



DEPARTMENT OF THE ARMY
INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, UNITED STATES ARMY GARRISON HUMPHREYS
UNIT #15228
APO AP 96271-5228

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30 August 2021

MEMORANDUM FOR River Bend Golf Course Authorized Patrons and Staff, USAG
Humphreys, Unit #15228, APO AP 96271-5228

SUBJECT: Standing Operating Procedure #MWR-15 for the River Bend Golf Course
(RBGC)

REFERENCES

- a. AR 215-1, *Military Morale, Welfare and Recreation Programs Non-Appropriated Fund Instrumentalities*, 24 September 2010.
- b. USFK Regulation 190-7, *Installation Access Control*, 27 September 2017.
- c. USFK Regulation 360-4, *Good Neighbor Program*, 11 May 2010.
- d. Installation Management Command, ID-Pacific Memorandum, *Family and Morale, Welfare and Recreation (MWR) Honorary Membership Program for Army Golf Courses and Club Systems in Korea*, 2 October 2018.

SECTION I

GENERAL INFORMATION

1. The mission of RBGC is to stimulate, develop, and maintain the mental, physical, and social well-being of U.S. military, DOD civilians, and their Family Members. This is accomplished by providing golf, food, beverages, and entertainment programs of the highest quality. The aim of these programs is to:

- a. Enhance force readiness and *esprit de corps* through a higher state of physical and mental well-being.
- b. Increase mission effectiveness through improved quality of life.
- c. Make the armed forces an attractive career, thus helping recruitment and retention.
- d. Help new Service Members adjust to military life.

e. Help provide community support for Family Members, particularly when the military sponsor is away from home station.

2. RBGC supports the U.S. Forces Korea (USFK) Honorary Club Membership Program by providing a venue for interaction between USFK personnel and the citizens of the Republic of Korea (ROK). This enables the people of the two nations to participate together in a wholesome, recreational activity, which in turn, builds long lasting friendships and makes a significant contribution to the ROK – US Alliance.

3. RBGC comprises an 18-hole, par 72 championship golf course with a driving range, full practice facility including a 6-hole, par 3 course. The course features large greens, practice putting greens, and an on-course snack bar along with refreshment stands. The clubhouse offers catering; a pub, dining and full beverage service; a modern, full-service pro shop; daily use lockers, showers and sauna; and shoe shine service. Golf lessons are conducted by our on-staff Class "A" Professional Golf Association (PGA) Professionals.

SECTION II

PATRONAGE ELIGIBILITY AND PRIORITY OF USE

1. General: As with all Morale, Welfare, and Recreation (MWR) Programs, RBGC is established primarily for armed forces personnel and their families. However, being overseas the activities offered by RBGC are critical to the well-being and quality of life of the other components of the DOD Total Force, which includes civilian employees and contractor personnel accompanying the armed services in Korea. Of equal importance are the Family Members of these employees and contractor personnel. Guidance on membership eligibility and fees is at Annex A.

2. Patronage Eligibility

a. Reference a. prescribes those authorized to patronize MWR activities and provides guidance on priority for usage.

b. The patronage authorizations prescribed in Reference a. are subject to the provisions of the Republic of Korea (ROK) – United States (US) Status of Forces Agreement (SOFA). Therefore, prescribed authorizations are modified to meet the following requirements:

(1) Except where provided herein, individuals participating in RBGC golf activities must be entitled to receipt of duty free goods and must be in possession of an active duty ID card for military personnel, DOD (APF and NAF) Civilian employees and authorized US contractors.

AMIM-HMW

SUBJECT: Standing Operating Procedure for the River Bend Golf Course (RBGC)

(2) The SOFA permits a limited number of Korean Nationals access to RBGC as "Honorary Club Members (HCM)." Although Army Golf is not a membership program, this has been interpreted to mean that these personnel may be authorized patronage privileges at RBGC that includes the privilege, where applicable, of purchasing an annual greens fee card or an HCM Pre-Paid Punch Card (PPC).

(a) Procedures for Korean Nationals requesting to become an HCM PPC are as follows:

1. USAG-H Family and MWR determines if we have HCM space available for the requested golf season. If space is available, the applicant will receive all required documentation, for completion
2. The applicant submits the HCM membership application, Honorary Member Bio fact sheet for consideration as well as the Form 82E for installation access approval
3. The completed packet with all documents is reviewed and scored by the Business Operations Officer or RBGC General Manager and rated on the USAG-H FMWR HM Selection Review Board rating score sheet.
4. All HCM applicants whom score at least 50 points on the rating sheet will be forwarded to the Selection Review Board (SRB), for final approval.
5. The SRB reviews the packets*, if approved, the packet is submitted to the GC whom signs the 82-E access form.
6. The 82-E access form is submitted to USAG-H DES for processing
7. Once the necessary background checks are verified and the installation pass is ready for pickup, The HCM pays set amount for desired PPC membership
8. USAG-H DES issues the HCM sponsored guest pass

* At the beginning of each USAG-H RBGC Golf season, should the number of HCM requests (with rating of at least 50 points) exceed 180, a drawing lottery will be held; as outlined in reference c.

3. PRE-PAID PUNCH CARD (PPC) GENERAL RULES

a. Pre-paid Punch Cards (PPC) will be sold only to approved HCMs and are non-transferable and non-refundable.

AMIM-HMW

SUBJECT: Standing Operating Procedure for the River Bend Golf Course (RBGC)

b. PPCs are valid only during the current Golf Season (1 April – 31 March), unused rounds on the PPC after the end of the season are forfeited without refund.

c. PPC can only be used for the holder's golf rounds and may not be used for their guests. Guests must pay the established fee for their category.

d. PPC holders may escort up to three guests for golf play, depending upon Health Protection Conditions (HPCON).

e. PPC does not provide for any guarantee of tee times. Tee times for PPC holders will be IAW the RBGC established priorities.

f. Total active PPC will not exceed the Status of Forces Agreement threshold.

g. PPC holders violating the rules of PPC, RBGC, or using RBGC for personal gain will have their PPC forfeited without refund.

h. Should a PPC holder lose their standing as an HCM, or is barred from the USAG-H installation, their PPC is immediately revoked without refund.

i. The PPC will be serial number controlled with a photograph or image of the PPC holder printed on the card. PPC usage will be decremented on the RBGC customer management system.

4. PRE-PAID PUNCH CARD COORDINATOR

The USAG-H Director of Family and Morale, Welfare and Recreation will appoint the USAG-H Business Operations Division Chief, in writing, as the coordinator for the PPC. Duties and responsibilities of the PPC Coordinator include, but are not limited to:

a. Ensuring that the PPC program is run IAW this policy letter with transparency.

b. Conducting the pre-season lottery and maintaining the standing waiting list, should demand for the PPC exceed authorized allocations.

c. Approving applications for the PPC and sale of the PPC.

5. HCM PPC LOTTERY PROCESS AND WAITING LIST

a. Applications for HCM will be open from 1 January until the last Saturday in February. At the end of the seasonal application period if the number of HCM requests exceed authorized issue allocations, a lottery drawing will be used to ensure that all approved HCM's have equal opportunities to purchase a PPC. The lottery will determine

who will have the initial opportunity to purchase a PPC and to establish the waiting list for PPC purchases. Each annual lottery is a separate event and weighting or adjusting for previous non-selections will not occur.

b. The lottery drawing will be conducted at RBGC or another site TBD to be communicated openly and will be open to the public; if possible, streamed over the internet. The drawing will be conducted by the PPC Coordinator and impartial third party(s). All applications will be drawn and recorded in the order of the draw for the establishment of who will be offered a PPC and the waiting list.

c. All available PPCs allocations will be matched against the ranked order on the waiting list for immediate sale (i.e. if the available number of PPCs for opening of the Golf Season is 180, then the first 180 applications drawn are offered the opportunity for purchase).

d. Valid applications received after the last Saturday in February or last Saturday one month before opening date for the prorated year beginning operation and will be processed and added to the end of the waiting list following the lottery draw and establishment of the waiting list.

6. PPC PURCHASE AND WAITING LIST OPERATION

a. Applicants for PPC are responsible for providing current and accurate contact information on their applications and to ensure it is updated should this information change. All reasonable attempts will be made to contact applicants.

b. Those applications selected in the initial lottery, and subsequently from the waiting list will be notified of their eligibility to purchase a PPC using the contact information provided. Applicants will have seven (7) calendar days from the initial notification attempt in which to purchase a PPC.

c. Applicants who fail to purchase the PPC within seven (7) will drop to the bottom of the waiting list, and the next person on the waiting list will be notified of their eligibility to purchase a PPC.

d. Applicants whose special circumstances prevent them from purchasing the PPC within seven (7) days, can request an extension from the PPC Coordinator. Extensions will only be granted when it is determined that the applicant is reasonably unable to go to RBGC (i.e. hospitalized, or out of country). Extensions are granted at the discretion of the PPC Coordinator and will not exceed 14 calendar days. Requests for extensions after the seven (7) day deadline will not be accepted. The SOFA also permits Korean Nationals and others not authorized duty free privileges to participate in activities at RBGC as bonafide guests of an authorized patron including Honorary Club

Members Punch Card holders. A bonafide guest is an individual personally invited and accompanied by an authorized patron while on the course.

e. Honorary Club Member Punch Card holders and guests without duty free privileges may purchase food and beverage items for on-premises consumption only. These individuals may also purchase incidentals that are necessary to play a round of golf; a listing of incidental items that may be purchased from the pro shop is at Annex B. The individual must be actually playing golf that day or be active on the waiting list in order to purchase incidentals, and only those items listed on the approved incidentals list maintained at the register in the pro shop may be purchased. Under no circumstances may special rationed items (e.g., golf clubs) be purchased without an valid DOD ID card.

f. There are various regulations and local command policies (USFK, 8th Army, and IMCOM –Pacific) that affect patronage eligibility at RBGC. These include the following:

(1) U.S. Military Reservists must be assigned to a unit in the U.S. Army Garrison Humphreys area wherein the reservist attends training and is paid or receives retirement credit points for such duty. In addition, the individual must be entitled to receipt of duty free goods as evidenced by possession of a USFK ration control card.

(2) Pending 8A Ad Law review, KGS Employees may not participate unless an exception is granted. Previously, the Garrison Commander USAG-Humphreys has authorized Korean National employees of USFK to have limited use privileges at RBGC. Subject to availability only, these individuals may participate in golf at RBGC on a daily use basis.

7. Priority of Use: Tee times at RBGC are in very high demand. To meet this demand, management uses a variety of procedures that include lotteries, advance bookings, and a waiting list, all of which employ priorities based upon the category of the individual player. In general, active duty military personnel and ready reserve members, their Families, and their bona fide guests have priority for use of RBGC facilities per reference a.

SECTION III

USAGE FEES AND SERVICES

1. General: The annual golfing season at RBGC runs from 1 April through 31 March of the following year. The current fees for golf activities are posted in the pro shop. All fees are reviewed each year before the start of the season to determine if any adjustments are necessary. If changes are necessary, the new fees will be posted in

the pro shop before the start of the new season. In rare circumstances, fees may be adjusted at other times during the year. If this occurs, the new fees will be posted in the pro shop at least 30 days before the effective date. Changes in annual greens fees will only apply to new purchasers of the annual greens fee card and Honorary Club Member Punch Cards.

2. Annual Greens Fees

a. Authorized patrons may purchase an annual greens fee card. Patrons interested in purchasing this card can visit the RBGC Business Office Monday – Saturday from 0800 to 1700 to apply.

b. Payment in full must be made by 30 April. Patrons not paying their advance greens fee by 30 April must pay daily greens fees for each usage until the annual fees are paid. New patrons joining after the month of April will pay a fee equal to 1/12 of the applicable annual rate for each whole or partial month remaining in the golfing year. A prorated refund will be issued for any months remaining upon departure.

c. Fees are based on employment, if applicable, or status within the command, (e.g., a retired E-7 who is in the command as a GS-12, will pay the GS-12 rate). Where no equivalent rank/grade is specified on authorizing documents, payment will be at the O4 - O10 level. Reservists authorized patronage at RBGC will pay fees based on their status within USFK. Authorized retirees in Korea, not employed as describe above, will pay fees based on their grade at retirement.

3. Daily Greens Fees: Payment of the daily greens fee entitles the player to one 18-hole round or one 9-hole round of Golf (as applicable), subject to available tee times, course conditions, and weather.

4. Reciprocity

a. Active Duty Army personnel, members of the reserve components, and their families that have paid advance greens fees at their home station military installation have reciprocal privileges at RBGC, subject to the requirements of the ROK – US SOFA and the provisions of this SOP. These individuals will only be charged the reciprocal fee and cart fee (if applicable).

b. Excluding HCM PPC holders, other eligible US patrons whom have paid advance greens fees to an Army Golf Course at their station of assignment in Korea have reciprocal privileges at RBGC. These individuals will be charged the reciprocal fee and cart fee (if applicable).

5. Caddies: When available, RBGC may contract with individual independent contractors to provide caddie services as a convenience to patrons. Caddies are assigned on a first-come, first-served basis by the RBGC receptionist; we will not accept caddie reservations. Patrons are responsible for ensuring divots and ball marks are repaired and sand traps are raked. A caddie that fails to perform satisfactorily or does not follow proper etiquette and course rules will be reported to the manager by caddie number. Caddies will be paid in US Dollars. Tipping in addition to the caddie fee is each individual patron's decision. Caddie fees are the responsibility of the patron requesting the caddie service. Players joined with their group by the pro shop are not responsible for the other patrons' caddie fees.

6. Return of pro shop merchandise: Returned merchandise must be accompanied with the original sales receipt. Refunds will be made in either cash or gift certificate, depending on the original form of payment. The return policy excludes any item that has been used or purchased in excess of 30 days before the date of return. The sale of all clubs and shoes is final as these items will not be returned unless there is a manufacturer warranty issue. This will be handled by management on a case by case basis.

SECTION IV

HOURS OF OPERATION

1. The hours of operation at RBGC are determined by daylight hours and adjusted seasonally. Operating hours will be posted at the facility.

2. As used in this SOP, the term "designated holiday" includes standard U.S. holidays and those ROK holidays celebrated by USFK. It also includes training holidays designated by the Commander USFK. It does not include organization days or training holidays authorized by commanders below USFK.

3. Any facility may be closed by the General Manager or Manager on duty. Once closed, any outside facility (e.g., putting greens, driving range, or the golf course, itself) is off limits.

4. The course may be closed for maintenance as circumstances require. When possible, preventative maintenance closures will be announced at least three days in advance. Urgent or emergency closures will be announced as far in advance as possible.

SECTION V

CONTROL, START AND SUPERVISION OF PLAY

1. General

a. Start of play will follow established tee times and be controlled by the course starter(s). Players must have a reserved tee time or be called in category sequence from the standby waiting list. All players will start on the #1 hole, except that on weekends and holidays patrons desiring to play only nine holes can start on #10 hole as course conditions and maintenance practices allow. Such play will be controlled so as to preclude back up for golfers coming off hole #9. Management reserves the right to alter this for operational reasons.

b. Players are generally limited to 18 holes of play; however, if all patrons have played, the general manager may approve additional holes of play. A replay round may only be allowed if all active duty and SOFA patrons, even those scheduled to play with guests, have had the opportunity to play their first 18-hole round. Patrons seeking an additional round are listed after all previous listed patrons on the "waiting list". Those playing additional holes will be charged the additional cart fee.

c. Rain checks will be issued in the event that the course is deemed unplayable due to inclement weather. The RBGC manager on duty will make this decision. The distribution of rain checks are as follows:

(1) An 18-Hole Rain Check will be given to those patrons that have paid for 18 holes and have completed no more than five (5) holes.

(2) A 9-Hole Rain Check will be given to those patrons that have paid for 18 holes and have completed more than five (5) holes but less than fourteen (14) holes.

(3) A 9-Hole Rain Check will be given to those patrons who have paid for either nine (9) holes or twilight fees and have played no more than five (5) holes.

(4) The redemption of any rain check will ONLY be in conjunction with an 18-hole round; no substitution is authorized.

d. The pro shop staff will make every effort to ensure that each group teeing off comprises four (4) players. At peak times groups of less than four (4) players may be paired up. Exceptions are authorized only with the approval of the general manager or manager on duty. This will allow as many golfers as possible the opportunity to play. Four (4) players in a group is the maximum allowed, unless otherwise authorized by the General Manager.

2. Obtaining Tee Times

a. Non-Holiday Weekdays. Patrons may reserve tee times by calling the reservation desk at RBGC. Patrons may request reservations during business hours based upon the reservation windows and priorities as outlined in Section 2d.

b. Weekday tee times with non-SOFA guests. Available tee times for guest play will be filled by drawing two (2) days before the date of play as outlined in Section 2d.

c. Weekends and Holidays tee times are filled by a drawing as outlined as outlined in Section 2d.

During peak season (April through October), guest play is restricted until after 1200 hours unless the level of play allows it to maximize the usage of available tee times. ALL patrons escorting guest(s) must accompany and must play with their guest(s). Waitlist groups with guests can be put into no show or cancelled tee times per the Stand-By Procedure outlined below in Section 3 of this policy, with all remaining tee times filled on a first come first serve basis.

d. Booking Priorities/Process

(1) RBGC management or their designated representative will remove all drawing cards from deposit boxes and sort/draw them according to the following priorities:

- | | |
|--|-------------|
| ➤ Active Duty Advanced Green Fee (AGF)
(refer to Section 2 d 5) | Priority 1 |
| ➤ Active Duty Non AGF | Priority 1A |
| ➤ Civilian/Retired Military/Contractor w/o Guests AGF | Priority 2 |
| ➤ Civilian/Retired Military/Contractor w/o Guests Non AGF | Priority 2A |
| ➤ Honorary Club Member Punch Card w/o Guests | Priority 3 |
| ➤ All Categories with Guests | Priority 4 |
| ➤ USFK Korean Employees(stand by only)* | Priority 5 |
- * Pending 8A Ad Law review, KGS Employees may not participate unless an exception is granted.

(2) Players may annotate a tee time preference on the drawing card. If the time preference listed is not available, the nearest possible time will be assigned.

(3) Drawing cards can be obtained from the reservations desk. All cards must be filled out with the patron's name, annual greens fee card number or pin number, and/or rank and deposited in the drawing boxes located in the main lobby of RBGC NLT 1200 hours on Wednesday before the weekend/holiday or the same time on Tuesday if Friday is a holiday. Only one (1) tee time request per person is authorized. If additional cards are submitted with the intent (as determined by management) to increase the

AMIM-HMW

SUBJECT: Standing Operating Procedure for the River Bend Golf Course (RBGC)

chance of being selected, the offending individual will be barred from participating in that week's drawing.

(4) The first person listed on the drawing card is considered to be the sponsoring/primary golfer. This individual can make substitutions of players provided the substitutions hold the same or higher status as the player being replaced (e.g., active duty for active duty, civilian for civilian). Only the primary tee time holder or spouse, if listed, can make substitutions. A maximum of three (3) substitutions within a given tee time is allowed. If the primary tee time holder and/or spouse are unable to participate in the tee time, the other patrons listed on the tee time can still participate, but vacancies must be filled from the waiting list. Substitutions with players already holding a tee time from the drawing are not permitted.

(5) Active duty personnel can list one (1) player with a lower priority on their drawing card at a 3-to-1 ratio, to include guests, and still participate in the drawing as first priority. However, if the lower priority patron is a bonafide guest, the tee time will be no earlier than 1200 hours.

(6) Drawings are completed each Wednesday at approximately 1700 hours in the administration offices of the RBGC Clubhouse (or Tuesday if the following Friday is a holiday). A representative of management will remove all drawing cards from deposit boxes and sort/draw them according to the following priorities as outlined above in Section 2d.(1). To insure the integrity of drawings, drawings will be verified by a third party and signed off by that individual to be kept on file for one year.

(7) Drawing cards are sorted and drawn from the categories listed above based upon the status of the lowest priority listed on the card with the exception of the special 3-to-1 privileges accorded to active duty personnel (see paragraph 2d.(4), above, in this section).

(8) Players may annotate the drawing card with their desired tee time. If the tee time specified is not available, then the next available time will be assigned.

(9) USFK "Protocol" Tee times. USFK is allocated four (4) "Protocol Tee Times" for use by U.S. General Officers/Flag Officers assigned to USFK. These tee times are controlled by the Assistant Deputy Chief of Staff (ADCS) USFK. The ADCS confirms the use of these tee times NLT 1300 hours each Wednesday. The procedures for distributing these tee times are in Annex C. If unused, these tee times revert to RBGC control and will be available to drawing participants.

(10) River Bend AGF members and Annual Pass Holders will get priority placement ahead of their respective priority groups based off selected tee times. No

members or pass holders will get priority over uniformed Service Member unless that Service Member is a member of RBGC.

3. Standby Waiting Lists

a. Standby waiting lists will be maintained for other patrons who are not otherwise able to obtain a tee time. Separate lists are maintained and players are selected for tee times as they become available in the following priority as indicated above in Section 2d.(1)

b. Patrons must sign up in person. Telephonic requests to be added to the standby list are not accepted. Patrons called by the receptionist and failing to show up within five minutes or those who are not prepared to play when called will be moved to the bottom of the list.

c. On weekends and US holidays (based on seasonal hours of operations) a drawing will be held 15 minutes after opening of the pro shop for each category to determine the order in which players will be selected from the waiting list.

d. A patron who is drawn for a tee time on a holidays or weekend MUST cancel their tee time before being permitted to sign up on the waiting list and will not be allowed to be a primary tee time holder substitute.

4. Check In Policy

a. All players holding reserved starting times must check in with the pro shop at least 20 minutes before the scheduled tee times and show their advance greens fee card and proper identification card. Failure to check in at least 20 minutes before will result in the scheduled tee time being given to the next four players, in priority, from the stand-by waiting list.

b. Players must check in with the starter at least 10 minutes before their scheduled tee time and present their fee receipt, advance greens fee card, and proper identification. A 100% ID check is required. Play will not be allowed if a member fails to bring their advance greens fee card. Exceptions to this policy must have the approval of the General Manager.

5. Cancellations and "No Shows":

a. Cancellations must be made at the reception desk at least 24 hours before the scheduled tee time by phone or in person. Players that fail to do so will forfeit their privilege to reserve a tee time for the next seven (7) days, but they may still be placed

on the waiting list. Repeat violations of the cancellation policy may result in longer forfeiture of the privilege to make tee time reservations.

b. Reserving tee times in advance with authorized patrons and attempting to substitute with guests on the day of play is strictly prohibited. Authorized patrons that attempt to substitute guests on the date of play will receive an automatic fourteen (14) day suspension of their tee time making privilege. Repeat offenses may result in additional penalties up to suspension of playing privileges for the remainder of the golf season.

SECTION VI

TOURNAMENTS AND OTHER SPECIAL PLAY

1. Fundraising Tournaments

a. A tournament is considered to be one (1) 18-hole round.

b. Fund raising golf tournaments may only be conducted by private organizations that have received approval to operate on USAG Humphreys and have legal approval for the fundraiser. Before scheduling fundraising tournaments the private organization must obtain the Garrison Commander's approval IAW AR 210-22. Requests will be submitted to the Garrison Director of Family and Morale, Welfare, and Recreation for processing and legal review.

c. Military units and other official entities of the US Government may not engage in fundraising using a golf tournament.

d. Fundraising tournaments will generally be scheduled on Mondays and Wednesdays that are not holidays and will start at 0800 hours or earlier. Requests for tournaments must be submitted to the General Manager, in writing, for approval at least 30 days before the desired date. If the tournament sponsor is a private organization, then the tournament contract must be signed by an officer of the organization (president, vice president, secretary, treasurer or equivalent official).

e. Organized fundraising tournaments take priority over all other play. Tournament play is restricted to tournament players during those tee times reserved for the tournament. Scheduled dates of organized tournaments will be announced in advance.

f. It is recommended that Fundraising tournaments be requested a minimum of 90 days prior to the planned event. Tournaments may be requested up to six (6) months in advance in the same fiscal year. If dates are available inside a 30-day period,

additional fundraising tournaments may be held upon request. An exception to policy must be requested as follows: Units/private organizations may check with the golf course for openings on a Monday or Wednesday within a 30-day window. If a date is available, the unit/private organization must submit a written request through RBGC to the Garrison Commander for an exception to policy to hold an additional tournament. Upon approval, all tournament paperwork must be completed and submitted to the golf course.

g. Private organizations may request up to one fundraising event of a minimum of 72 players or more per year. A penalty at the civilian rate to include cart fees and maintenance fees will be assessed for each unfilled player below the 72 minimum. A tournament meal is mandatory for all players participating in the event.

h. The private organization must appoint a member with SOFA status to contract with the golf course for the tournament; this person must be an officer in the organization such as the president, vice president, secretary, treasurer or equivalent position. The private organization must also appoint a member with SOFA status to act as the on-site tournament manager/administrator. The use of private brokers or other intermediaries to manage/administer a tournament is strictly prohibited.

i. It is the responsibility of the private organization to obtain participants. However, private organizations desiring to conduct fundraising tournaments shall comply with the following rules:

(1) Participation in fundraising golf tournaments shall be limited to individuals with SOFA status, honorary golf members/pass holders, and their personally invited guests.

(2) The ratio of invited guests to SOFA status and Honorary Club Member Punch Card Holder participants may not exceed three to one.

(3) Use of private brokers, other intermediaries that are not members of the private organization, or golf course employees to recruit tournament participants is prohibited.

(4) Invited guests must enter and play with the RBGC with their SOFA status or Honorary Club Member Punch Card Holder host.

2. Team Building Events

a. Battalion/squadron level units and above may conduct team building golf tournaments at RBGC. These units may request up to three (3) team building events of 28 players or less; one team building event of 32 – 68 players; and one team building

event of 72 or more players per year. Requests for team building events of less than 72 players can be made up to 45 days in advance.

b. For team building events of 28 players or less players will tee off from the #1 tee using consecutive tee times. For team building events of 32 – 68 players, a back-9 shotgun start will be used and the starting time will be 0800 hours. For team building events of 72 players or more the rules for fundraising events will apply.

c. RBGC annual greens fee patrons will be charged a tournament fee when participating in these events.

d. A meal is mandatory for events of 72 players or more.

e. The general rules listed above for tournaments will apply for team building events.

f. Private organizations may request team building events at the same levels as military units.

3. Closures and Cancellations

a. RBGC may deem the course "closed for play" due to weather or course conditions. Organizations are not liable for cancellations due to course closure by RBGC management.

b. Organizations desiring to cancel a tournament/team building event must notify RBGC in writing at least seven (7) days before the event. Failure to cancel in writing or inside seven (7) days will result in suspension of tournament hosting privileges for one (1) year, and the organization will be financially responsible for the event. Violations of the tournament contract or RBGC general rules will also result in a one (1) year suspension of tournament privileges.

4. Ladies Play

a. During the golf season a designated morning day will be established as Ladies Day. The Ladies' season runs from April through October each year.

b. Tee times will be set aside each Wednesday morning for members of the Ladies Golf Association. Open play will be permitted before and immediately following the Association's use of these times. The number of tee times allotted will be based on the Association's authorized patron participation and may be adjusted by the general manager, as needed, to prevent open tee times.

5. Junior Golf Play

a. Children under seven (7) years of age are not allowed on the playing course, neither playing, walking nor riding in a golf cart. The general manager must authorize any deviation from this rule.

b. Children under seven (7) years old are allowed to play golf on the Par 3 practice course to assist in growing the game of golf. All children must be accompanied by or play with their parent or sponsor 18 years of age or older.

c. Children between 7-11 years of age may either accompany or play with their parents or another sponsor 18 years of age or older, provided they are well supervised in accordance with the Garrison Child Supervision Policy.

d. Children between 12-16 years of age with a signed permission form from their parents and approval by management may play as adults. Management reserves the right to conduct a test to determine proficiency to ensure safety of play.

e. Children under 18 must have a valid USFK driver's license to operate a powered golf cart.

6. Guest Play

a. Guest play at RBGC is beneficial to community relations. RBGC provides a means to meet and socialize with distinguished visitors and other important persons. We always provide US military, civilian and DOD participants priority for play, while striving to make all guests feel welcome by treating them with the utmost respect and courtesy; providing them an opportunity to use our golf facilities and programs.

b. Guests must be signed onto the golf course by an authorized patron that is permitted to sign a guest onto a military installation under the provisions of Reference c.

c. Sponsors are responsible for the conduct of their guests at all times, and guests are expected to know and comply with proper golf etiquette and all rules concerning the care of the course. Sponsors will not leave their guests(s) on the course. If a sponsor is required to leave the course before completion of a round, all guests must depart with the sponsor.

d. Guest play is restricted on weekends and designated holidays until after 1200 hours. The general manager may make exceptions to this rule to avoid open tee times if no higher priority patron is waiting to play.

e. Visiting immediate Family Members are authorized patronage if accompanied by their Family Member who is an authorized patron. In order to play, the Family

AMIM-HMW

SUBJECT: Standing Operating Procedure for the River Bend Golf Course (RBGC)

Member must possess written documentation issued by the USAG Humphreys Pass and ID Office that authorizes the Family Member to access duty free facilities.

SECTION VII

RENTAL EQUIPMENT

1. Golf clubs and riding carts are available for rent.
2. Rules for Renting Equipment
 - a. All rental equipment must be operated in accordance with the rules stated below and returned after completion of use. Violators may lose their rental privileges.
 - b. Any individual damaging rental equipment by negligence or deliberate acts will be responsible and held liable for the consequences of his/her actions. When operated in a dangerous manner, riding carts can easily be damaged. Individuals that rent carts are liable for the cost of any repair due to negligence.
 - c. Riding carts will be rented for either 9 or 18 holes and assigned according to the tee time of the golfer on a first come, first-served basis. Reservations for riding carts will not be accepted unless an individual has a physical handicap and the manager has approved the reservation request. Priority for 4+person carts will be given to groups comprising four (4) players and requiring a caddie.
 - d. Individuals renting a riding cart must exercise special safety precautions. Riding carts can only be operated by individuals possessing a valid driver's license or by permission of the General Manager or manager on duty.
 - e. Only two riders are permitted on a 2-seat riding cart. Golfers using riding carts must stay on cart paths at all times. Pull carts are permitted; however, they are restricted from use on the putting green and tee box surface areas.
 - f. All patrons renting clubs must leave a credit card number as a deposit for return of the rental set. Any lost or broken club is the responsibility of the patron, and a replacement fee will be charged.
 - g. Lockers are available for daily use at no cost. Lockers are also available to rent annually on a space available basis. These will allow patrons to maintain necessities on property and alleviate the need to transport amenities for each visit. The storage of golf clubs within the locker room is not permitted. Patrons using locker room

facilities are responsible for following proper etiquette and posted procedures. Any breach of procedures or improper conduct will result in disciplinary action outlined in the "Golf Etiquette" section of the rulebook. RBGC is not responsible for lost or stolen items.

h. Club storage is available on a daily or annual basis, space permitting. RBGC is not responsible for lost or stolen items. Only golf bags, clubs and small incidentals that fit in the stall may be stored in the bag room. Pull carts may be stored in a separate area for an additional fee. RBGC will not store or recharge batteries for electric pull carts.

SECTION VIII

CLUB STANDARDS

1. Care of the Facilities

a. Proper care of the course is the personal responsibility of each player. Course marshals are working on behalf of the general manager. If a course marshal or fellow golfer reminds you of golf course care, etiquette, or rules of the course, please do not be offended. He or she is doing so for no other reason than to preserve the course and make golf at RBGC more enjoyable for everyone.

b. All players are required to replace divots, repair their ball marks on greens immediately upon reaching the putting surface, and rake bunkers before leaving the bunker. If you employ a caddie, it remains your responsibility to ensure that all damage is repaired. Further, sponsors are responsible for the conduct of their guests and are expected to ensure that guests know and comply with course rules. Players causing damage to golf course equipment or fixtures will be held financially responsible.

c. Care should be exercised when removing flags from the cup to avoid damage. Flags or flag-sticks are not to be dropped on the greens, but placed gently on the surface to avoid damage. Removing golf balls from the cup with a putter head is strictly prohibited. Use of a grip mounted ball retriever is allowed, but use caution so as to not damage the edge of the hole.

d. Every golfer is expected to dispose of trash in the appropriate trash receptacles.

e. Range balls are not to be removed from the driving range at any time.

f. Players, both members and guests, who do not observe the above rules will be given a warning, and disciplinary action will be taken in the manner outlined later in this section. Sponsors of guest must explain the rules and etiquette at RBGC.

2. Practicing

a. Practice is restricted to the designated practice areas and is not permitted on the golf course except for practice swings before shots.

b. Mulligan, practice putting, or taking additional shots is not permitted while other players are waiting behind you.

c. Taking extra shots into a green puts additional marks on it and is not allowed. Playing restrictions may be imposed upon any patron violating this rule.

3. Golf Etiquette

a. Etiquette is the observance of the code for correct behavior and the responsibility of each patron for the duration of their visit at the facility. It pertains to the "treatment with respect" towards other players, as well as employees of the golf course. In addition, proper etiquette pertains to following all rules concerning play outlined within the rulebook. Any physical altercation is cause for immediate removal from the golf course and the Military Police will be notified.

b. Failure to follow these rules will result in disciplinary action as outlined in Annex E.

c. Each golfer must have his/her individual bag. Two players are not permitted to play from the same bag.

d. No player may play more than one ball except when doing so under an appropriate USGA rule of golf.

e. Throwing golf clubs is prohibited.

f. Abusive language is not proper at any time and is not allowed.

g. Abuse of the facilities, equipment, staff, or other patrons is not allowed.

h. All players will adhere to instructions given by a course marshal.

i. Outside food and beverages are prohibited. The manager on duty may grant an exception for health reasons.

4. Golf Attire

a. Each golfer is expected to dress in a manner considered appropriate to the standards of first-class golf facilities.

b. Clothing with obscene, offensive, suggestive, or derogatory statements is not permitted. Shirts for men must have sleeves. The following are not permitted: cut-off jeans, beachwear or exercise apparel, halter-tops, and tops that are immodest. The dress code for men requires the use of a "collared shirt". (Mock turtlenecks are considered "collared shirts").

c. The use of golf shoes or tennis shoes is required, and only soft spikes are allowed on the course. Absolutely no metal spikes are allowed. Any other footwear, which might cause damage to the course, is prohibited.

d. Management reserves the right to determine acceptable dress and shoes. Inappropriately dressed patrons must conform or leave the premises.

5. Speed of Play

a. It is the responsibility of each group to maintain the prescribed pace of play and distance from the group to their front for the duration of their round. If a group is found to be playing at a slower pace based on their position time on the course or if a major gap between themselves and the group ahead develops, they will be deemed as playing too slow, which violates the rule for pace of play and may be dealt with as described in the "Golf Etiquette" section in Annex E.

b. Continuous putting is encouraged and is within the rules. Study the putt before it is your turn to play. Once you begin to putt, continue until you hole out unless to do so would cause you to stand on another player's line. Marking the ball and putting in turn takes unnecessary time.

c. Play ready golf. Unless in a competitive event, after teeing off, players should play their ball when ready. You do not need to wait for players who are searching for a ball or otherwise not ready to play.

d. Be ready to hit the ball when the group ahead of you is clear, but be sure they are clear before you hit. Avoid excessive practice swings and determine club selection while others in the group are playing. If in doubt as to the club needed when you move from the cart to the ball, take the club you think is right and the numbered club above and below that one to avoid having to return to the cart to change clubs.

e. All players must keep up with the group in front of them. A group that has fallen behind by one full hole must invite the group behind them to play through. If a group falls two holes behind and has not invited the following group to play through, the

marshal will instruct the lagging group to skip the next hole and catch up before resuming play. Continued slow play will result in removal from the course, based on previous etiquette guidelines. These requests/instructions are not negotiable and failure to comply will result in removal from the golf course. No refunds will be given for skipped holes or removal from the course.

f. Place your equipment next to the flagstick or exit side of the green. This will eliminate lost equipment and speed clearing the green when putting is finished.

g. Complete filling in the scorecard at the next tee.

h. Line up errant shots with a prominent landmark, this will help in locating balls and reduce time spent searching for lost balls. If you suspect your ball is either out of bounds or lost, hit a provisional ball to avoid having to return to the spot from which the last ball was played to play a subsequent shot.

i. The USGA Rules of Golf permit a player to search for a lost ball for three (3) minutes. If you have not found your ball within that time, you are required to abandon the search and place another ball in play. Do not spend more than the allotted three (3) minutes searching.

j. Golfers finishing the front nine that choose to stop at the snack bar or restaurant lose their priority on #10 if the group following overtakes them before they proceed to the tee. The group must check with the pro shop or manager for reinsertion into play.

k. Know the maximum score you are allowed to record under the Equitable Stroke Control provisions for handicapping. Use good judgment and pick up your ball if you are taking an inordinate amount of strokes or time on a particular hole. General time for each hole is thirteen minutes for a Par 3, fourteen minutes for a Par 4 and 15 minutes for a Par 5. Each Nine Holes should take 2 hours and 10 minutes or 4 hours and 20 minutes for 18 holes.

6. Reporting Violations of the General rules and Rules of Play

a. We encourage all patrons to report violations of any kind to the manager or staff member on duty.

b. RBGC will adjudicate disputes between patrons. Please refrain from attempting to solve or settle a rule violation. Notify a staff member immediately and allow management to resolve all problems.

AMIM-HMW

SUBJECT: Standing Operating Procedure for the River Bend Golf Course (RBGC)

7. All actions regarding violations of Rules or Etiquette will be handled according to Annex E.

8. Point of Contact is the RBGC General Manager at 757-1006.



HEATHER M. RAY
Director, Family and Morale, Welfare
and Recreation

Annex A – Membership Eligibility and Fees

Annex B – Pro Shop Incidental Items Approved for Sale

Annex C – Reserved GO Tee Times (US and UNC)

Annex E – Rules

Annex A - Membership Eligibility and Fees

1. Membership Eligibility

a. This policy applies to all US Active Duty, Reserve, and National Guard GOs, FOs, and SESs assigned, attached or on temporary duty with USFK.

2. Membership Fees.

a. Active Duty and Reserve. US GOs, FOs, and SESs are eligible for membership at the designated US SOFA rate established by rank. Eligible members assigned after 1 April may join at a prorated fee.

b. Guests. All guests of US, GO, FO, and SES members will be charged the established RBGC guest rate.

ANNEX B: Pro Shop Incidental Items Approved for Sale

ITEM TYPE	QUANTITY
Tees	1 package
Ball Marker	1 each
Golf Balls	1 dozen
Golf Gloves	1 each (includes pair)
Socks	1 package
Hat/Visor	1 each
Spikes/Wrench	1 set
Sunscreen/Lip Balm	1 each
Yardage Book	1 each
Towel	1 each
Divot Tool	1 each
Club Cleaner	1 each
Umbrella	1 each

Annex C - Reserved GO Tee Times (US & UNC)

1. Weekends, Designated US Holidays, and USFK Training Holidays.

a. US, and UNC GO, FO, as well as SES members may request weekend, US holiday, and USFK training holiday reserved GO tee times. USFK Protocol is the consolidator of all GO/FO/SES tee times. Those assigned/attached to UNC, CFC and USFK submit their tee time requests directly to the Chief and Deputy Chief USFK Protocol. Those assigned/attached to 8A and its major subordinate commands submit their requests to the Chief and Deputy Chief 8A Protocol; 8A Protocol will forward requests they receive to USFK Protocol. **A request is made via e-mail and must include the name of the GO/FO/SES POC for each group. All players must be valid per regulation. Any open slots upon check-in will be filled with waitlist individuals.** There are four available reserved GO tee times in this category per lottery day.

b. All tee time requests must be submitted between 0800 Monday and 1630 Tuesday and must only be for the upcoming weekend. Neither USFK Protocol nor 8A Protocol will accept tee time requests submitted outside of the designated window.

c. Each GO/FO/SES member will only be eligible for one tee time request per weekend day, US holiday, and USFK training holiday. Exceptions will only be considered for Good Neighbor or Team Building events. All exceptions to this policy must be submitted by the requesting office directly to the Deputy Chief of Staff USFK. The approved exception must be furnished to USFK Protocol before the 1630 Tuesday cutoff.

d. In the event there are more than four requests on any given day, tee times will be allocated based on the below priority specification. Requests will be on a "first come, first served" basis in each individual category.

- a. Commander, UNC/CFC/USFK
- b. 4-Star Active Duty/Reserve/National Guard TDY to Theater
- c. Commanding General, Eighth Army
- d. Deputy Commander USFK
- e. Deputy Commander UNC
- f. 3-Star Active Duty/Reserve/National Guard TDY to Theater
- g. 2-Star Active Duty GOs/FOs assigned to UNC/CFC/USFK/8A
- h. 2-Star Active Duty/Reserve/National Guard TDY to Theater

Annex C - Reserved GO Tee Times (US & UNC)

- i. 1-Star Active Duty GOs/FOs assigned to UNC/CFC/USFK/8A
 - j. 1-Star Active Duty/Reserve/National Guard TDY to Theater
 - k. DV-6 and higher DoD Employees assigned to UNC/CFC (Non KN)/USFK/8A
 - l. DV-6 and higher DoD Employees TDY to Theater
 - m. Retired GOs/FOs
 - n. Embassy personnel (GO/FO-equivalent)
 - o. GO/FO/SES already allocated a reserved tee time
- e. USFK Protocol will contact the offices of those GO/FO/SES members whose tee time requests fall outside the allotted number. These respective offices will be responsible for submitting regular tee time requests directly to RBGC for the weekly lottery drawing before 1200 on Wednesdays. A GO/FO/SES member requesting tee times on multiple days during the period must prioritize their requests. These members will be placed at the bottom of the priority list, after being allocated at least one reserved tee time, to allow others an opportunity to play.
- f. USFK Protocol will maximize the usage of reserved GO tee times. If a GO/FO/SES member has requested a tee time without having three other members, USFK Protocol will attempt to assign other GO/FO/SES members to the group to allow maximum utilization of the four allocated tee times.
- g. Unused US reserved GO tee times will be returned to the management of RBGC for distribution to other eligible golfers.
- h. US tee times are not transferable between US GO, FO, SES members. There are no exceptions to this policy.

Annex E - Golf SOP Rules and Etiquette

1. Rules

a. US Advanced Greens Fee patrons, Honorary Club Member Punch Card Patrons as well as all daily fee players will need to sign an acknowledgment that they have read the Golf SOP and understand the Rules and Etiquette for play at RBGC.

b. The starter will speak to each group before playing to remind them of the Rules, Etiquette and Discipline Table which will also be posted at the Starter building so there are no surprises.

2. Discipline

a. A log will be created for each player in the group that is spoken to and the following will occur in the progressive discipline process for the player or players involved.

b. 1st offense verbal warning from the course marshal

c. 2nd offense counseling by a manager

d. 3rd offense 1 week suspension

e. 4th offense 2 week suspension

f. Further offenses can constitute further suspensions up to the remainder of the golf season. The process does not start over for any player. All actions taken will be in accordance to the discipline table by the General Manager and must approved by the Director of Family and Morale, Welfare and Recreation.

3. Refunds

a. No refunds will be given for these disciplinary actions. If a complete suspension for the remainder of the golf season is implemented, then no refund will be given regardless of PCS or any other official reason. This will be a totally inclusive policy for any and all cumulative violations of the Golf SOP, not individual infraction types or an individual days' infractions.

b. Advanced Green Fee patrons who request and are granted a refund for any other reason will not be able to buy back in for that golf season and must pay as a daily fee patron.

c. Refunds will not be done for any patron for medical issues unless the surgery or restriction is Command directed for an Active Duty Soldier which limits or eliminates the

Soldier's ability to play golf. Medical documentation will be required to process a refund.

4. Tee Time Drawing Card

- a. **Below is a sample of the Tee Time Lottery Card that is referenced in Section 2 d (3) for reference.** All information must be completed for all players including name and ranks of all players.
- b. Cards containing incomplete information will be placed at the end of the lottery in the remaining space available.

5. Etiquette

- a. As outlined in 5 d (USGA document), each player shares the responsibility of keeping the golf course in good playing condition on the tee, through the green and on the putting greens.
- b. Players must keep carts, push/pull carts and golf bags off of the putting greens, tee boxes, bunkers and roped off areas to minimize the chance of damage to the golf course.
- c. Pace of play for RBGC has been initially determined to be 4 hours 20 minutes during normal playing conditions. Weather, events, high volume play and/or player level can impact this and will be monitored by the RBGC staff.

d.

Etiquette Guidelines



On the Tee:

Always be on time and prepared to play.

Choose a tee that best matches your ability.

Avoid taking divots with practice swings.

Remain silent as other players hit their shots.

Through the Green

Replace your divots or fill with soil/seed mixture.

Smooth footprints and displaced sand after playing from bunkers.

Avoid taking divots with practice swings.

Follow the daily rules for golf cart regulation and access.

Estimate yardage and select several golf clubs before walking to your ball.

Greens

Keep golf carts at least 30 yards away and parked in direction of next hole.

Learn how to repair a ballmark. When time allows repair other player's marks.

Keep golf bags off the putting surface.

Remove golf balls from the hole with your hand, not the head of a putter.

Stay off other player's line of putt.

Be careful not to damage the hole when removing or placing a flagstick.

Avoid Slow Play

Limit or eliminate practice swings.

Play a provisional ball when it is likely yours is lost.

Park golf carts and bags in direction of next hole.

Know yardage for the course and plan the next shot before you arrive at the ball.

Keep a brisk pace. Do not allow your group to fall more than a hole behind the players in front of you. Know the course's pace rating for total expected playing time.



DEPARTMENT OF THE ARMY
INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, UNITED STATES ARMY GARRISON HUMPHREYS
UNIT #15228
APO AP 96271-5228

AMIM-HMW

07 October 2021

MEMORANDUM FOR All Activities of Directorate of Family and MWR, USAG
Humphreys

SUBJECT: Delegation of Authority

1. Effective immediately the USAG-H Director of Family and Morale, Welfare and Recreation appoints the USAG-H Business Operations Officer, James Rose, as the PRE-PAID PUNCH CARD (PPC) COORDINATOR.

Duties and responsibilities of the PPC Coordinator include, but are not limited to:

- a. Ensuring the PPC Program is run IAW the Golf SOP and supporting regulatory guidance.
- b. Conducting the pre-season lottery and maintaining the standing waiting list, should demand for the PPC exceed authorized allocations.
- c. Approving applications for the PPC and sale of the PPC

2. Point of contact for this memorandum is James B. Rose at DSN 755-2683 or james.b.rose1.naf@mail.mil

A handwritten signature in blue ink, appearing to read "Heather M. Ray", is positioned above the printed name.

HEATHER M. RAY
Directory, Family and Morale, Welfare
and Recreation