

Crystal Springs Quarry Golf Club Policies:

Dress Code: The dress code of Crystal Springs Quarry will be enforced from April through October. Golf Appropriate shirts, and shorts are required; no jeans or jean shorts will be allowed. Smooth-soled tennis shoes, or golf shoes with softspikes, or other alternatives to metal spikes are the only types of footwear allowed. CSQ Pro Shop staff will have the final discretion as to whether the dress code has been met.

Green Fees: Green Fees entitle a player to the number of holes purchased on that day. Same-day replay rounds can be purchased based on availability, at a reduced rate.

Rainchecks: Daily-fee players will be issued rainchecks when threatening weather occurs during their round. Rainchecks will be issued as follows: Play suspended within first seven holes played will be eligible for a raincheck equal to the full amount paid for the round. Play suspended between holes eight through thirteen will be eligible for a raincheck of half of the amount paid. Play suspended between holes fourteen and sixteen will be eligible for a raincheck of one-quarter of the amount paid. After hole sixteen no rainchecks will be given. The raincheck is a dollar-value credit towards a future round of golf. Rainchecks will be valid for four months from the date of issue, after which they will have no value. Rainchecks apply only to daily-fee play; outings and leagues have their own rain policies.

Booking Tee-Times: Consistent with the USGA, Crystal Springs Quarry believes that foursomes have priority on the golf course. Crystal Springs Quarry reserves the right, at our discretion, to form foursomes when groups reserve tee times with less than four players. We do not reserve tee times for single players at any time, as it hinders our ability to book foursomes. We do however welcome singles to come out to the golf course, as we will generally be able to join a single with a group promptly. We also encourage singles to call ahead on the day that you wish to play, and we will let you know how quickly we expect to be able to get you onto the golf course, in some instances during this call we can place you with a group and give you a tee time. In the same respect, we also encourage twosomes to come to the course even if there are no tee times available as we can often join you with a group if we have no-shows, or if a group is running behind.

No Shows and Groups smaller than reserved: Crystal Springs Quarry requests a minimum of twenty-four hours notice if you must cancel a tee time, or if your group will be smaller than what your tee time has been reserved for. No shows and smaller than reserved groups hurt our business, especially during peak times. If your group has multiple tee times and we have required a credit card to secure the reservation, we reserve the right to charge the credit card for up to the full number of reserved players who have not shown for the tee time. For regular groups who show up with less than reserved (example: two players show up when a foursome is reserved) we reserve the right to place other players with your group to make a threesome or foursome, and also reserve the right to delay your tee time if necessary to form a larger group. This would primarily be done during peak times to ensure the golf course moves at a consistent pace. When singles or twosomes are sandwiched amidst foursomes, the smaller groups often perceive that “play is slow”, and the foursomes will often feel rushed because the smaller groups generally will play faster but be unable to play through.

Players or groups who “no show” or arrive with less players than reserved multiple times may lose the privilege to book tee times in advance.

Gift Certificates, Passes, Comps, etc.:

CSQ Gift Cards are like cash. They can be used for any product or service we offer. Gift Cards have an expiration date of one year from the date of purchase, they can be replaced if lost if the owner has a copy of the original receipt.

Paper or donated gift certificates will be honored within the parameters listed on the certificate. We cannot for example honor a “weekday only” pass on the weekend or otherwise. These passes expire and lose value when they reach their printed expiration date.

Coupons, special rates and offers: Any coupon or pass will be honored based on its printed restrictions, and discounts will be taken off of the full published rate at the time they are redeemed. Coupons or other special offers cannot be combined with other offers or be combined with reduced rates like senior rates, twilight rates, winter rates, etc. Coupons or passes will not be honored after their expiration date or outside the printed times stating when they are valid.

Pace of Play: At Crystal Springs Quarry our goal is to provide a pleasurable golf experience for all of our guests. Pace of Play is one of the chief complaints of golfers everywhere, and is one of the reasons players cite that they do not play golf more often. We take Pace of Play seriously - unfortunately one slow group can cause every player behind them for the rest of the day to have a less enjoyable experience. While it is not our intention to harass any player, our approach to slow play is as follows:

1. Players will be expected to finish an 18 hole round in no more than 4 ½ hours. 2 hours and 10 minutes for 9 holes. This roughly equates to 15 minutes per hole.
2. If a member of our staff notes that a group has one full open hole in front of them, and they are not on pace as described above, we will politely let the group know they are behind pace, and ask that they make an effort to not fall any further back.
3. We will give the group ample time (approximately two holes or half-an-hour) to improve or maintain their pace as defined above.
4. If a group which has already been informed previously of slow play falls further behind, a staff member will visit the group again. We may offer suggestions based on our observations to help the group play faster (change cart partners so that players who hit the ball similarly ride together, have the group play a scramble or shamle format, encourage players to drop off one player at their ball, and have the other go immediately to their ball, etc.) At this point we will let players know this will be their final warning. At this point we may ask that the group allow other groups to play through if necessary.
5. If a group continues to fall back, upon the third visit we will either request that the group skip ahead to regain position, or to leave the golf course. If we must request a group to leave, we may offer a raincheck to come back at a non-peak time.

Merchandise: Merchandise purchases may returned in new, unused condition, with a receipt, with 30 days from the original purchase for merchandise credit. We cannot offer cash refunds, or accept returns of used items. We cannot offer refunds or exchanges on any custom golf clubs or personalized items.

If any product purchased from us has a manufacturer’s defect and is still covered by warranty we will either replace the item, or send it back for repair/replacement based on the manufacturer’s policy. If the product was not purchased from us, we may assist you at our discretion.

Responsibility for Damages and Injuries: There are some inherent dangers in playing the game of golf. Crystal Springs Quarry Golf Club will not be responsible for any injury or loss resulting from the normal use of the facility. For example, walking or driving on wet turf, walking on uneven surfaces, playing in extreme heat or weather conditions – players accept the risks of playing in these and similar situations that can be expected to be encountered on a golf course.

Players are also expected to be responsible for their actions on the golf course and on the grounds. Golfers will be responsible for any damages or injuries they may cause due to their shot or swing, or from their operation of a golf cart. Crystal Springs Quarry is not responsible for lost clubs or other possessions.

Crystal Springs Quarry will bill customers if they cause damage to golf carts, rental golf clubs, or cause unnecessary damage to the golf course. We will contact the Police if any person maliciously damages any property of the club, or if they threaten any other customer or employee.

Cart Rules: While playing golf at CSQ there is a maximum of two people to a golf cart. The one exception to the rule is that one child under 6 may ride when accompanied with 2 adults. Under no other circumstances shall there be more than two players in or on a cart. Hanging on to a cart, or standing on the back of the cart, are not allowed at any time.

Please check with the Pro Shop staff to see what the cart path rules are for the day you are playing. Typical cart path rules are Cart Path only, keep the golf cart in the fairway only, or keep the cart in the rough at all times.

Golf Bags: Every golfer at Crystal Springs Quarry Golf Club needs his or her own set of clubs and golf bag. If there is a golfer that doesn't have their own set, one can be rented from the Pro Shop.

Food and Beverages: All food and beverage consumed on the course must be purchased from Crystal Springs Quarry. This especially pertains to alcoholic beverages, which are illegal to bring onto the course due to liquor laws.