

Code of Conduct

- Dove Valley Ranch (DVR) reserves the right to revoke or suspend your golf program, without refund for reasons of nuisance, disturbance of patrons, disruptive behavior, or behavior that may endanger you or other persons. Generally, any conduct that DVR determines to be unbecoming or not in good taste.
- **You will inform the golf shop of all players for the reserved tee time at least 48 hours in advance of your tee time. Failure to update the golf shop 48 hours in advance may result in the cancellation of your tee time and your tee time will be made available to other customers. You may call the golf shop or email players to info@dovevalleyranch.com.**
- Annual pass holders are not guaranteed tee times.
- All players must check in to the golf shop before they play or practice. We want to know when you are on property in case of emergencies, etc.
- We strive to adhere to a 4:10 pace of play. With that said, we also understand that our golf course can be difficult for some players. If you encounter a group or an individual who you feel is not on pace, do not engage them directly. We ask that you call the golf shop and we will handle the group / individual with pace concerns. To help ensure that you maintain our posted pace of play, please play the appropriate tees and play ready golf.
- If groups in front of you are playing at a reasonable pace (4:00 to 4:20) the golf shop will not ask them to “hurry-up”. We will not chase them around the golf course. You should expect to play in +/- 4:15 hours in busy season and +/- 4:00 in shoulder and summer seasons. Of course, slow groups will be asked to speed up or the golf shop will facilitate you playing through the slow group when it makes sense to do so. Please do not skip or jump to a different hole to play around the slow group.
- Please check with the pro shop before heading back to hole #1 if you wish to replay the front 9.
- Back 9 play has become popular and we will continue to promote early morning back 9 play. As a general rule of thumb, we sell the first hour of the morning on the back 9. Back 9 groups have the right to play in 2:10. If you have any challenges, please call the golf shop.
- Dove Valley Ranch is a family friendly environment and we do not allow offensive language, gestures or behavior. Please be respectful of others and use good judgement in all public areas.
- While we do not encourage music, we do ask that if you choose to listen to music that the volume be kept at a very low level and should only be heard while in your own golf cart. At no time will we allow music to be played around the clubhouse or on the patio.
- We have a relaxed, casual dress code at DVR. There are a few items however, that are not allowed: metal spikes, spaghetti straps, gym shorts, frayed or holey clothing, t-shirts with graphics, or anything deemed to be in poor taste by the golf shop personnel.
- When you make a tee time, you should expect to play at that time. We will strive to keep everyone on time; however, situations do arise that cause us to “get behind” on the first tee. Please do not go to the first tee until guest service “releases” you. Conversely, we will try to get you out early when and if possible. Again, guest service will release you to the tee as soon as possible.
- If you have a serious concern or conflict with any staff member at DVR, please direct your concerns to our golf professionals or the general manager.
- Bringing alcohol to our facility is strictly prohibited and against the law. We do understand that we may not always have a selection that you desire, please let us know and we will do our best to stock items that suit your needs.
- The above list is not all encompassing. We reserve the right to deny services or tee times should your conduct towards other guests, other members or staff become improper, distasteful or dangerous.
- All golf programs are non-equity and nontransferable.

Cancellation / Short Show Policy

- Cancellations of tee times must be made 24 hours in advance of your existing tee time to avoid cancellation fees of 50% of the applicable greens fee.
- If you have a tee time for 4 players and you show up with 2 or 3 players, you will be charged a “short show” fee of 50% of the applicable rate for the player(s) that did not show or cancel within the 24-hour period. It is your responsibility to keep the golf shop informed of the number of players in your group.
- Cancellation fees and short show fees are the responsibility of the person that made the tee time.
- Cancellations of tee times or short shows must be made over the phone with the golf shop during golf shop hours. You may not cancel a tee time through voicemail or email.
- In the event of inclement weather, the cancellation fee may be waived, but we would appreciate a call as a courtesy to others wishing to book tee times. Everyone has the ability to understand the weather forecast. Inclement weather is rain, lightning or high winds. Inclement weather is NOT cold weather, hot weather or breezy weather. Again, it is your responsibility to understand the forecast and manage your tee time accordingly.
- Disputed charges with credit card companies for no-show fees will not be allowed for cancellations and will result in suspension of your playing privileges until all charges are paid in full. By signing the agreement acknowledgement, you agree to adhere to the cancellation policy and give the golf club the right to charge your credit card for untimely cancellations or no shows.

Golf Cart Use Agreement

- Golf carts are a large contributor to turf wear and tear. The maximum number of golf carts allowed per group is as follows: 2 carts for a foursome, 2 carts for a threesome, 1 cart for a twosome. (Additional golf carts may be purchased in the golf shop based on availability.)
- Golf carts are not allowed in the desert. What is the desert? If it is not grass or concrete, it is desert. Golf carts are not all terrain vehicles, drive them accordingly.
- Golf carts are not allowed off the cart paths on par threes.
- Golf carts are not allowed on or near tee boxes.
- Golf carts must be kept a minimum of 30 yards from all greens.
- Avoid all standing water in the fairway and rough when conditions are wet (early morning or following rain).
- Golf carts for range use will be based on tee sheet demand for the day. We will do our best to have a golf cart available to take for range use but it is not guaranteed.
- Golf cart damage is the responsibility of the driver of the golf cart. This is no different than renting a car from an agency, if you damage it, you will be responsible for the cost to repair.
- If you are a single or twosome you should expect to be paired up with other golfers.
- A single or twosome may be paired up with you to complete a foursome.
- If the golf shop has determined that we are “cart path only” there are no exceptions. The golf shop does not prefer to be on cart paths; however, we must protect the golf course surfaces.
- Handicap flags do not give you the right to ignore other golf cart rules. Handicap flags are an accommodation that we are happy to provide. A handicap flag does not give you unlimited rights with your golf car. With a handicap flag, golf cars are not permitted to be within 30 feet of the green and must remain out of dirt or desert areas.
- Violations of the golf cart use agreement may result in the loss of playing privileges.