

## GOLF COURSE STANDARDS (10-GOL)

**Description** - Golf course standards consist of 9 or 18 hole courses and may include amenities such as practice greens and driving ranges, pro shops, snack bars, restaurants, and meeting spaces. Food and beverage services, including mobile food service on the course, are evaluated separately using the appropriate food and beverage standard. Pro shop retail standards are included here.

In general, the following definitions apply to these terms throughout the standards:

- Adequate: As much as necessary for the intended duration of use
- Appropriate: Suitable to the level of service or as specified in the operating plan
- Clean: Free from dirt, marks, stains, or unwanted matter
- Neat: Arranged in an orderly, tidy manner
- Operational: In use or ready for use
- Sufficient: Enough for the number of persons
- Well-maintained: Kept in good order or condition

Standard Number	<b>FACILITY STANDARDS</b>	A, B, C Ranking
	<b>Clubhouse – Exterior</b>	
1	<b>Building Structure</b> - Building exterior is well-maintained and surfaces are treated to protect against deterioration. Roofs, gutters, and downspouts are well-maintained and clear of obstructions. Rooftop ventilation and other systems are well-maintained and operational.	<b>B</b>
2	<b>Landscaping/Grounds</b> - Landscaping conforms to park standards and grounds are well-maintained. Noxious weeds and invasive plants are removed in accordance with an approved landscape plan. Appropriate drainage is maintained to keep water from collecting against buildings.	<b>B</b>
3	<b>Outdoor Furniture</b> - Outdoor furniture is weather proof, appropriate, clean, and well-maintained. Table umbrellas or shades are secured against wind. Adequate shading or heating is provided when seasonally appropriate.	<b>C</b>
4	<b>Parking</b> - Adequate parking spaces are provided. Paved parking is well-maintained and spaces are marked. Gravel or dirt parking is graded to remove drainage ruts and holes.	<b>B</b>
5	<b>Pathways, Sidewalks, Ramps, Steps, and Stairs</b> - Pathways, sidewalks, ramps, steps, and stairs are unobstructed. Surfaces are well-maintained and free of tripping and slipping hazards. Hand railings are well-maintained and sturdy enough to support visitor use.	<b>A</b>
6	<b>Lighting/Illumination</b> - Lighting is adequate and appropriate, and sufficient for safely locating the facilities after dark. Light fixtures are well-maintained and operational. If the park is Night Sky designated, lighting is consistent with International Dark Sky Association requirements.	<b>A</b>
7	<b>Public Signs</b> - Public signs are appropriately located, accurate, and well-maintained. Permanent signs are consistent with NPS standards, and were approved prior to installation. Temporary signs are professional in appearance.	<b>B</b>

8	<b>Site Utilities, Equipment, and Delivery Area</b> - Service areas are neat and well-maintained. Utilities are hidden from public view as much as possible. Delivery areas are screened from public view.	C
9	<b>Trash/Recycling</b> - Sufficient trash containers are conveniently located. Waste does not accumulate in trash containers to the point of overflowing. Refuse is stored in covered, waterproof receptacles in accordance with NPS standards. Market available recyclable products are collected and recycled. Central refuse collection sites are screened from public view.	B
10	<b>Fences and Walls</b> - Fences and walls are cleared of overgrowth and well-maintained.	C
11	<b>Flags</b> - National, state, or park flags are well-maintained and comply with the United States Flag Code. Flags are a minimum size of 3'x 5'. Decorative flags and banners are appropriate and well-maintained.	C
12	<b>Vending Machines</b> - Vending machines are well-maintained and operational. Machine displays relate to park themes or are generic in nature. Out of service machines have computer-generated signage directing visitors to the closest operational unit. Machines must accept \$1 coins and applicable notices are posted.	C
13	<b>Bag Racks</b> - Bag racks are appropriately located and well-maintained.	B
14	<b>Spike Cleaners</b> - Shoe and spike cleaners are operational and well-maintained. Accumulated debris is removed at least daily.	B
15	<b>Club Cleaners</b> - Club cleaners are operational and well-maintained. Accumulated debris is removed daily.	B
16	<b>Smoking Policy</b> - No smoking is permitted on the greens, inside the facility, or within 25' of any doors, windows, or intake ducts. Outdoor smoking areas are appropriately located, clearly designated, and weatherproof ashtrays are provided.	B
<b>Public Areas – Interior</b>		
17	<b>Entrance Area</b> - The lobby, registration and instruction areas, and other public spaces are clean, neat, and well-maintained. Furnishings are appropriate, clean, operational, and well-maintained.	B
18	<b>Windows, Doors, Walls, Ceilings, Floors, and Screens</b> - Floors, walls, and ceilings are clean and well-maintained. Doors, windows, and screens are clean, operational, and fit adequately to exclude rodents and insects. Windows and doors do not have excessive signage.	B
19	<b>Corridors/Ramps/Stairs</b> - Corridors, ramps, and stairs are clean, unobstructed, and adequately lighted. Treads and landings have non-slip surfaces.	A
20	<b>Public Signage</b> - Public signs are appropriately located, accurate, and well-maintained. Permanent signs are consistent with NPS standards, and were approved prior to installation. Temporary signs are professional in appearance. Signage is neatly arranged.	B
21	<b>Illumination</b> - Lighting is adequate and appropriate. Light fixtures are clean and operational, with no empty sockets or burned-out bulbs.	B
22	<b>Ventilation/Climate Control</b> - Public spaces are adequately ventilated and maintained at a temperature consistent with visitor comfort.	B

23	<b>Drinking Fountains</b> - Water fountains are clean and operational. Water bottle filling stations are preferred.	C
24	<b>Trash/Recycling</b> - Sufficient appropriate trash containers are conveniently located. Waste does not accumulate in trash containers to the point of overflowing. Appropriate recycling containers are labeled to indicate acceptable recyclables and are adjacent to trash containers.	B
25	<b>Employee Areas</b> - Employee areas and restrooms are neat, clean, illuminated, and well-maintained.	B
<b>Safety</b>		
26	<b>Emergency Lighting/Exit Lights/Emergency Exits</b> - Exit lights are on emergency circuits and in operation at all times. Emergency exits and routes are marked and unobstructed.	A
27	<b>Fire Extinguishers</b> - Fire extinguishers are accessible, signed, and correctly located, with operating instructions and current inspection tags.	A
28	<b>Smoke Detectors</b> - Operational single-station, hard-wired smoke detectors are present and in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries are replaced at least yearly.	A
<b>Pro Shop</b>		
29	<b>Acceptable Merchandise</b> - Golfing merchandise is appropriate and accurately labeled. Identical items may be marked by display area, rather than individually labelled. An adequate selection of other merchandise (grocery, convenience, souvenirs) as specified in the operating plan is available.	B
30	<b>Internet Sales</b> - Online sales are tracked and approved by the park. No park merchandise items are sold exclusively online.	C
31	<b>Shelving and Display Safety</b> - Products in customer areas are shelved, displayed, or stored so they are not falling or tripping hazards. Out of reach merchandise has appropriate staff assistance signage.	B
<b>Restrooms/Locker Rooms</b>		
32	<b>Public Restrooms</b> - Restrooms are clean, ventilated, well-illuminated, and well-maintained. Restrooms have hot and cold running water. Toilets, sinks, and urinals are clean, free of stains and chips, and operational. Toilet tissue and disposable towels or hand dryers are available. Soap is provided in bulk dispensers. Women's or unisex restrooms have a covered waste receptacle in every stall. The disposal containers are clean and emptied at least daily. A cleaning inspection log is maintained and posted. Restrooms have signage in accordance with local law.	B
33	<b>Lockers</b> - Lockers are rust-free, with working doors and hardware. Dressing area contains adequate seating as appropriate. Floors are sanitized daily.	B
34	<b>Security</b> - System for securing valuables is provided, or signs are posted stating that the concessioner is not responsible for visitors' valuables.	B

35	<b>Shower Stalls</b> - Shower stalls are ventilated and free of mold, mildew, and hair. Shower floors are equipped with a non-slip, mildew-free, untornd mat, or constructed with non-skid surfaces or strips that are securely fastened. Mats are sanitized daily. Showers that are out of service have computer-generated signs posted and made operational as soon as possible.	A
36	<b>Shower Enclosures</b> - Shower curtains are of adequate length and width to fit the enclosure and to prevent water from flowing onto the outer areas, as well as to assure privacy. Shower curtains and enclosures are free of mold and mildew.	B
37	<b>Water Supply</b> - Water pressure and temperature remain constant and comfortable. Extreme fluctuations do not occur. Faucets are accurately marked. Fixtures are low-flow, securely installed, and properly sealed/grouted.	B
38	<b>Soap and Towels</b> - Soap and shampoo are obtained from bulk dispensers. Dispensers are flushed and cleaned at least once per quarter. Towels are bath size.	C
39	<b>Emergency Instructions</b> - Information is posted with emergency assistance (fire, police, medical) and after-hours contact information.	A
<b>Starter House</b>		
40	<b>Building Structure</b> - Building exterior is well-maintained and surfaces are treated to protect against deterioration.	B
41	<b>Public Signs</b> - Public signs are appropriately located, accurate, and well-maintained. Permanent signs are consistent with NPS standards, and temporary signs are professional in appearance.	B
42	<b>Trash/Recycling</b> - Sufficient trash containers are conveniently located. Waste does not accumulate in trash containers to the point of overflowing. Refuse is stored in covered, waterproof receptacles in accordance with NPS standards. Market available recyclable products are collected and recycled. Central refuse collection sites are screened from public view.	B
43	<b>Public Restrooms</b> - Restrooms are clean, ventilated, well-illuminated, and well-maintained. Restrooms have hot and cold running water. Toilets, sinks, and urinals are clean, free of stains and chips, and operational. Toilet tissue and disposable towels or hand dryers are available. Soap is provided in bulk dispensers. Women's or unisex restrooms have a covered waste receptacle in every stall. The disposal containers are clean and emptied at least daily. A cleaning inspection log is maintained and posted. Restrooms have signage in accordance with local law.	B
44	<b>Emergency Instructions</b> - Emergency information is posted.	B
<b>Golf Course</b>		
45	<b>Greens</b> - Greens are maintained to create a putting surface with smoothness, firmness, limited grain, and with overall uniformity. Greens are treated with irrigation systems, rollers, and aerators as necessary and closely mowed with acceptable speeds given the geographic location and time of season. Hole locations are regularly changed as needed to keep greens in good repair.	A
46	<b>Fairways</b> - Fairways are maintained to provide a closely mowed surface between the tee box and the green. Fairways are kept clear of thatch, leaves, branches, and other debris. Any ground under repair is clearly marked and protected.	A

47	<b>Tee Boxes</b> - Tee boxes are maintained in the same manner as greens with closely mowed turf and level ground, free of thatch and other impediments.	A
48	<b>Bunkers</b> - Bunkers are maintained with a proper amount of well-distributed sand, without rocks or other impediments.	B
49	<b>Roughs</b> - Roughs are maintained at minimal optimal levels while not compromising aesthetics, severity of penalty, and speed of play. Roughs are clear of impediments such as branches. Wet areas and other grounds under repair are clearly marked and protected.	B
50	<b>Water Hazards</b> - Water and lateral ditch hazards are properly marked with paint and stakes surrounding the perimeter. Distance signage is located proximate to all hazards. Drop areas are well-maintained and marked.	C
51	<b>Trees and Shrubs</b> - Trees and shrubs are maintained to enhance turf quality and increase ease of play in accordance with the approved course plan.	B
52	<b>Irrigation Systems</b> - Irrigation systems are appropriate, operational, and well-maintained. Irrigation systems operate primarily during non-play hours.	B
53	<b>Cart Paths</b> - Cart paths are well-maintained and clear of vegetation. Distance markers are painted on cart paths where appropriate.	B
54	<b>Bridges</b> - Bridges are well-maintained and sturdy enough to support visitor use. Bridge surfaces are non-slip and free of obstructions and tripping hazards. Bridges have appropriate curbs and railings.	B
55	<b>Tee Signage</b> - Tee boxes are marked with the hole number, tee positions, hazards, and yardage.	B
56	<b>Markers</b> - Markers are accurate, well-maintained, and color coded according to accepted golf industry practice. Tee markers are rotated to allow for grass recovery.	B
57	<b>Ball Washers</b> - Ball washers are operational and well-maintained.	B
58	<b>Hole Flags</b> - Hole flags are well-maintained. Hole flags are numbered, checkered, or color coded.	B
59	<b>Bunker Rakes</b> - Bunker rakes are appropriate and well-maintained.	B
60	<b>Water Stations</b> - Water coolers and drinking fountains are clean, operational, stocked, and well-maintained.	B
61	<b>Benches</b> - Benches are clean and well maintained.	B
62	<b>Trash Receptacles</b> - Trash containers are covered, waterproof receptacles in accordance with NPS standards. Waste does not accumulate in trash containers to the point of overflowing. Appropriate recycling containers are labeled to indicate acceptable recyclables and kept adjacent to trash containers.	B
63	<b>Permanent Distance Markers</b> - Appropriate permanent distance markers are visible on fairways and tee boxes. Marked distances are calibrated to the middle of the green.	C
64	<b>Divots</b> - Carts are equipped with appropriate divot mix to repair damaged surfaces.	B
	<b>Driving Range</b>	
65	<b>Building Structure</b> - Building is well-maintained and surfaces are treated to protect against deterioration.	B

66	<b>Public Signs</b> - Public signs are appropriately located, accurate, and well-maintained. Permanent signs are consistent with NPS standards, and temporary signs are professional in appearance.	B
67	<b>Bays/Stalls</b> - Spacing and deflection barriers are adequate between stations. Mats, tees, and bay dividers are well-maintained. Bays are numbered with visible, uniform numbers.	B
68	<b>Heating System</b> - Bay heating systems are adequate, operational, and well-maintained.	B
69	<b>Posted Information</b> - Range rules and accurate range distances are posted in every bay.	B
70	<b>Nets</b> - Nets are well-maintained and appropriately located to prevent damage.	B
71	<b>Range Golf Balls</b> - An adequate supply of range golf balls is provided. Range balls are cleaned, checked, and reused. Cut and broken balls are discarded and replaced.	B
72	<b>Ball Dispensers</b> - Ball dispensers are well-maintained and operational. Out of service machines have computer-generated signage directing visitors to the closest operational unit.	B
73	<b>Balls and Buckets</b> - Practice balls are collected at least daily. Balls and buckets are stored at close of business.	B
74	<b>Trash/Recycling</b> - Sufficient trash containers are conveniently located. Waste does not accumulate in trash containers to the point of overflowing. Refuse is stored in covered, waterproof receptacles in accordance with NPS standards. Market available recyclable products are collected and recycled.	B
75	<b>Public Restrooms</b> - Restrooms are clean, ventilated, well-illuminated, and well-maintained. Restrooms have hot and cold running water. Toilets, sinks, and urinals are clean, free of stains and chips, and operational. Toilet tissue and disposable towels or hand dryers are available. Soap is provided in bulk dispensers. Women's or unisex restrooms have a covered waste receptacle in every stall. The disposal containers are clean and emptied at least daily. A cleaning inspection log is maintained and posted. Restrooms have signage in accordance with local law.	B
76	<b>Other Practice Facilities</b> - Practice greens and bunkers are well-maintained. Practice greens have multiple pin locations with adequate spacing to allow multiple users to practice simultaneously.	B
77	<b>Emergency Instructions</b> - Emergency information is posted.	B
<b>Maintenance Area/Building</b>		
78	<b>Building Structure</b> - Maintenance buildings are well-maintained and surfaces are treated to protect against deterioration. Roofs, gutters, and downspouts are well-maintained and clear of obstructions. Rooftop ventilation and other systems are well-maintained and operational.	B
79	<b>Garbage and Trash/Recycling</b> - Sufficient trash containers are conveniently located throughout the maintenance area. Waste does not accumulate in trash containers to the point of overflowing. Dumpster drain holes are plugged. All market available recyclable products are collected and recycled.	B
80	<b>Site Utilities, Equipment, and Delivery Area</b> - Service areas and equipment are marked, well-maintained, and screened from public view as much as possible.	C
81	<b>Fences and Walls</b> - Fences and walls are cleared of overgrowth and well-maintained.	C

82	<b>Organization</b> - The maintenance area is neat, and tools and equipment are stored in an orderly fashion.	B
83	<b>Storage</b> - Parts and supplies are stored neatly and securely. Parts are stored off the floor on industrial shelves suitable for the weight of the parts and physical environment in which the shelves are used.	B
84	<b>Floors</b> - The maintenance area floor is free of clutter and tripping hazards such as extension cords, power hoses, etc. Floor cracks are filled to prevent seepage.	B
85	<b>Shop Lighting</b> - Lighting is adequate to perform maintenance activities safely. Fixed ceiling lighting and portable lights are clean and operational with no burned-out bulbs. Fluorescent light bulbs are contained in a clean protective cover.	B
86	<b>Hazardous Materials</b> - Hazardous materials are collected, stored, and disposed of in compliance with state and federal laws, and in accordance with park-approved risk and environmental management plans.	A
87	<b>Safety Data Sheets</b> - Current safety data sheets are visible, legible, and readily accessible.	A
88	<b>Fire Extinguishers</b> - Operational fire extinguishers are accessible and located in compliance with NFPA standards and local codes. Fire extinguishers are appropriately signed, with operating instructions and current inspection tags.	A
89	<b>Smoke Detectors</b> - Operational single-station, hard-wired smoke detectors are present and in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries are replaced at least yearly.	A
90	<b>Carbon Monoxide Detectors</b> - Operational hard-wired carbon monoxide detectors are present in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries replaced at least yearly.	A
91	<b>Eye-Wash Stations</b> - Emergency eyewashes are placed in chemical work areas with instructions on use clearly posted.	A
	<b>Cart Barns</b>	
92	<b>Golf Cart Storage</b> - Golf cart storage areas are covered, neat, and secured. Enclosed storage facilities are sufficiently ventilated to prevent the buildup of noxious fumes.	B
93	<b>Cart Washing Stations</b> - Cart washing stations are operational and well-maintained. Runoff is managed in accordance with the contract.	B
94	<b>Hazardous Materials</b> - Hazardous materials are collected, stored, and disposed of in compliance with state and federal laws, and in accordance with park-approved risk and environmental management plans.	A
95	<b>Fire Extinguishers</b> - Fire extinguishers are accessible, signed, and correctly located, with operating instructions and current inspection tags.	A
96	<b>Garbage and Trash/Recycling</b> - Sufficient trash containers are conveniently located. Waste does not accumulate in trash containers to the point of overflowing. Dumpster drain holes are plugged. All market available recyclable products are collected and recycled.	B
	<b>Fuel Tanks</b>	

97	<b>Fuel Storage Tanks</b> - Secondary containment and automatic leak detection systems are provided for tanks and piping, as required.	A
98	<b>Emergency Response and Spill Containment Equipment</b> - Fire response equipment is provided in accordance with NFPA standards, other applicable regulations, and the park. Spill response equipment is well-maintained and accessible. This equipment is specified in the concessioner's SPCC and Emergency Response plans and is adequate to respond to incidental and non-incidental fuel and oil spills. Equipment includes personal protective equipment for emergency response. Employees are trained in fuel dispensing as specified in the SPCC plan.	A
99	<b>Emergency Fuel Shutoff</b> - Emergency shut off instructions are posted and accessible, and shutoff valve is located in compliance with NFPA standards.	A
100	<b>Required Safety Notices</b> - Required safety notices are conspicuously posted on tanks. Signs include "no smoking" signs, "switch off engine" signs, and "emergency fuel shut-off" signs.	A
<b>EQUIPMENT STANDARDS</b>		
<b>Rental Equipment</b>		
101	<b>Golf Carts</b> - Golf carts are operational, clean, and well-maintained. Golf cart signage is accurate, legible, and professional in appearance.	B
102	<b>Rentals</b> - Golf rental equipment (such as clubs, bags, and pull carts) are appropriate, operational, clean, and well-maintained.	B
103	<b>Inspections</b> - Equipment is inspected before each rental to ensure equipment is 'rent ready' (adequate, operational, stocked, etc.).	B
104	<b>Identification</b> - Rental equipment is identified as belonging to the concessioner, and appropriately marked with the company name and logo.	C
105	<b>Availability</b> - Adequate equipment is available in an appropriate variety of sizes.	B
<b>OPERATIONAL STANDARDS</b>		
<b>Accessibility</b>		
106	<b>Accessibility</b> - Facilities and services meet the requirements of the Americans with Disabilities and Architectural Barriers Acts and all other applicable laws related to accessibility.	A
<b>Services</b>		
107	<b>Start Time Reservations</b> - Start time reservations are accepted in advance of play. Tee times are generally spaced a minimum of ten minutes apart. A starter monitors and manages reserved playing times or an honor system is explained and used.	B
108	<b>Availability</b> - Reservation services are available via telephone during business hours and/or internet 24/7.	B
109	<b>Knowledge of Reservation Agent/Details on Website</b> - Reservation agents provide accurate information about rates, access, and golf course amenities. Matching information is available on the concessioner's website.	B

110	<b><u>Cancellations</u></b> - The cancellation and refund policy is clearly stated in the reservation, and is approved by the park.	B
111	<b><u>Payment Methods</u></b> - Credit cards are honored and include MasterCard, Visa, American Express, and Discover. Debit cards and other payment methods (travelers' checks, personal checks, and gift cards) are accepted at the concessioner's discretion or at the direction of the Service.	B
112	<b><u>Hours of Operation</u></b> - Facilities and services are operated and provided in accordance with posted hours of operation. Hours of operation are prominently displayed at each facility and visible from the facility's exterior.	B
113	<b><u>Walk-Ons</u></b> - Reasonable opportunities are provided for golfers to 'walk-on' without a reserved tee time. Single or double golfers are paired with other golfers and group numbers do not exceed approved course policy.	B
114	<b><u>Weather Warning System</u></b> - Inclement weather warning systems (such as air horns) are appropriate and adequate to alert players of dangerous weather.	A
115	<b><u>Score Cards and Pencils</u></b> - Score cards include a map or diagram of the course, local rules, and appropriate safety instructions (lightning, etc.). Pencils are also available.	C
116	<b><u>Rental Equipment</u></b> - An adequate supply of golf carts, manual pull carts, and rental clubs are available.	B
117	<b><u>Golf Cart Instructions</u></b> - Written operating instructions are provided. Instructions may include park regulations, course closings and access areas, weather conditions, and disposal of trash.	A
118	<b><u>Instructional Services</u></b> - Advertised instructional services are provided. Instructors have industry recognized credentials and/or certifications.	B
119	<b><u>Lost and Found</u></b> - Items found are logged and secured in a designated location. Records are maintained and procedures established to ensure prompt, accurate responses to visitor inquiries.	C
	<b>Personnel</b>	
120	<b><u>Staffing Levels</u></b> - Facilities and services are sufficiently staffed to prevent avoidable delays in service.	A
121	<b><u>Employee Attitude</u></b> - Employees project a friendly and helpful attitude, and are capable and willing to answer customer questions (about both job and general park information).	B
122	<b><u>Employee Appearance</u></b> - Employees wear apparel and a name tag identifying them as concession staff. Employees present a neat, clean, and professional appearance.	B
123	<b><u>Employee Training Programs</u></b> - An active training program for employees in the development of necessary skills and procedures is implemented. Training emphasizes work performance and, as appropriate to the position, covers requirements such as technical training, emergency response, cleanliness, employee attitude, NPS philosophy and policy. Training is documented.	B

124	<b>Golf Professional Credentials</b> - The Golf Course Superintendent and Head Golf Professional are appropriately certified by a recognized national golf organization (Golf Course Superintendents Association of America, Professional Golf Association of America, etc.)	<b>B</b>
	<b>Rates</b>	
125	<b>Approved Rates</b> - Rates and other customer charges do not exceed those approved by the superintendent.	<b>A</b>

**Ranking Definitions**

**Major:** First Priority (A) conditions or practices create or have the potential to exert a **significant** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

**Moderate:** Second Priority (B) conditions or practices create or have the potential to exert a **moderate** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

**Minor:** Third Priority (C) conditions or practices create or have a potential to exert a **minor** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.