



Robson Ranch

GOLFER'S
HANDBOOK



Wildhorse
GOLF CLUB
2019

The Golfer’s Handbook is published to convey to all Robson Ranch Wildhorse Members, Homeowners and their guests the policies and guidelines applicable to Robson Ranch Wildhorse Golf Club. The information herein pertains to all players with no exceptions. Residents, please inform your guests of these rules. Robson Ranch Wildhorse Golf Club reserves the right to modify or change these policies and guidelines at any time.

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Golf Course Personnel

The golf course staff is present to insure the proper operation and maintenance of the golf course. All staff members are more than willing to assist you with any needs and concerns.

Golf Shop Staff & Telephone Numbers

Director of Golf Operations: T. Craig Pullen – craig.pullen@robson.com
 Golf Shop: 9440 Ed Robson Circle
 Denton, TX 76207
 940-246-1001

Golf Lessons

Golf lessons are available on site:
 Tyler Clark: PGA Associate Lone Star Golf Academy 330-401-9535,
 tyler@lonestargolfacademy.com
 Dave Bowles: Dave Bowles Golf School 970-201-9609
 davebowlesgolf@yahoo.com

Maintenance Staff & Telephone Number

Director of Agronomy: Ryan Coffman (940-246-1066)
 Golf Course Superintendent: Christian Boyd (940-465-4364)

Starters

Starters are charged with the responsibility to ensure that each group plays from the first tee in a timely manner. Players have the responsibility to be prepared to play when their tee time arrives. Failure to be ready to play at the appropriate time may result in being moved to a later tee time.

AMBASSADORS

Ambassadors are charged with the responsibility of assisting players during their round of golf and ensuring that all groups are maintaining the proper pace of play and abiding by the regulations of the golf course. Failure to comply with a Ambassador’s request for proper pace of play may result in being required to skip a hole or being removed from the golf course.

Dress Code Rules

General Information

1. Appropriate golf attire for everyone using the Wildhorse Golf Course is required.
2. This dress code applies to all homeowners, renters, guests and general public using any golf facilities at the Wildhorse Golf Club.
3. Current trends for professional golf attire (e.g. as seen on TV golf broadcasts) are considered acceptable.

4. Soft-spiked golf shoes or soft-soled shoes must be worn on the golf course and practice areas. Any footwear that would damage the greens is strictly prohibited.
5. Cut-offs are not allowed nor are clothes that are tattered or ragged or have holes. No tank tops, tube tops, short-shorts, athletic shorts, athletic shirts or swimwear are allowed.
6. Clean and neatly hemmed denim is acceptable.

Women

1. Acceptable professional golf attire shall be clean, well-fitted and hemmed pants, shorts or skorts. Shorts and skorts shall be of appropriate length. Short-shorts are not considered appropriate.

Men

1. Acceptable golf attire shall be clean, well-fitted and hemmed pants or shorts with appropriately sleeved golf shirt.

Enforcement

The Golf Professional and staff have the right to determine what constitutes “appropriate” attire for the golf course and facilities.

Penalties

- a. Pro Shop staff can refuse golf privileges.
- b. Repeat offenses of this code may result in suspension of use of all golf facilities.

General Course Rules

1. **Registration** – All players MUST register in the Pro Shop prior to play. Each player is required to have a golf bag consisting of a minimum of three (3) clubs.

Enforcement

Golf Course Ambassadors/staff shall enforce the rule.

Penalties

Violator will be asked to leave the course.

Annuals: All Annual holders shall display their stickers on their golf carts.

Enforcement:

This will be enforced by the starter and Ambassador.

Penalties:

1st offense – verbal warning, 2nd offense – annual will be asked to leave the course.

After close of Pro Shop Play; All players must check in with the Pro Shop prior to close if they will be playing. All fees must be paid prior to close. If they are annuals, they still must check in, and their sticker must be visible on their cart.

Enforcement: Golf Course Ambassadors/staff shall enforce the rule, as well as patrol.

Penalties: Violators will be asked to leave the course.

2. **Cart Path** - Unless otherwise approved by the General Manager, the golf course and golf cart paths are restricted for golf play only. For your safety, no jogging, walking, bicycling or skating is permitted on the golf course.

Enforcement

Golf Course Ambassadors/staff shall enforce the rule and in the absence of a Golf Course Ambassador, a member of the Security Patrol may enforce the rule, when appropriate.

Penalties

In accordance with the guidelines in Article II, Section 2A of the Rules and Regulations RR Denton Resort Community: 1st offense – written warning; 2nd offense - a monetary fine and removal from the course; future offenses could result in additional fines and/or loss of privileges.

3. **Minimum Age of Golfer to Play Course** - Golfers must be at least 16 years of age to play on the course. Golfers under 16 must be accompanied by an adult.

Enforcement

The Pro Shop shall keep a pre-printed note pad on which Pro Shop staff can enter the name of the minor who has been granted permission to play, as well as the current date.

Penalties

Non-resident and resident adult golfers will be allowed to continue playing, but the minor accompanying them will have to cease playing. Residents not complying with this rule will be subject to penalties as outlined in Article II, Section 2 A of Rules and Regulations RR Denton Resort Community: 1st offense – written warning; 2nd offense -a monetary fine and removal from the course; future offenses could result in additional fines and/or loss of privileges.

4. **Minimum Age of Non-Players** – Non-players under the age of eight (8) will NOT be allowed on the golf course at anytime.

Enforcement

Golf Course Ambassadors/staff shall enforce the rule.

Penalties

Non-resident and resident adult golfers will be allowed to continue playing, but the minor accompanying them will have to leave the course. Residents not complying with this rule will be subject to penalties as outlined in Article

II, Section 2 A of Rules and Regulations RR Denton Resort Community: 1st offense – written warning; 2nd offense - a monetary fine and removal from the course; future offenses could result in additional fines and/or loss of privileges.

5. **Ball Hit on Private or Residential Property** – Golf balls are deemed to be out of bounds and lost if they fall onto private property during play. Do not attempt to retrieve your ball or enter private property. The person striking the golf ball is advised to leave his/her name and phone number at the Pro Shop if an accident occurs. Property owners should refer to CC&R Paragraph 4.6.4.

Enforcement

Homeowners with golf course lots must rely on player adherence to rules of golf course etiquette. However, homeowners have the option of reporting violations to the Pro Shop, who may notify an Ambassador.

Penalties

Golfers not complying with this rule will be subject to penalties as outlined in Article II, Section 2 A of Rules and Regulations RR Denton Resort Community: 1st offense – written warning; 2nd offense – a monetary fine and removal from the course; future offenses could result in additional fines and/or loss of privileges.

6. **Lakes** - Wading or swimming is not allowed on any of the lakes on the golf course. Fishing is allowed only on certain lakes. See HOA office for details. Anyone fishing does so at his or her own risk. A catch and release program is in effect. Golf balls in the lake are the property of Robson Ranch. No BALL HAWKING is allowed at any time.

Enforcement

Ambassadors and Pro Shop staff.

Penalties

1st offense – subject to fines and removal from golf course.

- 7 **Range Balls and Baskets** - Range balls and baskets/bags are not to leave the practice areas. Range balls are not allowed for play on the golf course.

Enforcement

Ambassadors will be on the lookout for baskets/range balls in golf carts not at the practice facility and remind golfers that those items are not to leave the practice facility. When Ambassadors are not on duty, enforcement must rely on player adherence to the rules of golf course etiquette.

Penalties

1st offense – warning issued; 2nd offense – subject to fines and loss of range privileges.

8. **Pace of Play** - All play is governed by the Pro Shop staff. All players should keep up with the group in front. Search for lost balls should not exceed 3 minutes.

Enforcement

It shall be the responsibility of the Ambassadors to monitor the pace of groups on the course.

Penalties

Left to the discretion of the Ambassadors.

9. **Raking of Sand Traps & Location of Rakes; Ball Marks and Divots** - Golfers must rake all marks they have made in bunkers, repair ball marks and fix divots. Rakes should be placed in the bunker, with the handle facing the tee box.

Enforcement

Rely on player adherence to the rules of golf course etiquette.

10. **Five-some** - Five-some play is allowed only after 1:00 PM Monday- Thursdays with permission of the Pro Shop staff

Enforcement

It shall be the responsibility of the Ambassadors to monitor the groups on the course, and to split up groups of five, when not authorized by Pro Shop staff.

Penalties

Non-compliance with this rule will result in immediate removal of players from the course. Continual violations will result in suspension of playing privileges.

11. **Alcoholic Beverages** - Bringing your own alcoholic beverages onto the golf course is strictly prohibited. This is a violation of the HOA rules.

Enforcement

Rely on player adherence to the rules of golf course etiquette. Ambassadors will be on the lookout for violations.

Penalties

Those in non-compliance with this rule will be asked to leave premises immediately and are subject to an HOA fine.

12. **Pets** - No pets are allowed on the golf course at anytime, either on the cart or walking on or off a leash on the course.

Enforcement

Rely on player adherence to the rules of golf course etiquette. Ambassadors will be on the lookout for violations.

Penalties

Residents not complying with this rule will be subject to penalties as outlined in Article II, Section 2 A of Rules and Regulations RR Denton Resort Community: 1st offense – written warning; 2nd offense –a monetary fine; futures offenses could result in additional fines and/or loss of privileges.

13. **Smoking** - Smoking is not permitted within any Robson Ranch community building at any time, including all golf buildings and restrooms. Smoking is

allowed on the golf course. Please place cigarette & cigar butts in proper receptacles.

Enforcement

Ambassadors and Pro Shop staff will enforce this rule.

Penalties

Residents not complying with this rule will be subject to penalties as outlined in Article II, Section 2 A of Rules and Regulations RR Denton Resort Community: 1st offense – written warning; 2nd offense – a monetary fine; offenses could result in additional fines and/or loss of privileges.

14. **Practice** – No part of the course may be used as a practice range at any time. The course includes all current and future course tee boxes, fairways, bunkers and greens. Only the designated Driving Range, Practice Greens and Practice Bunker may be used for practice purposes. Anyone under the age of 14 must be supervised by an adult on the practice facilities.

Enforcement

Ambassadors and Pro Shop staff.

Penalties

1st offense – removal from the golf course; Subsequent offense(s) – subject to fines and removal from golf course.

15. **Cell Phones** – As a courtesy to other players, all cell phones must be placed on vibrate and only answered when at a significant distance from other players in your group.

Enforcement

Rely on player adherence to the rules of golf course etiquette.

16. **ESA** – NO entry is allowed in Environmentally Sensitive Areas (ESA). No BALL HAWKING is allowed at any time.

Enforcement

This will be enforced by the Ambassadors.

Penalties

1st offense – verbal warning; 2nd offense - The individual will be asked to leave the course. NOTE: This is a Federal and/or State violation and could result in a monetary fine and/or loss of golf privileges.

17. **Rain Check Policy** – Rain Checks may be issued by the Pro Shop, at their sole discretion, based on the following.

- A. Inclement weather begins after players have started.
 - B. An emergency occurs, which forces the player(s) to stop playing.
 - C. An injury occurs forcing the player to stop playing.
- Value of the rain check will be based on the number of holes completed.
- A. Completion of three (3) holes or less would receive a full rain check.
 - B. Completion of more than three (3) holes but less than eleven (11) would receive a rain check for nine (9) holes if eighteen holes were purchased.

C. Completion of twelve (12) or more holes, no rain check will be issued. Rain checks will not be issued when play begins during inclement weather or when such weather is imminent.

Golf Cart (Resident and Rentals) Rules

1. **Drivers** - Drivers of rental carts must be 16 years or older with a valid driver's license. There is a maximum of two (2) occupants per cart with each player playing out of their own bag.

Enforcement

This will be enforced by the Starter and Ambassador.

Penalties

1st offense - verbal warning; 2nd offense - group will be asked to leave the course.

2. **Non-golfers** - Outside player with a non-golfing passenger(s) utilizing rental carts will pay a spectator fee.

3. **90° Rule** - 90° rule is always in effect unless cart path only is in effect.

Enforcement

This will be enforced by the Starter and Ambassador.

Penalties

1st offense - verbal warning; 2nd offense – The individual will be asked to leave the course.

4. **Cart Path** - Carts must exit fairways at cart directional signage. Carts must remain on cart paths or no closer than 30 yards of greens or tee boxes. Carts must remain on cart paths on all par 3 holes. Exception: Carts with validly issued ADA stickers/flags.

Enforcement

This will be enforced by the Starter and Ambassador and within your own group.

Penalties

1st offense - verbal warning; 2nd offense – The individual will be asked to leave the course.

5. **Golf Carts** – Double occupancy of golf carts is required on Weekends and Mondays. - all resident and outside players are encouraged to double up and not use individual golf carts on other days as well.

6. **Golf Cart Disability Accommodations at Robson Ranch Golf Courses**

- A. Robson Ranch provides accommodations for individuals with disabilities pursuant to the Americans with Disabilities Act (ADA). Requests for

reasonable accommodations under ADA should be submitted to the Director of Golf or another designated individual.

- B. Residents of Robson Ranch requesting disability accommodations using their own golf cart must acquire a Handicap Parking Sticker for golf carts available at the Homeowner's Association office in the Clubhouse. The handicap sticker must be placed on the cart and be easily identifiable by course personnel. Location of the sticker should be the lower passenger side front windshield. Once the handicap sticker is presented in the Pro Shop a Handicap Flag will be issued for display on the golf cart.
- C. Non-resident requesting accommodation for handicap golf cart access will be granted on a case-by-case basis. Examples of documentation accepted by Golf Course for issuance of flag includes documentation from DMV identifying (a) disabled individual, (b) expiration date, and (c) number assigned; or documentation accepted by DMV for issuance of Disability Tag. Flags for display on the cart will be given for daily use and must be returned to the golf shop after the round.
- D. Only the person identified who medically qualifies for the sticker may have handicap access.
- E. A person possessing the sticker has access to all fairways and roughs (under normal conditions).
- F. Environmentally sensitive areas (ESA) will remain restricted.
- G. Carts must stay at least 30 yards away from tees and greens.
- H. The golf course superintendent reserves the right to close fairways and roughs to all access under adverse conditions and specific agronomic conditions (over-seed, etc.) in which cart usage would damage the golf course.

Automated Tee Time Reservation System Rules

Resident Golfers

1. **Requests** – Tee time requests may be placed through the Chelsea Automated Tee Time On-line/Telephone System as early as 10:00 a.m., 14 days in advance and as late as 2:00 a.m., 8 days in advance. Please remember that this is a request, not a reservation.

2. **Reservation/Booking** – Tee time reservation/booking may be placed through the Chelsea Automated Tee Time On-line/Telephone System as early as 10:00 a.m., 7 days in advance and as late as 11:00 p.m., 1 day in advance.
3. **Reservation/Booking** – Tee time reservation/booking may be placed on the day of play only through the Pro Shop.
4. **Reservation/Booking** – Tee time reservation/booking for after hours play on the day of play **MUST** be placed at the Pro Shop prior to closing.

Processing Tee Time Requests

1. Tee time requests are processed 7 days in advance of the day requested.
2. Placement of tee time requests is determined by the number of points or plays a golfer and his group has accumulated over the previous 15 days. This is from the date of processing, not the date requested.
3. Points are assigned at **Placement** and **by reason** using the criteria listed below, **for all changes** to the Tee Sheets prior to closing at the end of each day.
4. **Placement** – **Annual** members will receive ½ (.5) point. **All other Resident** members will receive two (2) points. **Residents will receive points for Guests** dependent upon member points. **Bonus** points, which will reduce the ½ or 2 points by .10 for each hour difference, will be utilized for a maximum of .5 points. Therefore, at any given time, a member placed on the tee sheet during the placement process will receive a minimum of 0 points up to a maximum 2 points. Groups will be ranked from the least amount of points to the highest points. Prioritization will be based on average points of the players on the request. The group with the least amount of points has the highest priority and will be placed on the course accordingly. Members can make changes to their tee time up until Midnight EST prior to the day of play.

Day of Play Adjustments

5. **No Shows** receive two (2) points. If a member and/or his guests are No Shows, the member will receive two (2) points for himself and each of the guests as well.
6. **Walk On's/Bookings** receive ½ (.5) point. Members are considered Walk On's when they book a tee time after placement (within the last five (5) days) or on the day of play.

7. **Replacements** receive two (2) points. When a substitute for another member already on the tee sheet shows up, that substitute member will receive two (2) replacement points, while the member he is replacing will receive (2) No show points.
8. **Playday** points are assigned to members playing in golf associations (Men's, Ladies, Couples and Organized Groups) events. Annual members receive ½ (.5) point. Play card & Residents will receive two (2) points.
9. **Improper Bookings** – If a replacement member is placed on the tee sheet as a guest, they were not assigned points during placement and should be assigned two (2) **Replacement** points as a penalty. The Captain should be assigned two (2) **No Show** points as the penalty for not using all the correct member names or no-show guest(s) when making the booking.
10. **System Abuse** – If a member has used **incorrect names for the express purpose of booking earlier tee times or to hold a spot on the tee sheet to keep others from filling it**, then (5) penalty points will be assigned to the Captain and/or entire group. This action requires prior approval of the Golf Professional.
11. **Failure to Follow Directions** –Ambassadors may request, after properly addressing a golfer or group of golfers, (5) points to be assigned to each member or group for failure to follow direction. This may involve refusal to move forward by skipping all or part of a hole, not allowing another group to play through, or not adhering to cart rules. This action requires prior approval of the Golf Professional.
12. **Verbal Abuse to Staff** – Members or groups of members that verbally abuse pro shop or maintenance staff in lieu of addressing their concerns with management may be assigned five (5) penalty points upon approval of the Golf Professional.

Tee Time Cancellations

1. It is the responsibility of all golfers, resident and non-residents to cancel any tee time reservation or request that they will not be able to honor. Please note the following:
 - A. Resident golfers who cancel a tee time request through the Chelsea Automated Tee Time On-line/Telephone System (prior to placement) will not be charged any points.
 - B. Resident golfers who cancel their tee time after placement and up to 1 hour prior to their tee time will be charged placement points at time of

placement only.

- C. Resident golfers who do not show for their tee time, or cancel prior to their tee time will be charged the placement points plus 2 points for No Show.
- D. If the course closes due to inclement weather, there will be no points charged.

Miscellaneous

1. **Check-In** - Players should check in thirty (30) minutes prior to tee time.
2. **Scheduling Tournaments** - All tournaments must be scheduled through the Pro Shop.
3. **WGA, WLN, & MGA Starting Times** - Starting times for WGA, WLN & MGA will vary with the seasons. Times can be adjusted depending on weather conditions.

Helpful Hints

1. When booking a tee time request through the Chelsea Automated Tee Time On-line/Telephone System, always select the largest time frame your schedule will allow between the earliest and the latest time you are willing to tee off.
2. If you play with a regular group, keep track of your 15-day point total. One person with a high point total could possibly “bump” the entire group.

Enforcement/Penalties

Misuse of Chelsea Automated Tee Time On-line/Telephone System may result in restricted or loss of use.

December 5, 2019