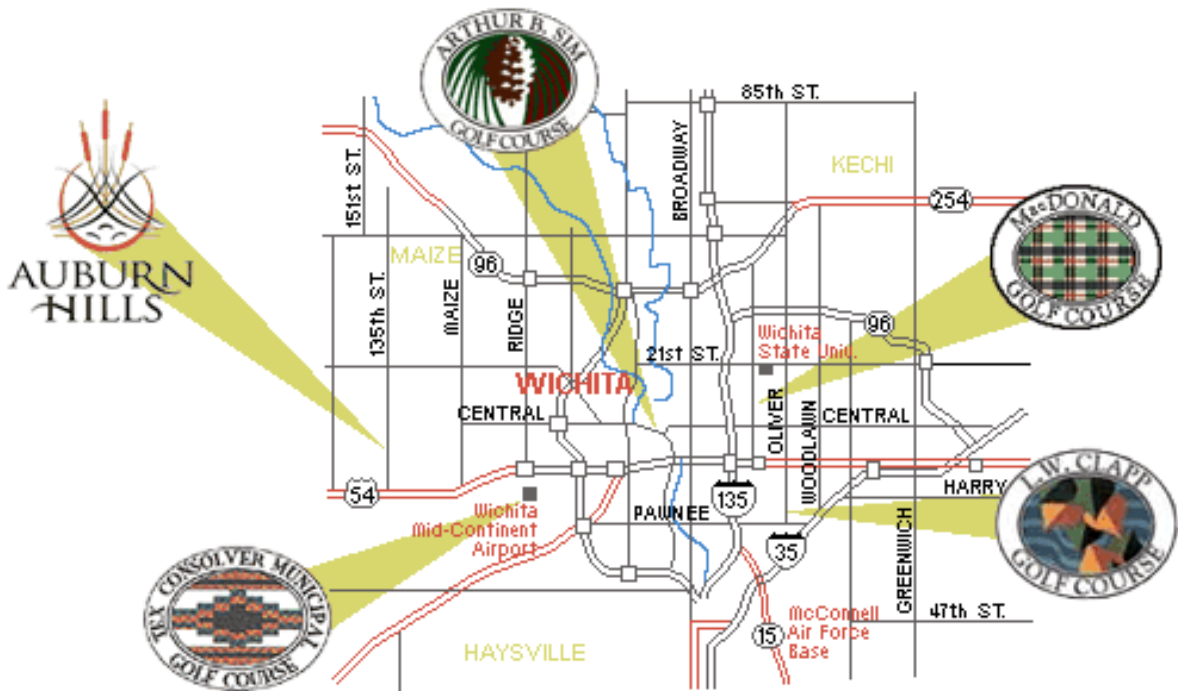


*City of Wichita
Department of Park and Recreation
Golf Division*

*Policy and Procedure
Manual
For
Municipal Golf Courses*

*Auburn Hills 443 S. 135th St. West
L. W. Clapp 4611 E. Harry
MacDonald 840 N. Yale
Sim 2020 W. Murdock
Tex Consolver 1931 S. Tyler Rd.*



This product is initiated by the City of Wichita, Department of Park and Recreation, Golf Division

Policy and Procedure Manual

Foreword

The City of Wichita operates and maintains five 18-hole golf courses open to the public year round. These facilities provide recreational opportunities for golfers and provide natural conservation land tracts to the community. The City's golf course system is a fully self-sustaining enterprise requiring no tax support for capital or operating expenses. The Golf Course Manager, at the direction of the Director of Park and Recreation and the City Manager, is responsible for the administration of policies and procedures contained in this manual. It is the responsibility of every employee and contracting representative of the Golf Division to read, understand, and support these policies and follow these procedures.

Non-Discrimination Policy

The City of Wichita prohibits discrimination on the basis of race, ethnicity, national origin, sex, religion, age, sexual orientation, or disability in its services, programs and activities. Anyone who believes he or she has been discriminated against may file a complaint with the City of Wichita Equal Opportunity/ Affirmative Action Administrator in the Human Resources Office at 269-4723.

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***City of Wichita Department of Park and Recreation
Mission Statement***

Provide a cost effective system of safe and attractive parks and recreational land, facilities and programs that enhance the beautification of the City, provide for leisure time pursuits of all Wichita residents and visitors, and promote appreciation of the City's environmental resources.

Golf Division Mission Statement

To create high quality golfing opportunities by providing excellent customer service, maintaining course conditions and offering affordable golf on a self-sustaining basis.



Golf Division

CUSTOMER SERVICE GUIDELINES FOR WICHITA MUNICIPAL GOLF COURSE CLUBHOUSE EMPLOYEES

The following guidelines have been established to help our employees learn customer service skills that will make customers feel like we want their business and encourage them to return to play at one of the Municipal Golf Courses again. Please read these guidelines and apply them to every customer that visits our clubhouse.

CUSTOMERS IN PERSON:

- Greet each customer with a smile immediately as they enter the clubhouse. We are here to service customers, NOT watch TV!
- For example:

"Good morning (afternoon), how's it going today?"

"How are you today?"

"Good to see you"

"What may I help you with?"

"Hello, how may I help you?"

Use their name if you know them. You will get a positive response if you greet them by name. It shows you remember them from their previous visit(s).

- Be courteous and friendly as you handle their transactions. Customers notice a positive attitude. Act like you are there to be of service to them. Treat each customer as an individual.
- Upon completion of their transactions, always say:

"Thank you, have a great round today." or,
"Thank you, good luck today."
- Service "In Person" customers first, put phone customers on hold in a polite way and let them know you will be with them shortly.

CUSTOMERS ON THE PHONE

- Answer the phone with a friendly voice. Speak so you can be understood by not speaking too fast or too softly.

"_____ Golf Course, this is _____. How may I help you today?"

- When scheduling tee time reservations, always repeat back to them the day, date, time scheduled, and the number of golfers in their group. Follow tee time procedures.
- Before you end the conversation, always ask:

"Is there anything else I can help you with today?"

- At the end of your conversation, always thank the customer:

"Thank you for choosing _____ Golf Course."

Treat all customers the way you want to be treated yourself. Use good manners, do not use swear words, be friendly and courteous. Always conduct yourself in a professional manner, both in the clubhouse and on the course, whether on the clock or not.

We value the business of each customer and want them to return. Do not treat customers with "Get 'em in, Get 'em out" approach. Practice good customer skills, and with practice, you will be able to handle transactions quickly while treating the customers courteously.

Inform the golf pro of any problems or unusual events. Make sure the pro shop is STAFFED AT ALL TIMES.

DRESS CODE

- Polo shirts, golf shirts, or dress shirts should be worn with slacks (no shorts), and closed toe shoes. Garments are to be clean and wrinkle free. Shirts must be tucked in at all times
- City issued ID card must be worn by full time employees
- Seasonal or part time employees will wear a name tag provided to them

CELL PHONES ARE PROHIBITED FROM THE WORK AREA. Personal calls can be made during break time.

Effective immediately, all clubhouse staff will use these guidelines for customer service. Anyone not following these guidelines will be subject to disciplinary action up to and including termination.

Employee

Date

Donald H. Harrison, Jr.
Golf Course Manager

Date

Doug Kupper, Director
Department of Park and Recreation

Date

This document is a product initiated by the City of Wichita, Department of Park and Recreation, Golf Division.

Section 1

Standard Operational Policy

(1. A) Hours of Operation

From March 1 through November 30 the Golf Professional or staff will open the golf course for business each day, no later than one-half hour before sunrise and will close the facility no earlier than one-half hour after sunset during any periods of time that the game of golf can be played.

From December 1 through February 28 Golf Professional or staff will open the golf course from 8:00 a.m. until 5:00 p.m.

Golf Professional and staff will utilize discretion to start play in an appropriate and reasonable manner after **frost** delays.

At such times that golf cannot be played, as determined by the City, the clubhouse will be open a minimum of six hours between the hours of 9:00 a.m. and 3:00 p.m.

All City golf courses will be closed New Year's Day, Thanksgiving Day and Christmas Day.

For any deviation of this schedule, the Golf Professional must obtain approval, either verbally or in writing, from the Golf Course Manager.

(1. B) Tee Time Reservations

Golfers may reserve starting times in advance at all five municipal golf courses under the following conditions:

- Reserve starting times may be secured by phone, by appearing at the golf course in person, or on-line via the Internet.
- Advance reservations will begin at 1:00 p.m. each day for the following seven days.
- One person may secure up to five bookings during the current week.
- One person wishing to secure three or more consecutive reserved starting times may be required to guarantee reservations with a credit card.
- Advance reservations will be taken for Fridays, Saturdays, Sundays or holidays only for threesomes or more.
- Reserved times for less than four players will be filled to a foursome or fivesome at the discretion of the starter.
- During the months starting November 1 through March 15, twosomes may be allowed at the discretion of the Golf Professional.
- Scheduling for leagues and tournaments may be made in advance by the Golf Professional.

- Advance reservations may be restricted on any municipal golf course on days which have been reserved for a city, state, regional, national or inter-club tournament, at the discretion of the Golf Professional.

Tee Time Cancellation Policy

- Cancellation of on-line reservations must be made via the Internet, by phone, or in person 24 hours in advance.
- Cancellation of walk-in or phone reservations must be made in person or by phone to the respective golf course 24 hours in advance.
- If a golfer has reserved a starting time, but the course is subsequently closed at that time, the reservations will be canceled for the golfer by staff.
- Golfers who persistently forfeit reserved starting times or otherwise abuse the reservation system may be refused the privilege of reserving times.
- Failure to observe cancellation requirements may result in a \$10.00 per person “no-show” fee.

(1. C) Rain Check Policy

- Rain checks redeemable for play at a later date may be issued to any player when conditions are such that the player is unable to complete the play of golf when the greens fee has been purchased for that day.
- Conditions contributing to the issuance of a rain check include weather conditions that close the course to further play, illness of the player, or slow play on the course that will not allow completion of play in a reasonable amount of time (six hours maximum).
- 18-hole rain checks may be issued to players who have **not** completed seven (7) holes of play if an 18-hole green fee was purchased. A 9-hole rain check may be issued if an 18-hole green fee was purchased and the player has not completed 13 holes.
- 9-Hole rain checks may be issued to players who have purchased a 9-hole green fee and who have **not** completed four (4) holes of play.
- Rain checks may be authorized and attested to only by the Golf Professional or Pro shop personnel.
- Cash refunds, instead of rain checks, may be requested from Park Accounting by players who are visiting from out of town.
- Rain checks may be redeemed for green fees and cart rentals only.

(1. D) Reporting Incidents or Accidents

- If injury or accident occurs, an incident report is to be filed with the Golf Division Office. See **Section 3, Procedures, Reporting Incidents or Accidents, 3. C, page 23**
- Hazardous and careless use of golf carts is not allowed. Patrons responsible for damages to the golf cart during rental will be responsible to pay for the cost of repairing damages per the golf cart rental agreement.
- In the event someone is removed from a course for any reason, an incident report is to be filed by the Golf Professional with the Golf Division Office. All other courses may be notified of the incident. If any illegal action is found to occur, the Wichita Police Department is to be notified immediately.
- Abusive language, threats and acts of violence will not be tolerated. Repeated occurrences will be cause for long-term or permanent removal from facility. Physical areas for above violations include the golf course, clubhouse, practice areas and parking lots.

(1. E) Advertising on Premises

All advertising shall be in good taste and appropriate for the purposes for which the golf course is used. No advertising is to be attached or affixed to the building in any manner, except with the written approval of the City in advance. This should not, however, prohibit the temporary display of promotional advertisement in connection with a tournament or special event.

(1. F) Beverages on the Golf Course

Food and drink must be purchased from the clubhouse and food and beverage carts operated by clubhouse staff at the golf course.

The consumption of any alcoholic beverage (not including cereal malt beverage) is prohibited at the golf course. The clubhouse staff will monitor players on the golf course and make reasonable efforts to ensure that there is no consumption of alcoholic liquor at the golf course by patrons or employees. At no time will employees of the City of Wichita, Golf Division, full-time or seasonal, be permitted to consume any alcoholic beverage or cereal malt beverage at the golf course while on duty.

Any coolers carried on golf carts must be leased or rented from the clubhouse and any beverages stored in coolers used on the golf course must be purchased from the clubhouse.

(1. G) Internal Controls

The Park Department utilizes the “Fairway POS” system to process daily revenue transactions and reports for the Golf Division. Fairway utilizes a preprogrammed pricing menu for all collected revenues such as green fees, season tickets, cart rentals, facility rentals, concessions, Pro Shop resale items, lessons and range balls. The system also records transactions for rain checks and gift certificates that are sold/issued and redeemed through the “Fairway POS” system.

Management of this information system and entry/access controls are established through log-ins and authorized security levels. Security levels in the “Fairway POS” system will limit the different authorizations and levels that will be assigned to employees for their site-specific transactions. Access controls are in place that will restrict and prohibit golf course employees from accepting “tee times”, green fees, cart rentals revenues/fees for other locations of City of Wichita golf courses, but it will still allow the employee to accept gift certificates or rain checks sold/issued at all golf courses.

The Golf Professional and Assistant Golf Professional are responsible for overseeing and ensuring that the cash handling procedures are being followed. The golf course clubhouse employs part-time seasonal staff that will accept payments for green fees, cart rentals, range balls, season tickets and merchandise on behalf of the City of Wichita. The Golf Professional is responsible for the efficient operation of the clubhouse and supervising the part-time seasonal staff. The Assistant Golf Professional at each golf course is responsible for the Golf Professional duties when the Golf Professional is not on site.

The Golf Professional or Assistant Golf Professional will perform the daily closeout not less than 4 days per week. Each site will designate an employee who is primarily responsible for opening the day and designate another employee who is responsible for closing the daily cash register receipts and, in their absence, a back-up person will be designated. The Golf Professional must notify the Department’s Accountant in a timely manner of any employee changes in the opening and closing of the daily receipts.

See Section 3, Procedures, Cash or Cash Equivalents Fairway Procedure, 3. E, page 24.

See also, **Attachment A, AR 2.1 Petty Cash Policy.**

For additional cash handling procedures, see The Park and Recreation Department Cash Handling Procedures Manual.

(1.H) Golf Courses Uses

The five City Golf Courses were purchased and/or constructed with the intended use of playing the game of golf. The golf courses are maintained as an enterprise fund and do not utilize general fund (tax dollars) for support. The revenues generated from greens fees, cart rentals and other user fees support the cost of maintaining these facilities. Staff has been instructed to be polite but firm when addressing individuals found on the golf course property that have not paid the appropriate user fees to play golf. In all fairness to those citizens that choose to play golf and pay for these facilities, allowing other uses on golf course property would interfere with their enjoyment of their round of golf and create personal liability for them if they were to strike a walker, jogger, bicyclist or fisherperson with a golf ball or golf cart. Allowing other activities would also create liability for the City of Wichita. The City provides many excellent facilities designated for walking, jogging, biking, and fishing activities.

See attachment D, City Code **Section 9.04.180 Intended use of parks, playgrounds and related areas.**

Section 2

Policy Governing Play

(2. A) General Play

Golfers are required to use reasonable care for the safety of persons and property reasonably within the range of danger of being struck by the ball. Driving golf balls outside the bounds of the golf course is prohibited. Golfers are solely responsible for property damage and injuries caused by errant golf balls.

Play shall start no earlier than one-half hour before sunrise. General play shall commence only from the first hole. Starting on holes other than #1 will be allowed only after weather delays, during shotgun tournaments, during aerifying or on approval of the Golf Professional and/or Golf Course Manager. It is the Golf Professional's responsibility to delay start of play during conditions such as heavy fog or lightning that would be unsafe for golfers. When extremely wet conditions or frost are present which may endanger the health of the golf course, the Golf Professional staff shall rely on the Golf Course Maintenance Supervisor to determine status and timing of the course opening or closure. If the Golf Course Maintenance Supervisor is unavailable, the Golf Professional shall use discretion in decision-making.

- Persons arriving with less than three players may lose their starting time, unless they can be placed with additional players.
- All golfers with reserved starting times must report at least 10 minutes before the scheduled time. Those failing to do so may forfeit their reserved time and may be required to wait for the next open time slot.
- Every player must possess a receipt from the pro shop during play.
- U.S.G.A. rules apply except where modified by local rules. (refer to scorecards)
- No more than five players are allowed to play together at any time at any City golf course except during shotgun tournaments.
- No more than four players are allowed to play together at any time at Auburn Hills on weekends and holidays except at the discretion of the golf professional.
- Each player must have a bag and golf clubs.
- Slow players must allow faster players to play through.
- Children under ten years of age are not allowed on golf courses except as players.

- Purchase of a green fee is for one (1) round of golf. Additional holes may be played with the purchase of a supplemental green fee. Additional cart fee must be paid if supplemental golf is played.

(2. B) Golf Cart Rental Policy

The City will provide golf carts for patrons to rent at each municipal golf course. All golf carts shall be stored and maintained in a clean and safe condition in the area provided by the City for that purpose. It is the responsibility of the golf professional to instruct the staff on the proper safety, maintenance and use of the golf carts. The golf professional will document the maintenance of the golf cart fleet by maintaining a log book.

Golf carts shall be used for playing the game of golf, gallery golf matches, selling concession goods, or for the marshaling of play. Staff shall not permit the use of any golf cart by any person in a manner that does not conform to these policies and procedures without the prior consent of the City.

Players who rent a golf cart will be required to sign a golf cart rental agreement and pay a rental fee. The golf cart rental agreement must be filled out completely with the responsible party's name, address and telephone number that is legible. Players must be 18 years old and have a valid driver's license to rent or operate a golf cart; however, staff has the right to refuse to rent a golf cart to any person who does not possess a valid driver's license or who, in the Golf Professional's opinion, is likely to damage the cart, the course, or him/herself as is reasonably determined by the Golf Professional. No more than two golfers will be allowed to use or occupy a golf cart at one time, and golf bags shall be limited to two bags per cart.

If a golf cart is damaged by a patron while the golf cart is leased to that patron, the patron is responsible to pay for all repairs to the golf cart per the golf cart agreement. Clubhouse staff will take pictures of the damage and complete an incident report for the files. The patron will be notified of the repair costs and will be billed for said repairs.

The City or its designee shall have the final authority in determining the conditions of the golf course as to restrictions for operating the golf carts due to wet conditions. When the course is open for cart play, staff shall not refuse patrons the right to rent a cart, except as otherwise provided in this document.

See Section 3, Procedures, Golf Cart Rentals, 3.B, page 22.

Also see Golf Cart Safety Tips and Battery Maintenance, Attachment B.

(2. C) Season Ticket Play

Season ticket play shall conform to the same policy as general play.

Purchase of a season ticket provides the opportunity for golfers to reduce their cost of greens fees; however, it does not afford season ticket holders any special privileges. Purchase of a season ticket provides golfers with a discount off of the cost of greens fees each time it is used. Season tickets are valid for one year from the date of purchase. Persons wishing to purchase a season ticket must be willing to provide address, phone number, and picture I.D. Persons wishing to purchase a student, senior, super senior or retired military ticket must provide verification of age. A season ticket holder will be required to provide both his/or her name and customer number when registering to play. Registration must be completed prior to the start of play. There will be no exceptions to this policy.

Golfers wishing to purchase a season ticket will be required to sign an application acknowledging the following terms and conditions:

Terms and Conditions

Season ticket play provides an opportunity for golfers who play frequently at City of Wichita Golf Courses to reduce the cost of greens fees. Policy provides for 8 different types of season tickets; 5-day Single, 7-day Single, 5-day Couple, 7-day Couple, 5-day Senior, 5-day Super Senior, 7-day Retired Military, and 7-day Student Ticket. Golfers are required to pay an annual fee to obtain a season ticket. Every season ticket has an expiration date one (1) year from the date of purchase. The purchase of a ticket allows holders to pay only a minimal surcharge when they play any of the five municipal courses. The Senior Ticket, Super Senior Ticket and Retired Military Ticket are offered at a lower annual rate, and require a higher surcharge. The surcharge for all Season Tickets is subject to increases at any time. Surcharges are not guaranteed to remain steady throughout the one-year term of the ticket. Purchase of a season ticket does not guarantee the availability of tee times nor does it provide for any special reservation privileges. A season ticket can only be used for reduced green fees by the person who purchased it and cannot be used by another person at any time.

Purchase of a green fee by a season ticket holder is for one (1) round of golf. A season ticket holder supplemental play is limited to one green fee per day at the same course. Additional cart fee must be paid if supplemental golf is played.

Season Ticket Fee Schedule for all five City-owned Golf Courses

<u>Type</u>	<u>Yearly Fee</u>
Single 5-Day Ticket	\$635.00*
Single 7-Day Ticket	\$800.00
Couple 5-Day Ticket	\$800.00*
Couple 7-Day Ticket	\$970.00
Student Ticket (under age 18)	\$125.00
Senior Ticket (age 62 to 69)	\$150.00*
Super Senior Ticket (age 70 and over)	\$75.00*
Retired Military 7-Day Ticket (age 45-62)	\$150.00
Range Pass (Auburn Hills and Tex Consolver)	\$300.00**

*Senior and Super Senior Season tickets are valid on holidays or weekends after 12:00 p.m.
5-day Season Tickets are not valid on week-ends or holidays.

**The Range Pass is one rate (\$300/yr) for unlimited range balls at Auburn Hills and Tex Consolver Golf Courses. However, the golf course clubhouse staff may limit the number of range balls to 2 per day, depending on the availability of the driving range. All Range Pass owners must obey the rules established for the driving range.

Holidays include the following and will be observed on the day that coincides with the closing of City of Wichita offices:

Memorial Day

Independence Day

Labor Day

Courses will be closed on New Year's Day, Thanksgiving Day and Christmas Day.

See **Section 3, Procedures, Season Ticket Sales, 3. A, page 22**

(2. D) Play for Associations and Schools

The Golf Division, in an effort to promote golf among young people and to allow high school and university students to compete in athletic golf programs, has adopted the policy of allowing high school and university students to play golf at the municipal golf courses at a reduced fee. Only students who are members of a golf program at a participating school or university are eligible for the reduced fee. A limited number of partial season tickets will be issued to high schools and universities that sponsor a golf team participating in interscholastic or intercollegiate competition with other schools. All partial season tickets shall be for the duration of the school, university or college golf season and shall not exceed three (3) months.

Each high school and university that uses the municipal golf courses for practice and play must sign an agreement with the City of Wichita Golf Division before the team will be allowed any playing privileges on the golf courses. Each golf team coach or school athletic director must request permission from the Golf Course Manager to use the municipal golf courses for each golfing season. The Golf Course Manager or his staff will mail or fax an agreement to the high school or university to be returned with the proper school authority's signature agreeing to the fees and rules and regulations established by the Golf Division. All fees will be determined and approved by the Golf Course Manager. The golf professional at each municipal golf course where a high school or university practices and plays will be responsible for making sure a signed agreement is on file in the Golf Course Manager's office, and will be responsible for collecting the fee for the team playing at their course.

Greens fees for regularly scheduled team play between any of the local high schools or universities will be waived for the visiting team when such team play is also scheduled on the visiting team's home course during the school year. Visiting coaches of these teams will be granted the same courtesy. Schools or universities that have no special arrangements for team play must pay regular greens fees.

See **Section 3 Procedures, Registration for Schools, 3.D, page 24**

(2. E) Junior Golf

To further promote the game of golf and help develop players for the future, the five City-owned golf courses will cooperate with the Junior Golf Program of the Wichita Junior Golf Foundation, Inc. without regard to race, religion, color, sex or national origin. The Junior Golf Foundation agrees to pay the golf professional for each lesson provided for the program. The payment will be entered in the POS as lessons and payment will be paid to the golf professional according to the signed contract agreement between the City of Wichita Golf Courses and the golf professional. The Junior Golf Foundation also agrees to pay \$2 green fees for each participant in the program.

(2. F) League Play

To make it possible for inter-club Ladies' team play to be scheduled between public and private clubs, each member of the public course club team will pay the regular daily greens fee, plus \$6 for each private club competitor.

A "league" shall be defined as a group of golfers who are willing to establish a set time and day of the week to play and guarantee attendance. There will be an individual designated as the league contact person to communicate changes with the pro shop 7 days in advance.

(2. G) Tournament Play

A "golf tournament" shall be defined as a group of players who have requested that the Golf Professional reserve a specific number of tee times for their organization's specific use.

Reserved starting times for tournaments shall be secured by an official representative for the firm or organization.

All golf tournament sponsors must complete a tournament registration form prior to the tournament date. The Golf Professional or his/her staff will contact the tournament sponsor one week (7 days) prior to the tournament date to confirm the number of players. A minimum of twenty (20) players is required in order to reserve tournament tee times.

Shotgun Tournaments

- a. All play must be completed within a six-hour time limit.
- b. Starting time for shotgun tournaments shall be 7:00 a.m., unless otherwise authorized by the Golf Course Manager.
- c. All players must ride carts.
- d. Modified shotgun tournaments may be conducted at the golf professional's discretion.

Granting tournament privileges for any national tournaments, such as the National Collegiate Athletic Association Annual Meet, will be considered on a case-by-case basis.

Green fees for the Annual Wichita Men's Golf Association Championship Tournament will be reduced at each of the five municipal golf courses once each twelve (12) years. All players will be required to pay \$5 for each round played.

McAdams Park Golf Club may hold an annual tournament one weekend each year, provided that full greens fees are paid for all non-member players. McAdams Park members shall be required to pay \$5 for each round played. The tournaments must be rotated among four municipal golf courses.

Green fees for the Annual Wichita Women's Golf Association Championship Tournament will be reduced at each of the five municipal golf courses once every twelve (12) years. All players will be required to pay \$5 for each round played.

The Annual Invitational Junior Championship Tournament sponsored by the Wichita Golf Association will be held at Sim Park Golf Course. All players will be required to pay a \$2 junior golf round fee.

(2. H) Complimentary Play

"Complimentary play" is defined as the privilege of playing golf (18 holes) granted to an individual without a fee charged for play when such individual qualifies under any of the stated category guidelines contained in this policy. Complimentary play (play without charge) for Golf Professional staff and Golf Course Maintenance staff is provided to familiarize these employees with course conditions in order to better serve the player/client. P.G.A. members and other officials are allowed complimentary play as professional courtesy at all municipal courses. No other complimentary play is allowed, except as detailed within this policy. All complimentary rounds will be recorded in the POS. The golf professional at each facility will maintain a log of complimentary rounds played that will include the date the round is played, the tee time, name of the player, and the player's organization that qualifies him/her for complimentary green fees.

The following persons will be considered eligible for complimentary play. Complimentary play for these and any other individuals must be authorized and attested to by the Golf Professional and may include:

- Members of the P.G.A.
- Officials of the USGA and KGA (men's and women's)
- Members of Golf Course Owners Association
- Members of Club Owners Association
- Members of the American Society of Golf Course Architects
- Members of the Golf Course Superintendents Association
- Potential tournament sponsor representatives
- Members of CMA Club Managers Association

(2. I) Park Department Golf Division Personnel

Only Park Department Golf Course employees working a minimum of 40 hours per week may be eligible for complimentary employee play. Part-time/seasonal staff working a minimum of 20 hours per week may be eligible for complimentary employee play during their active time of employment at the golf course. The Golf Course Manager must approve any exceptions to this policy. Wichita Park Department Golf Course employees and part-time seasonal staff who qualify for complimentary play will be issued an employee access number for identification at all five municipal golf courses. Park Department Golf Course employees must have an employee access number to be allowed complimentary play.

Any time an employee plays a round of complimentary golf, the round must be recorded in the POS. The golf professional at each facility will maintain a log of complimentary rounds played that will include the date the round is played, the tee time, name of the player, and the player's work location. Registration must be completed prior to the start of play. There will be no exceptions to this policy. If any person other than the employee uses the employee access number, the employee in question will lose all players' privileges and may be subject to disciplinary action. Any employee who terminates employment with the City of Wichita will lose all employee player privileges.

(2. J) Special Fees

Student fees are for players 18 years of age or younger. A player purchasing a student green fee may be asked for identification.

Sunday Afternoon Youth Special offers \$2 green fees after 3:00 p.m. for players 18 years old and younger with an adult paying a full green fee.

Supplemental Fees must be paid by golfers who have purchased a regular daily fee and wish to play more than 18 holes of golf.

Nine-hole green fees shall be permitted on all days the course is open for normal play after 1:00 p.m. If a player purchasing a nine-hole ticket chooses to play more than nine holes, that player will be charged the difference between the standard 18-hole fee and the 9-hole fee.

Promotional Rates will be made available at certain times with conditions to be determined by the Department of Park and Recreation.

Active Military Discount is available at all municipal golf courses 7 days a week. All municipal golf courses offer half price green fees to military personnel who show their current identification. The clubhouse staff must verify current military identification.

(2. K) Wichita Municipal Golf Course Etiquette

Pace of Play

Golfers are encouraged to play at a good pace. To help insure a fun round of golf, please use these speed tips.

1. If hole is open in front and you are holding up play for group behind, let the group behind play through or skip the hole and catch up with group ahead.
2. Play ready golf. ---play your ball when ready regardless of being away after checking with other players. This includes honors on tee shots.
3. Continuous Putting---complete the hole unless you are in someone's line.
4. Lost ball---5 minutes limit searching for lost ball. Drop and play on.
5. Write down scores on next tee box -- not while on the green.
6. Place golf bags and carts on the way to the next tee.
7. After completing the hole, move immediately to next tee... no practice putting.
8. No mulligans
9. Be ready when it is your turn. Think about your shot and club selection while another player is hitting. Line up your putt while someone else is putting.
10. Someone pick up the flagstick while the last person putts out.
11. After completing your shot, move on to your next shot if you are not in other player's line.

Basic Etiquette

1. Repair ball marks and divots.
2. Rake sand traps when rakes are available.
3. Do not talk when other players are hitting.
4. Do not step between the ball and the hole when on the green.
5. Do not let your shadow fall between opponent's ball and hole when he is hitting.
6. Place trash in containers available at most tee boxes.
7. Be courteous to other golfers.
8. Keep carts in designated areas.
9. Please remember that noise and voices carry well on golf courses. Foul language is not appreciated by anyone.
10. Be a good sport. Golf is still a game and should be enjoyed by all.

Section 3

Procedures

(3. A) Season Ticket Sales

When selling a season ticket, the customer must complete a Season Ticket Application, giving their name, address, phone number, and date of birth. The pro shop staff member selling an age restricted season ticket must verify the birth date by driver's license, or photo ID and must enter the information into the POS. The Golf Professional or Assistant Golf Professional shall review the application and data entry information for accuracy. The birth date must be verified for the following season ticket purchases:

- Senior Season Ticket (must verify age 62-69)
- Super Senior Season Ticket (must verify age 70 and over)
- Retired Military Season Ticket (must verify retired military ID, and be age 45-62)
- Student Season Ticket (must be under age 18)
- Range Ball Pass

Refer to Fairways procedures for entering sales of season tickets.

(3.B) Golf Cart Rentals

All patrons who rent golf carts will be required to have a valid driver's license, be 18 years old, and must sign a golf cart rental agreement. The golf cart rental agreement must be filled out completely with the responsible party's name, address and telephone number that is legible. The clubhouse staff will instruct patrons on safe operation of the golf cart and explain the rules and regulations on the golf cart rental agreement. Patrons must understand and agree to obey all rules and regulations of the golf course established to insure the safety of the golf cart operator and other patrons on the golf course. The clubhouse staff has the right to refuse to rent the golf cart to any person who does not possess a valid drivers' license or who, in the opinion of staff, is likely to damage the cart, the course, or him/herself. The clubhouse staff will continue to monitor patrons and enforce the rules and regulations during the cart's use.

All cart rentals shall be entered into the POS at the time of rental, with no exceptions. The golf cart rental fee may be split between two players and each player will pay a half-cart rental rate. Single players must pay full price rental fee unless they are with a group of 3 or 5 players. If all the players in the group are renting a cart, the odd number player will be allowed to rent a full cart for the half-cart rental rate. The reduced cart rental rate for a single player with a group of 3 to 5 players only applies to 18-hole cart rentals. Players will not be allowed to begin an 18-hole round walking and receive reduced 9-hole cart rental rates after 9 holes of play.

Complimentary golf cart privileges will be granted to: Wichita Municipal Golf Course Professionals, assistant Professional and City of Wichita Golf Course Maintenance Supervisors.

(3. C) Reporting Incidents or Accidents

(1.) If damage to property, injury or accident occurs, an incident report is to be filed with the Golf Division Office.

- Hazardous and careless use of golf carts is not allowed. Patrons responsible for damages to the golf cart during rental will be responsible for repairing damages per the golf cart rental agreement. The golf professional or his staff will photograph damaged property and file an incident report.
- The Incident Report should have as much detail about the incident as possible. Employees should ask as many questions of the person reporting the incident as they can in order to get a clear understanding of what occurred. The employee will complete the incident report:
- Get names, addresses and contact information from witnesses. Ask the person reporting the incident to give contact information and details of the incident.

(2.) The Incident Report should have a detailed account of the incident. The investigation paragraph should state, for example:

- The employee went out on the golf course to locate a golfer that may have caused the incident.
- The employee went out on the golf course and asked golfers if they witnessed the incident.
- Was the Police Department called? If the Police Department was called, what were their investigation results? Ask for a case number.
- Acquire any other pertinent information.

Send the completed form to the Golf Division Office. If you have questions about completing the Incident Report, please call the Golf Division Office. But most of all, train all seasonal and full time staff on how to fill out the form properly.

- In the event that property was damaged, describe the property that was damaged, i.e., make, model, year of vehicle; describe the damage, such as which side of a vehicle was damaged; was the windshield or side windows damaged, get the license plate number. And get the name of the person involved, address and phone number. If witnesses wish to make a statement, ask them to write a statement on a separate piece of paper and attach it to the form.
- If anyone asks if the golf course will pay for damages to their property, staff will not make any comment or statement regarding payment for damages. The clubhouse staff will give them a Claim for Damages form and ask the claimant to complete the form and mail it per the instructions on the form. Two copies must be sent to the City Clerk's Office and the form must be submitted with an estimate of repairs or paid invoice to be reimbursed for any repair costs. The citizen will receive a letter from the Law Department with the determination of monetary reimbursement.

Abusive language, threats and acts of violence will not be tolerated. Repeated occurrences will be cause for long-term or permanent removal from facility. Physical areas for above violations include the golf course, clubhouse, practice areas and parking lots. In the event someone is removed from a course for any reason, an incident report is to be filed by the Golf Professional with the Golf Division Office. All other courses may be notified of the incident. If any illegal action is found to occur, the Wichita Police Department is to be notified immediately.

(3. D) Registration for Schools

High schools and universities may request the use of the municipal golf courses for their practice and home course during the fall and spring golf seasons. Each school or university must request privileges from the Golf Course Manager to use the golf course. The Golf Course Manager will send a written agreement to the athletic director that must be signed and returned, that the school agrees to pay a one-time fee for the season for each student on the golf team to purchase a “team” season ticket. The golf professional at each municipal golf course where a high school or university practices and plays will be responsible for making sure a signed agreement is on file in the Golf Course Manager’s office, and will be responsible for collecting the fee for the team playing at their course. The Golf Course Manager will assign a team number to the school for identifying purposes. Each time the team practices or plays on the course, the number of players that day will be entered in the POS using the team number assigned to the school. The “team” season ticket will be limited to 12 players. Only students who are members of a golf program at a participating school, college, or university are eligible for the team fee. A limited number of “team” season tickets will be issued to high schools, colleges and universities that sponsor a golf team participating in interscholastic or intercollegiate competition with other schools. All team season tickets shall be for the duration of the golf season and shall not exceed three (3) months.

Green fees for regularly scheduled team play between any of the local high schools or universities will be waived for the visiting team when such team play is also scheduled on the visiting team's home course during the school year. Visiting coaches of these teams will be granted the same courtesy. Schools or universities that have no special arrangements for team play must pay regular greens fees.

Green fees for tournament play are the rates for “Youth 18 and under” per player for team members from schools outside the area not using the municipal golf courses as their home course.

(3.E) Cash or Cash Equivalent Fairway Procedures

Listed below are the established cash register opening fund authorizations for the golf courses. Occasionally, Auburn Hills may use the “p.m.” drawer if the activities/sales necessitate two registers in the morning. The change funds must be kept in a locked register during the day and removed at the end of the shift and placed in the safe overnight. At any time, the accounting staff may perform an audit on these funds. When the cash register counter is unoccupied, staff will lock and remove the register key. Whenever possible, employee access to cash drawers will be limited to two employees, per shift, per day.

Location	Pro Shop a.m.	Pro Shop p.m.	Snack Bar a.m.	Snack Bar p.m.
Auburn Hills	\$150	\$150	\$ 75	\$75
L.W. Clapp	\$150	Only one shift	\$ 50	Only one shift
MacDonald	\$200	Only one shift	\$100	Only one shift
Tex Consolver	\$200	Only one shift	\$ 50	Only one shift
Sim Park	\$150	Only one shift	\$ 75	Only one shift

In addition to the cash drawer funds, each golf course has a cash reserve fund balance that is used to make change for the cash register drawers. There is a total cash fund of \$1,000 per site.

The City of Wichita accepts payment types of cash, personal checks, money orders, Visa, MasterCard, Fairway POS system-generated gift certificates and rain checks from customers. Effective January 1, 2010, the golf courses will not accept personal checks for an amount over \$100 unless the customer is

purchasing a season ticket or range pass. Counter checks, temporary checks or two party checks are not accepted. When accepting a personal check for payment, the check must have the name and address pre-printed on the check. The address printed on the check must match the address printed on the driver's license of the person who is paying by personal check. Staff must record the driver's license number, phone number and date of birth on the check for identifying purposes. If a driver's license cannot be provided for identification, the golf course will not accept the personal check as payment. Under no circumstances will employees hold a personal check, accept a post-dated check, or cash a check for a customer or employee. All gift certificates and rain check redemptions must be entered into the "Fairway POS" system. If a customer has lost their gift certificate but knows the number, staff will verify the customer's identity before entering the gift certificate information into the POS system.

(1.) Refunds

The Golf Professional (or designee) must authorize all refunds. The employee who processed the original transaction cannot process the refund, nor can the refund be paid from petty cash or the change fund. If there are no other employees on duty to process the refund, the employee and customer must complete a Refund Transaction Form and get a verbal approval by the Golf Division Manager or the Department Accountant and record that information on the refund form. All refunds, including pro shop sales, must be processed through the "Fairway POS" system. Any refunds, excluding pro shop sales that are not from the current day transactions will need to be processed by the department's administrative staff. The refund log must be submitted to the Park Accounting Office no later than the 5th business day of the following month.

(2.) Returned Checks

When a check is returned due to insufficient funds, account closed, etc., the customer will be charged a returned check fee of \$30.00. The funds to replace the returned check and fees must be paid before providing additional services and an alert text message shall be placed on the account until the obligation is satisfied. The "Fairway POS" system does not currently support the reimbursement of insufficient checks, thus all payments shall be forwarded to the Park and Recreation accounting office along with the blue copy of the hand written receipt for posting. Upon receipt of a returned check, it is immediately sent to a collection agency by the City Treasurer's Office. The customer will still be able to make restitution at any golf course. The Park accounting office will notify the Treasurer's Office when payment is received, who will notify the collection agency so their records will reflect the payment. If the customer was reported to the credit bureaus, the collection agency will notify them to get the customer's record cleared.

(3.) Fairway System Failure

In the event the Fairway system is inoperable for any reason when the golf course is open for business, the following procedure should be used for all sales or services. The Golf Professional or designated employee will be required to issue a manual receipt to the customer and maintain records of all such transactions. The Golf Professional shall properly account for receipts from such transactions and contact the Golf Division and IT/IS help desk to report the interruption of service.

- a.) A hand written receipt must be completed to record green fees, cart rental fees, pro shop sales, driving range sales, concession sales and professional services.
- b.) Hand written receipts must contain date and time of sale, type of sale, name of purchaser/client, amount of sale, signature of employee handling the transaction, and time when sale is entered into the POS system.
- c.) Upon completion of the hand written receipt, the original will be given to the purchaser/client and the copy will be retained by staff for entry into the POS system whenever possible.
- d.) POS entries for all receipts should be made as soon as possible after the POS comes back on line.
- e.) Employees completing a hand written receipt will be required to sign the receipt and record the time and date of its later entry into the POS system.
- f.) In the event a mistake is made on a hand written receipt, that receipt should be marked "VOID" and ALL the copies must be maintained and kept with the daily report information.

In the event of credit card transaction processing failure, staff will notify the Golf Division Office and IT/IS, immediately. All credit card sales will be done manually and entered as soon as the POS system is reestablished. In the event the credit card is declined, staff will locate the customer for another source of payment, if they are still on site. If the client is not on site, then the Park and Recreation accounting staff will send an invoice for the amount still due. Clients with outstanding balances shall not receive additional services until balances are paid in full. Outstanding balances will be recorded in the "Fairway POS" system and noted in the customer profile.

After the credit card transactions are entered into the "Fairway POS" system, staff will store the handwritten receipts in locked and limited access storage or forward to the Golf Division Office, for record retention. Only the current year manual credit card receipt and a previous year will be maintained, all others will be shredded at the end of the fiscal year.

(4.) Fairway Daily Closeout

The daily "Fairway POS" system closeout and balancing of the cash drawer shall not commence before the clubhouse is closed for the day (except when the golf course is closed to play because of inclement weather or an unusual circumstance). The Golf Professional or Assistant Golf Professional will perform the daily closeout not less than 4 days per week. The Golf Professional may appoint a designee to perform the daily closeout and prepare the deposit not more than 3 days per week. The Golf Professional or their designee will process a daily bank deposit, unless there are no transactions or activity, and prepare it for pickup by armored service for delivery to the bank. The cash drawers and safe should be counted daily and each fund should be balanced to the authorized opening cash fund balance.

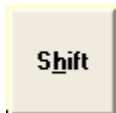
Staff will use the following closeout instructions:

Closing a Shift in TouchPOS

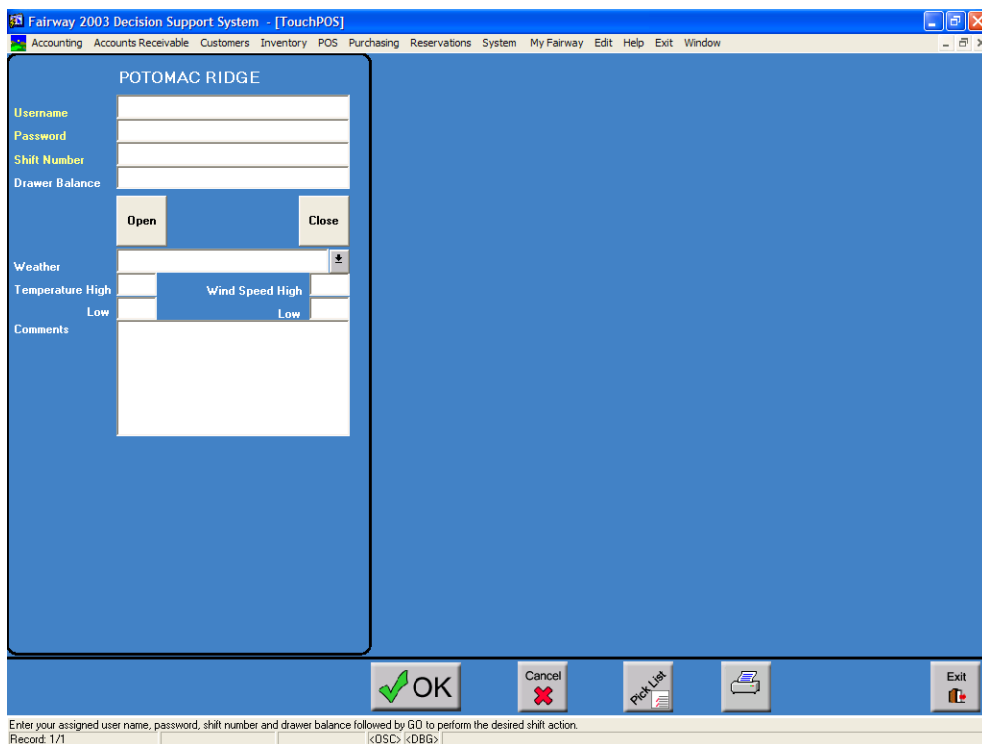


Fairway Systems, Inc.

When it is time to close a shift, press the Shift button that is found in the lower-left section of the screen.



The screen will look like the following...



Type the **Username, Password** and **Shift Number** into the appropriate fields and click the **Close** button.

The Per Cash Denomination & Method, screen will appear.

Cash Count	Value	Quantity	Amount
500 DOLLAR	500.00	0	0.00
100 DOLLAR	100.00	0	0.00
50 DOLLAR	50.00	0	0.00
20 DOLLAR	20.00	0	0.00
10 DOLLAR	10.00	0	0.00
5 DOLLAR	5.00	0	0.00
2 DOLLAR	2.00	0	0.00
1 DOLLAR	1.00	0	0.00
HALF-DOLLAR	.50	0	0.00
QUARTER	.25	0	0.00
DIME	.10	0	0.00
NICKEL	.05	0	0.00
PENNY	.01	0	0.00
Cash Total			0.00

Tender Types	Amount
CASH	0.00
CHECK	0.00
GIFT CERTIFICATE	0.00
VISA	0.00
MASTERCARD	0.00
RAIN CHECK REDEEM	0.00
AMEX	0.00
DISCOVER	0.00
Tender Total	0.00

To close out each shift, **the employee will enter the quantity of each cash denomination in the top section.** To ensure accuracy, all monies are to be counted at least twice. To make counting easier, bills of the same denomination can be clipped together in specified amounts, i.e. 25 ones, 5 twenties, etc. Although the bills that are clipped together will make it easier to balance, each clip should be counted regularly to ensure the quantity and amount is still correct and bills have not been removed to make change. The total cash will automatically update the “Per Cash Denomination & Method,” screen.

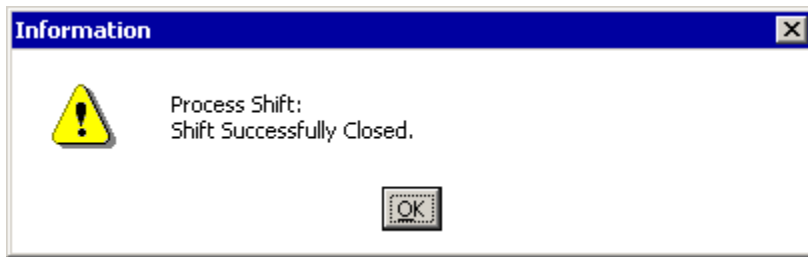
Next, make sure all the checks are made payable to the “Department of Park and Recreation” or “the specific golf course” on the front of the check and use the check endorsement stamp on the back of the check. Under no circumstances will employees hold a personal check, cash a check for an employee or customer, or accept a post-dated check. The total of

the checks deposited must match the check total on the Shift Closing Report. Prepare two calculator tapes of all checks, one for the deposit and one to be maintained with the daily shift closing report. Enter the amount in the non-cash payment methods in the bottom section of the “Per Cash Denomination & Method,” screen.

"Temporary borrowing" or cashing of checks from petty cash funds is prohibited. Established petty cash funds are available for legitimate business purposes only.

Subsequently, run a tape for gift certificates and a tape for rain checks. Then, total all credit card amounts paid by (Visa and MasterCard) and enter the dollar total in the non-cash payment methods in the bottom section of the “Per Cash Denomination & Method” screen. Although the screen allows for American Express and Discovery cards, the City of Wichita is not authorized to accept that payment type.

When completed, press the OK button and the following message should appear...



In the “Fairway POS” system, print the Shift Closing Report. This report will reflect any differences between the sales and the deposit slip, if they do not match. **The cashier** will sign and date the Shift Closing Report and deliver the cash and/or cash equivalent to the Golf Professional or their Assistant.

The Golf Professional or their Assistant will enter the difference on the electronic Golf Daily Receipts and Deposit Information Submittal form, in the Cash Long/Short section and an explanation for the discrepancy is required. If the discrepancy is under \$5.00 then the Golf Professional or Assistant is authorized to sign the form. If the discrepancy is greater than \$5.00, the forms are forwarded to the Golf Administration Office for review and signature.

Required signatures for the Cash Long/Short section are as follows:

- \$.01 to \$5 must be signed by the Golf Professional/ Clubhouse Manager
- \$5.01-\$20.00 must be signed by the Golf Course Manager
- \$20.01 and above must be signed by the Director of Parks and Recreation or the Asst. Director of Parks and Recreation

The Golf Daily Receipts and Deposit Information Submittal form will be part of the daily closeout documentation and faxed to Park Accounting daily. The original copy of the Golf Daily Receipts and Deposit Information Submittal form with discrepancies greater than \$5.00 will be returned to the golf course, after signatures.

Example of the Cash Long/Short Section

CASH LONG/SHORT FORM

Cash Short Amount: \$ _____ Cash Long Amount: \$ _____

Explanation: _____

Attachment (s): Yes No Completed by: _____

Authorization: _____ Date: _____

Required signatures are as follow:

- \$0.01 to \$5 must be signed by the Golf Professional/ Clubhouse Manager
- \$5.01-\$20.00 must be signed by the Golf Course Manager
- \$20.01 and above must be signed by the Director of Parks and Recreation or the Asst. Director of Parks and Recreation

After the POS is closed for audit at the end of the business day, any further transactions shall be recorded on a hand-written receipt, and then entered into the POS the following day.

(5.) Bank Deposit Preparation Procedures

The Golf Professional or their approved designee will prepare daily the bank deposits, one per register, using the pre-numbered 2-part daily deposit slips. Staff is prohibited from combining more than one day’s business deposits. It is very important that the deposit slips are completed in ink and in a legible manner. The date, location, “SafeLok” bag number and number of checks must be recorded on the deposit slip. Fill in the amount of currency (bills), coins and each check. For each check received, the first initial and last name must be listed on the deposit slip, along with the amount of the check. If there are not enough lines for the checks received, another deposit slip must be prepared. The bank deposits should be totaled per register, only if there is more than one register at the site.

The Golf Professional (or designee) must do a final check to ensure the deposit slip was completed properly, including a recount of coins and currency, by denomination, along with running a calculator tape summing the checks received to ensure agreement with the deposit slip totals and shift closing report. Upon final verification, please insert the currency, coins and checks into the “SafeLok” bank bag and remove the green security tape to seal.

After sealing, complete on the front of the “SafeLok” bag the following:

- a. From: Park Dept.
- b. Branch/Store: Your location
- c. To: Name of the City of Wichita Bank (Intrust)
- d. Said to contain: total amount for the day
- e. Cash: total amount of currency and change
- f. Checks: total amount of checks

- g. Date: today's date.
- h. Authorized Signature: signature of person preparing the deposit.

Please keep in mind that once the bag is sealed, efforts to reopen the bag will result in the words "VOID" and the Bank will not accept a reopened or voided bag. A new bag will need to be completed and return the "VOID" or any damaged bags back to the Park Accounting Office, as these bags must be accounted for. A copy of the deposit slip should be inserted in the outside pouch of the "SafeLok" bank bag.

The deposit slip original should be placed in the sealed "SafeLok" bag outer pouch along with a calculator tape of the checks and locked into a bank bag for transmittal. If you forget to put the white deposit slip in the pouch on the back of the "SafeLok" bag, you can reopen the back pouch only, insert then re-close. The second copy should be kept with your daily Shift Closing Report and other supporting documents.

The deposit ticket numbers, dollar amounts and "SafeLok" bag numbers are entered in the top section of the electronic Golf Daily Receipts and Deposit Information Submittal form. A submittal form is required for each register, daily. The "two site" Golf Daily Receipts and Deposit Information Submittal form should be used if you have separate Pro Shop POS and Snack Bar POS at your site. The projected Armored Service pickup date is required, also (Sunday or Thursday unless a special pick up is needed).

On completion of the daily audit, all transaction verification shall be maintained at each location. The daily transactions include tournament financial statements, credit card receipts, written receipts, daily registration sheets, and bank deposit records.

Example of the Deposit and Bank Transmittal Information Section

City of Wichita-Park and Recreation Department-Golf Division	
(Fairways POS Golf System-Daily receipts and deposit information)	
Date: _____ <small>(mm/dd/yy)</small>	Site: Auburn Hills Snack-210101
Deposit Ticket No.	Amount \$
Bank Bag Transmittal #:	
Deposit Ticket No.	Amount \$
Cashier: _____	Armored Services Pickup Date: _____ <small>(mm/dd/yy)</small>

The Golf Professional (or designee) will also double-check that a fax copy of Golf Daily Receipts and Deposit Information Submittal form are faxed daily to the Park Accounting fax machine at (316) 219-6300. Once the fax is received, the department accounting staff will then process and validate the information and will report any discrepancies immediately to the attention of the Department Accountant or Golf Division Manager.

(6.) Bank Bag Armored Services Procedures

The deposit information and bank bag information is entered on the site's Safe Drop Deposit Log and secured in the safe for overnight storage. Additionally, staff will add the bank deposit bank bag and amount to the Armored Service Ticket in preparation for armored service pickup on each Sunday and Thursday or the following business day, if they fall on a holiday. If the previous daily cash receipts (currency/coins/checks) exceed **\$7,500 during the peak season non-winter months (March 1 thru November 30) or \$3,000 during the winter non-peak season (December 1 thru February 28)**, before the next scheduled armored services, staff will contact the current armored service vendor to schedule a special pickup. December through February is considered "winter non-peak season". During the winter non-peak season (December 1 thru February 28) there will be 1 pick-up each week on Thursday by the armored service to deliver the deposits to the bank.

The Golf Professional or their designee will retrieve the "SafeLok" bank bag from the safe containing the previous days' deposits when the armor services arrive and the completed Armored Service Ticket form. Staff will assure **all** "SafeLok" bank bags are listed and sign the Armored Service Ticket and keep the City's copy on site. Under no circumstances will the Golf Professional or designee release an unsealed "SafeLok" bank bag. If a "SafeLok" bank bag is unsealed from the previous day's transactions, the Golf Professional or designee will recount the deposit and secure the bag before releasing to the armor services vendor. Any discrepancy will be reported to the Golf Division Manager or Park Accountant immediately.

(3. F) Daily Facility Closing

The clubhouse staff shall insure that all patrons have left the clubhouse and the golf course prior to securing the course for the night. For courtesy and liability reasons, clubhouse staff should never close the clubhouse until all players have left the premises. After locking the clubhouse and turning on the alarm system, staff shall be responsible for closing and locking all parking lot gates at the close of business each day.

ATTACHMENT A

Administrative Regulation 2.1

Petty Cash Policy

Petty Cash Policy

Current Revision: May 13, 2005

Last Revision: May 1, 1997

Purpose and Scope

The purpose of this Administrative Regulation is to establish consistent policies for the establishment and disbursement of petty cash funds held by the Treasurer's Office and all departments. The following policies for authorized disbursement of funds and the accompanying monetary limits will be adhered to by all employees when obtaining cash from petty cash funds.

Establishment of Petty Cash Funds

Requests for the establishment or increase of petty cash funds are to be made to the Assistant Director of Finance. Such requests will be reviewed by the Assistant Director of Finance and the Internal Auditor to assess the necessity of the request.

Internal Controls Over Petty Cash Funds

A petty cash custodian and back-up must be appointed by the respective department. The names of the custodian(s) must be filed with the Treasurer's Office and the Internal Auditor. The petty cash fund should be stored in a locked or secured area with access limited to the custodian and the back-up custodian. Petty cash distributions will take place during normal business hours (i.e., 8:00 a.m. - 5:00 p.m., Monday through Friday).

Audits of petty cash funds will be performed by the Internal Auditor on a periodic basis. In addition, audits should be performed quarterly by the department director or another supervisor not responsible for custody of the petty cash fund. The results of such audits should be recorded and a copy forwarded to the Internal Auditor.

Petty Cash Disbursements

No more than \$50 will be disbursed to any City employee for miscellaneous cash expenditure. Disbursement cannot be made unless the employee presents a "Petty Cash Withdrawal Authorization" (Form 29-621) signed by his/her respective department director or other authorized signatory with the corresponding paid receipt attached.

If cash is given to make an advance purchase, the appropriate section of the "Petty Cash Withdrawal Authorization" form should be completed to include authorization of the advance by the petty cash custodian and the signature of the individual receiving the advance from petty cash funds. Receipts for each expenditure and any excess cash must be returned to the petty cash custodian within 24 hours. Once the actual receipt is returned, the actual cost and the OCA code should be recorded on the "Petty Cash Withdrawal Authorization". The amount of cash returned should be confirmed by the custodian based on the actual amount of the expenditure. The receipt should be attached to the Withdrawal Authorization Form which must be approved by the respective department director or other authorized signatory.

"Temporary borrowing" or cashing of checks from petty cash funds is prohibited. Established petty cash funds are available for legitimate business purposes only.

Replenishment of Petty Cash Funds

Replenishment of petty cash funds should be submitted on a Payment Authorization Voucher (AV or FD) approved by the department director. All original receipts and approved Petty Cash Withdrawal Authorizations are to be scanned to Laser Fiche for record retention with the Payment Authorization Voucher for replenishment. The original receipts must be retained by the department subject to audit for two years.

Responsibility

All Department Directors are responsible for instructing departmental personnel in Administrative Regulations as appropriate and employees are responsible to adhere to them. No exceptions will be made to this policy without the express written permission of the City Manager. Any employee who violates the guidelines in this policy will be disciplined in accordance with the City's Personnel Manual, Section 6.

Relationship to Previously Established Procedure

No qualifying statement, previously established rules or procedures shall be used to negate the spirit or intent of this statement of policy.

Effective Date: 5/13/05



George R. Kolb
City Manager

ATTACHMENT B

Golf Cart Safety Tips

And

Battery Maintenance

Golf Cart Safety Tips

SAFETY CHECKLIST

The operator will, before operating the golf cart, check for proper tire condition and inflation. Brakes will be checked for proper operation. The operator will check for any indication of battery fluid leaks such as wet spots under the unit. If the golf cart is in need of repair or maintenance, the unit will be taken out of service, and the supervisor will be notified.

OPERATING THE GOLF CART

The following rules should be observed when operating or using a golf cart:

- * Never leave the keys in the golf cart when unattended.
- * Always lock and secure the golf cart when not being used, such as when storing overnight.
- * Never back up without looking to see what is behind the cart.
- * Never shift gears while the vehicle is in motion. Never exceed the safe speed limit.
- * Never operate the golf cart with more passengers aboard than the golf cart is designed to accommodate.
- * Always obey all traffic rules and regulations.
- * Reduce speed to compensate for inclines, pedestrians, and weather conditions.
- * Maintain adequate distance between vehicles.
- * Approach sharp or blind corners with caution. Operator and passengers should wear seat belts if provided.
- * Keep hands, legs, feet and arms inside the confines of the golf cart when it is in motion.
- * Use a tow bar only when towing a golf cart.

Battery Maintenance

SAFETY

Batteries give off two explosive gases - hydrogen and oxygen. Overheating, loose terminals, open flames, etc, can ignite these gases and create an explosive force equal to a hand grenade. Consequently, do not smoke or work with open flames around batteries. Change batteries in well vented areas. Avoid contact with highly corrosive battery acid. Wear acid resistant gloves and safety glasses or goggles. Wash off any battery liquid immediately with large quantities of water or neutralize with a baking soda solution. Remove rings, watches and jewelry. The energy in a bank of golf car batteries can melt a ring if you touch the terminals wrong.

BATTERY RECHARGE

When recharging the batteries, the following safety rules shall be observed:

- Proper PPE must be worn, which includes goggles and gloves.
- Inspect all batteries for corrosion, damage, leaks, and loose terminals.
- A dry battery will overheat. It is imperative to check electrolyte levels prior to charging.
- Do not smoke near the recharge station.
- Use only an approved battery charger to recharge the batteries (designed to shut off automatically when the batteries are fully charged.)
- Do not recharge near an open flame or source of ignition.
- Pour baking soda on all spilled battery acid before cleaning up any spill.
- Wash skin thoroughly with cold water if in contact with battery acid.
- Disconnect all battery charger cords before using the golf cart.

CLEANING

Dirt and moisture on the exterior battery surfaces permits current leakage. It is also harder to inspect dirty batteries for damage. While you can use a commercial battery cleaner, a 1/4 cup of baking soda in 1 1/2 gallons of clean water will work as well. Spray the tops and sides, wiring and battery racks with cleaner. Scrub with a bristle brush soaked in the solution. Let solution stand for at least five minutes for neutralization. Rinse with a low-pressure spray of clean water. If any corrosion remains, repeat the process. Make sure caps are on tight so none of the baking soda gets into the battery since even a few drops can decrease the battery's efficiency and decrease its life.

CHECKING CONDITION

Inspect all terminals and cables for tightness, evidence of arcing, condition of insulation, and physical damage. Inspect battery case for cracks and leaks. Inspect carriage below batteries for evidence of leaking electrolyte. Inspect battery mounts to make sure batteries are securely mounted to cart. Inspect battery caps for tightness.

WATERING

Water should be added only after the charging has been completed unless the tops of the plates are exposed. Then water should be added before charging. Ensure the electrolyte level is at least 1/4 inch above the plates on all cells. Distilled water is best. If water has to be added frequently, suspect cracked cells. After recharging, recheck the electrolyte level and fill to 1/8 inch below the bottom of the filler tube vent.

STORING

A nearly fully-charged battery will not freeze in even the worst winter temperatures. The charger should be disconnected from the golf car. Contrary to popular belief, batteries will not discharge any faster when placed on concrete.

If you operate a golf car in cold weather, you will find that its range is reduced significantly. There is probably nothing wrong with the battery. It's just that lead acid batteries can lose 45% of their capacity at 4 degrees F and 70% at -20 degrees F. High temperatures are also hard on batteries. Typically, battery life can be reduced by as much as 50% for every 15 degrees F above 77 degrees F. Also, batteries self discharge faster at elevated temperatures - about 50% faster for every 10 degrees F above 77 degrees F. Therefore, checking and recharging is even more critical at both low and high temperatures.

Percent Charge	Specific Gravity	Temperature At Which Battery Will Freeze
100%	1.280-1.285	-90 deg F/-68 deg C
75%	1.240	-53 deg F/-46 deg C
50%	1.200	-16 deg F/-27 deg C
25%	1.160	+1 deg F/-17 deg C
0%	1.120	16 deg F/-9 deg C

STATE OF CHARGE

Check the state of charge using a hydrometer that measures specific gravity and this chart. A hydrometer gives a better indication than measuring voltage with a voltmeter. Make sure that there is sufficient electrolyte in the battery to cover the plates. If not, add water and operate the battery for several hours to properly distribute the water in the electrolyte so you get a true reading. Measure the specific gravity of the electrolyte in each cell. If the specific gravity varies by more than about 0.025 between cells, replace the battery. Use a hydrometer with a built-in thermometer to correct for variations of specific gravity with temperature.

This test does not tell you about the condition of the battery, just the state of charge. A discharged battery should be recharged immediately. Otherwise, sulfating will occur, leading to loss of active plate materials and reduced battery capacity. Lead sulfate, a gray material covering the plates, ruins most batteries before their time.

To determine true battery condition, you need a battery load tester that places high amperage load on the batteries to see if it will handle a load. For the deep cycle batteries used in golf cars, first discharge the batteries. This can be done with a discharge machine, if one is available, or by driving the car until the battery is drained. This is different than for a starting/lighting/ignition (SLI) vehicle battery where the load is placed on a fully charged battery since this is the typical operating situation. If the battery voltage drops off significantly while using the load tester, the battery should be replaced.

If one battery in a bank goes bad, it can be replaced with one of like performance and capacity. If more than one battery is bad, the entire bank should be replaced. Typically, a new battery working with old batteries will not give the same life or capacity as if all the batteries were new. That is because the new battery will be quickly brought down to the performance and capacity of the used batteries.

ATTACHMENT C

THE FLAG CODE

The Flag Code

Title 4, United States Code, Chapter 1

As Adopted by the National Flag Conference, Washington, D.C., June 14-15, 1923, and Revised and Endorsed by the Second National Flag Conference, Washington, D.C., May 15, 1924. Revised and adopted at P.L. 623, 77th Congress, Second Session, June 22, 1942; as Amended by P.L. 829, 77th Congress, Second Session, December 22, 1942; P.L. 107 83rd Congress, 1st Session, July 9, 1953; P.L. 396, 83rd Congress, Second Session, June 14, 1954; P.L. 363, 90th Congress, Second Session, June 28, 1968; P.L. 344, 94th Congress, Second Session, July 7, 1976; P.L. 322, 103rd Congress, Second Session, September 13, 1994; P.L. 225, 105th Congress, Second Session, August 12, 1998; P.L. 80, 106th Congress, First Session, October 25, 1999; P.L. 110-41, 110th Congress, First Session, June 29, 2007; and P.L. 110-116, 110th Congress, First Session, November 13, 2007.

§ 4. Pledge of Allegiance to the flag; manner of delivery

The Pledge of Allegiance to the Flag, "I pledge allegiance to the Flag of the United States of America, and to the Republic for which it stands, one Nation under God, indivisible, with liberty and justice for all.", should be rendered by standing at attention facing the flag with the right hand over the heart. When not in uniform men should remove their headdress with their right hand and hold it at the left shoulder, the hand being over the heart. Persons in uniform should remain silent, face the flag, and render the military salute.

§ 5. Display and use of flag by civilians; codification of rules and customs; definition

The following codification of existing rules and customs pertaining to the display and use of the flag of the United States of America is established for the use of such civilians or civilian groups or organizations as may not be required to conform with regulations promulgated by one or more executive departments of the Government of the United States. The flag of the United States for the purpose of this chapter shall be defined according to sections 1 and 2 of this title and Executive Order 10834 issued pursuant thereto.

§ 6. Time and occasions for display

(a) It is the universal custom to display the flag only from sunrise to sunset on buildings and on stationary flagstaves in the open. However, when a patriotic effect is desired, the flag may be displayed 24 hours a day if properly illuminated during the hours of darkness.

(b) The flag should be hoisted briskly and lowered ceremoniously.

(c) The flag should not be displayed on days when the weather is inclement, except when an all weather flag is displayed.

(d) The flag should be displayed on all days, especially on New Year's Day, January 1; Inauguration Day, January 20; Martin Luther King, Jr.'s birthday, the

third Monday in January; Lincoln's Birthday, February 12; Washington's Birthday, third Monday in February; Easter Sunday (variable); Mother's Day, second Sunday in May; Armed Forces Day, third Saturday in May; Memorial Day (half-staff until noon), the last Monday in May; Flag Day, June 14;

Independence Day, July 4; Labor Day, first Monday in September; Constitution Day, September 17; Columbus Day, second Monday in October; Navy Day, October 27; Veterans Day, November 11; Thanksgiving Day, fourth Thursday in November; Christmas Day, December 25; and such other days as may be proclaimed by the President of the United States; the birthdays of States (date of admission); and on State holidays.

(e) The flag should be displayed daily on or near the main administration building of every public institution.

(f) The flag should be displayed in or near every polling place on election days.

(g) The flag should be displayed during school days in or near every schoolhouse.

§ 7. Position and manner of display

The flag, when carried in a procession with another flag or flags, should be either on the marching right; that is, the flag's own right, or, if there is a line of other flags, in front of the center of that line.

(a) The flag should not be displayed on a float in a parade except from a staff, or as provided in subsection (i) of this section.

(b) The flag should not be draped over the hood, top, sides, or back of a vehicle or of a railroad train or a boat. When the flag is displayed on a motorcar, the staff shall be fixed firmly to the chassis or clamped to the right fender.

(c) No other flag or pennant should be placed above or, if on the same level, to the right of the flag of the United States of America, except during church services conducted by naval chaplains at sea, when the church pennant may be flown above the flag during church services for the personnel of the Navy. No person shall display the flag of the United Nations or any other national or international flag equal, above, or in a position of superior prominence or honor to, or in place of, the flag of the United States at any place within the United States or any Territory or possession thereof: Provided, That nothing in this section shall make unlawful the continuance of the practice heretofore followed of displaying the flag of the United Nations in a position of superior prominence or honor, and other national flags in positions of equal prominence or honor, with that of the flag of the United States at the headquarters of the United Nations.

(d) The flag of the United States of America, when it is displayed with another flag against a wall from crossed staffs, should be on the right, the flag's own right, and its staff should be in front of the staff of the other flag.

(e) The flag of the United States of America should be at the center and at the highest point of the group when a number of flags of States or localities or pennants of societies are grouped and displayed from staffs.

(f) When flags of States, cities, or localities, or pennants of societies are flown on the same halyard with the flag of the United States, the latter should always be at the peak. When the flags are flown from adjacent staffs, the flag of the United

States should be hoisted first and lowered last. No such flag or pennant may be placed above the flag of the United States or to the United States flag's right.

(g) When flags of two or more nations are displayed, they are to be flown from separate staffs of the same height. The flags should be of approximately equal size. International usage forbids the display of the flag of one nation above that of another nation in time of peace.

(h) When the flag of the United States is displayed from a staff projecting horizontally or at an angle from the window sill, balcony, or front of a building, the union of the flag should be placed at the peak of the staff unless the flag is at half-staff. When the flag is suspended over a sidewalk from a rope extending from a house to a pole at the edge of the sidewalk, the flag should be hoisted out, union first, from the building.

(i) When displayed either horizontally or vertically against a wall, the union should be uppermost and to the flag's own right, that is, to the observer's left. When displayed in a window, the flag should be displayed in the same way, with the union or blue field to the left of the observer in the street.

(j) When the flag is displayed over the middle of the street, it should be suspended vertically with the union to the north in an east and west street or to the east in a north and south street.

(k) When used on a speaker's platform, the flag, if displayed flat, should be displayed above and behind the speaker. When displayed from a staff in a church or public auditorium, the flag of the United States of America should hold the position of superior prominence, in advance of the audience, and in the position of honor at the clergyman's or speaker's right as he faces the audience. Any other flag so displayed should be placed on the left of the clergyman or speaker or to the right of the audience.

(l) The flag should form a distinctive feature of the ceremony of unveiling a statue or monument, but it should never be used as the covering for the statue or monument.

(m) The flag, when flown at half-staff, should be first hoisted to the peak for an instant and then lowered to the half-staff position. The flag should be again raised to the peak before it is lowered for the day. On Memorial Day the flag should be displayed at half-staff until noon only, then raised to the top of the staff. By order of the President, the flag shall be flown at half-staff upon the death of principal figures of the United States Government and the Governor of a State, territory, or possession, as a mark of respect to their memory. In the event of the death of other officials or foreign dignitaries, the flag is to be displayed at half-staff according to Presidential instructions or orders, or in accordance with recognized customs or practices not inconsistent with law. In the event of the death of a present or former official of the government of any State, territory, or possession of the United States or the death of a member of the Armed Forces from any State, territory, or possession who dies while serving on active duty, the Governor of that State, territory, or possession may proclaim that the

National flag shall be flown at half-staff and the same authority is provided to the Mayor of the District of Columbia with respect to present or former officials of the District of Columbia and members of the Armed Forces from the District of Columbia. When the Governor of a State, territory, or possession, or the Mayor of the District of Columbia, issues a proclamation under the preceding sentence that the National flag be flown at half-staff in that State, territory, or possession or in the District of Columbia because of the death of a member of the Armed Forces, the National flag flown at any Federal installation or facility in the area covered by that proclamation shall be flown at half-staff consistent with that proclamation. The flag shall be flown at half-staff 30 days from the death of the President or a former President; 10 days from the day of death of the Vice President, the Chief Justice or a retired Chief Justice of the United States, or the Speaker of the House of Representatives; from the day of death until interment of an Associate Justice of the Supreme Court, a Secretary of an executive or military department, a former Vice President, or the Governor of a State, territory, or possession; and on the day of death and the following day for a Member of Congress. The flag shall be flown at half-staff on Peace Officers Memorial Day, unless that day is also Armed Forces Day. As used in this subsection -

(1) the term "half-staff" means the position of the flag when it is one-half the distance between the top and bottom of the staff;

(2) the term "executive or military department" means any agency listed under sections 101 and 102 of title 5, United States Code; and

(3) the term "Member of Congress" means a Senator, a Representative, a Delegate, or the Resident Commissioner from Puerto Rico.

(n) When the flag is used to cover a casket, it should be so placed that the union is at the head and over the left shoulder. The flag should not be lowered into the grave or allowed to touch the ground.

(o) When the flag is suspended across a corridor or lobby in a building with only one main entrance, it should be suspended vertically with the union of the flag to the observer's left upon entering. If the building has more than one main entrance, the flag should be suspended vertically near the center of the corridor or lobby with the union to the north, when entrances are to the east and west or to the east when entrances are to the north and south. If there are entrances in more than two directions, the union should be to the east.

§8. Respect for flag

No disrespect should be shown to the flag of the United States of America; the flag should not be dipped to any person or thing. Regimental colors, State flags, and organization or institutional flags are to be dipped as a mark of honor.

(a) The flag should never be displayed with the union down, except as a signal of dire distress in instances of extreme danger to life or property.

(b) The flag should never touch anything beneath it, such as the ground, the floor, water, or merchandise.

(c) The flag should never be carried flat or horizontally, but always aloft and free.

- (d) The flag should never be used as wearing apparel, bedding, or drapery. It should never be festooned, drawn back, nor up, in folds, but always allowed to fall free. Bunting of blue, white, and red, always arranged with the blue above, the white in the middle, and the red below, should be used for covering a speaker's desk, draping the front of the platform, and for decoration in general.
- (e) The flag should never be fastened, displayed, used, or stored in such a manner as to permit it to be easily torn, soiled, or damaged in any way.
- (f) The flag should never be used as a covering for a ceiling.
- (g) The flag should never have placed upon it, nor on any part of it, nor attached to it any mark, insignia, letter, word, figure, design, picture, or drawing of any nature.
- (h) The flag should never be used as a receptacle for receiving, holding, carrying, or delivering anything.
- (i) The flag should never be used for advertising purposes in any manner whatsoever. It should not be embroidered on such articles as cushions or handkerchiefs and the like, printed or otherwise impressed on paper napkins or boxes or anything that is designed for temporary use and discard. Advertising signs should not be fastened to a staff or halyard from which the flag is flown.
- (j) No part of the flag should ever be used as a costume or athletic uniform. However, a flag patch may be affixed to the uniform of military personnel, firemen, policemen, and members of patriotic organizations. The flag represents a living country and is itself considered a living thing. Therefore, the lapel flag pin being a replica, should be worn on the left lapel near the heart.
- (k) The flag, when it is in such condition that it is no longer a fitting emblem for display, should be destroyed in a dignified way, preferably by burning.

§ 9. Conduct during hoisting, lowering or passing of flag

During the ceremony of hoisting or lowering the flag or when the flag is passing in a parade or in review, those present in uniform should render the military salute. Members of the Armed Forces and veterans who are present but not in uniform may render the military salute. All other persons present should face the flag and stand at attention with their right hand over the heart, or if applicable, remove their headdress with their right hand and hold it at the left shoulder, the hand being over the heart. Citizens of other countries should stand at attention. All such conduct toward the flag in a moving column should be rendered at the moment the flag passes.

§ 10. Modification of rules and customs by President

Any rule or custom pertaining to the display of the flag of the United States of America, set forth herein, may be altered, modified, or repealed, or additional rules with respect thereto may be prescribed, by the Commander in Chief of the Armed Forces of the United States, whenever he deems it to be appropriate or desirable; and any such alteration or additional rule shall be set forth in a proclamation.

ATTACHMENT D

City Code of Ordinances

Intended Use of Parks, Playgrounds and Related Areas

Intended use of parks, playgrounds and related areas.

Intended use of parks, playgrounds and related areas. No person shall use or occupy any public parks, recreation facilities or other property under the ownership, jurisdiction or control of the Board of Park Commissioners of the City of Wichita, Kansas, or any part thereof, for any purpose or purposes other than those designated by the Board of Park Commissioners, except as set forth in "A Standard of Rules and Regulations."

Any person who, after having been advised by any law enforcement officer or authorized representative of the Board of Park Commissioners to cease and desist such occupancy, refuses or neglects to do so, is guilty of a misdemeanor.

Further, it is unlawful for any person to interfere with the rights of another person to use the public parks, recreation facilities or other property under the ownership, jurisdiction or control of the Board of Park Commissioners of the City of Wichita, Kansas, by committing any of the following acts:

- (a) Impeding, disrupting, hindering or denying another person the right to enter, use or leave any park or recreation facility; or
- (b) Impeding another person in the lawful use of park or recreation facilities through the use of restraint, abduction, coercion and intimidation, or by force and violence, or threat thereof; or
- (c) Impeding, disrupting or hindering another person by any act or intrusion into an area for which the other person has a permit issued by the Board of Park Commissioners for that facility and at that time, and in which said permit holder is then present for the purpose of occupying the facility; or
- (d) Refusing or failing to leave any such park or recreation facilities upon being requested to do so by any law enforcement officer or authorized representative of the Board of Park Commissioners charged with maintaining order in such public parks, recreation facilities or other property under the ownership, jurisdiction or control of the Board of Park Commissioners of the City of Wichita, Kansas, if such person is committing, threatens to commit or incites others to commit any act which would, or would if completed, disrupt, impair or interfere with the rights of another person to lawfully use the property or facilities; or
- (e) Disrupting, impairing or interfering with the rights of another person, after having been requested to cease and desist such use or occupancy by any law enforcement officer or authorized representative of the Board of Park Commissioners.

(Ord. No. 36-573 § 9, amended by Ord. No. 47-028, adopted May 16, 2006)