



Member Handbook

Malone Golf Club
79 Golf Course Road
Malone, NY 12953
(518) 483-2926
www.malonegolfclub.com



Established 1903

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*36 Championship holes divided into two great
golf course designed by Robert Trent Jones.*

*The East (Par 72) offers rolling hills and diverse
terrain which its front nine was rated "Best Pure
Classic Nine" in the world by Golf Week
(October 1991)*

*The West (Par 71) comprises much tighter
fairways in which nine of its holes have water
coming into play.*

Dear Member,

We are constantly striving to improve our service to all of our members and guests that play at our Club. In order to do that, there needs to be constant communication between you and our staff.

You may have been a member for the past 50 years or recently joined our Club. In the following pages, we have compiled the most frequently asked questions that we hear on a daily basis. We have answered those questions for you so that you know the "real deal" on each issue. If we failed to answer any of your questions in this handbook, please let us know so we can include them in future editions. A copy of this handbook will be made available via e-mail upon request. A digital copy will be available on our website.

With today's technology, staying informed is easier than ever. If you would like to get on our e-mail list, please inform the golf shop staff and we will add your email address to your "customer profile" in ForeUP, the point of sales system we use to manage our tee sheets, newsletter, and more!

Our Staff is looking forward to serving you this year and for many more. Please don't hesitate to ask anyone including myself for information to make your membership experience more enjoyable.

Sincerely,

Scott L. Delair, PGA
Director of Golf/Clubhouse Manager

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Malone Golf Club

Benefits of Membership

- 1. Unlimited access to two of the best golf courses in northern New York and the surrounding area.*
- 2. One of the best value memberships you'll find anywhere. Your "per course" cost is among the least expensive in the Northeast.*
- 3. A professional staff that ensures you will have an enjoyable experience during your time at the Club.*
- 4. The chance to improve your game with instruction from a PGA Golf Professional.*
- 5. Discounts for your guests on green fees and cart fees when playing in your group.*
- 6. A full service clubhouse with an exceptional pro shop and restaurant. Member's receive preferred pricing on select merchandise in the pro shop and can earn free meals in the Grille Room with the Frequent Diner Card program.*
- 7. Unlimited use of our numerous practice facilities including a members-only driving range.*
- 8. Optional services such as lockers and bag storage.*
- 9. USGA Handicap services provided with membership.*
- 10. Numerous member tournaments and events throughout the season.*
- 11. Discounts on golf cart rentals.*
- 12. The ability to pay for your membership in installments with SportsEngine found on our website.*

Tee Times

A tee time is the starting time when your group will begin its round of golf. At our Club, we use 8 minute intervals. For example, you may have a tee time at 7:52 a.m. or 8:24 a.m. Tee times are very important because they ensure your position on the tee. They also aid with scheduling at the Malone Golf Club. Tee times assist the Pro Shop, Customer Service staff, Snack Bar and Restaurant employees in preparing for their various duties in advance. Tee times also help the Grounds Crew schedule different work projects during slower times.

Policies

- Tee times are required at the Malone Golf Club

Tee times can be reserved one week in advance for the member course. The member course alternates each day between the East and West. Please utilize our online booking tool or call the pro shop to ensure you get your desired tee time.

- When booking a tee time, have all the names of the players in your group available.
- Always call and cancel your tee time as soon as possible if you are not going to make it. Cancellations can also be made in the reservation portal where you made your online tee time.
 - Checking in at the Pro Shop prior to play is mandatory.
- Please check in to the golf shop at least 15 minutes before your tee time (you should be on the tee and ready to play BEFORE your tee time.)

Checking in allows us to locate you in case of emergencies. If you do not check in and someone is looking for you, we will not know if you are here.

- Groups may not play with more than 4 players unless special permission is granted from the Professional Staff in the golf shop. Permission may be granted based on the time of the year or weather. As a rule of thumb, never assume you'll be able to play as a 5some.

ForeUP

- Access to online booking can be granted by providing your email address to the golf shop.
- To login, visit our website: www.malonegolfclub.com and click "Book a Tee Time" on the homepage.
- On your first login, you will be asked to create an account using your email address on file as your username. You may then freely book tee times online!

The Pro Shop

There are a variety of products and services available to members in the Pro Shop. We carry several brands of new golf equipment and sportswear which includes name brand golf clubs and logo merchandise, gloves, shoes, hats, and accessories. Prices are very competitive and consistent with big box retailers like Dicks Sporting Goods and Golf Galaxy. As a member, you may purchase select merchandise in the golf shop at a preferred rate. This merchandise will be have two different prices; “Retail Price” and “Member’s Price”

Services Available

- Grip Replacement
- Club Repair (limited as of 2022, please see a member of the professional staff for questions regarding club repair)
 - Soft Spike Replacement
 - Golf Lessons
 - Club Fitting
- Charge Account (To open an account, notify a member of the Professional Staff that you wish to have a card on file. This will require the physical card to be swiped in our ForeUP system. Once on file, you can use this card to purchase merchandise, gift cards, cart fees, or even your membership!)

The Pro Shop, or golf operations, has two distinct staffs - an “inside” staff and an “outside” staff. The “inside” staff is made up of the professional staff and all shop associates. The “outside” staff includes our customer service team, starters, and rangers.

Gratuity Policy

Gratuity is a major part of the Customer Service and Restaurant Employees’ paycheck. Most of these employees work for minimum wage or less than minimum wage as a tipped employee.

Tipping is not required but it is greatly appreciated by the various staff members.

- When dealing with golf operations customer service (bag boys and girls) it is customary to offer a tip for certain services including taking your bag from the parking lot, giving a ride up from the lower lot, and cleaning your clubs at the end of each round. A couple of dollars is the usual amount offered by members and guests.
- While eating in the restaurant, a tip of 15-20% of the check total for your server is standard.

Golf Lessons/Clinics

Golf is a continual learning experience. Lessons will help you to enjoy golf to the fullest.

- Private lessons may be booked with one of the members of our professional staff and are based on availability of the golf professional.
 - Playing lessons are available
- Video analysis and use of a launch monitor are available. Please let the golf professional know if you would like to incorporate these elements in to your golf lesson.
- Numerous clinics and Get Golf Ready camps will be scheduled during the golf season. The dates and prices of these clinics will be published when details are finalized each year.
 - Junior camps are also offered each year the Club.

Golf Cars

The Club has gas powered golf cars available for rent. Those who use a golf car are expected to abide by the policies listed below. Failure to abide by these policies or blatant misuse of our golf cars will result in disciplinary action from the Club.

Policies

- You must have a valid drivers license to operate a golf car. Please have your license ready to present to the staff member if asked to do so.
- A maximum of two golf cars are allowed per group. If there are only two players that are riding in your group you must ride together on the golf car.
- There are many designated cart paths on both courses. Please observe the various signs around the course directing golf car traffic.
- Keep golf cars at least 30 feet from greens, tee boxes, bunkers, and wet/muddy areas at all times. (Individuals with limited mobility or medical conditions may use a “blue” handicap provided by the golf shop which gives special permission to drive closer to greens and tees within reason.)
- Cars are not to be used for horseplay. Misuse of golf cars could not only be costly to the Club but could result in serious injury or death.

Practice Areas

The driving range, “Old #10” (the practice hole near the first tee of the West course), and “Old #18” (The putting green near the employee parking lot) are three different areas you can utilize to improve your game. Range balls are available in the golf shop for use on the driving range only. You need to use your own golf balls on “Old #10” and “Old #18”. Carts may be used to get to and from the driving range.

- The Driving Range is located between #17 East and #17 West. For your safety, please use cart path beside #1 West to access the driving range.
- The range is open every day. There will be times when the range is closed for picking or for junior camps and private clinics. These instances will be published in the Pro Shop.
- The driving range will close at 5:00 p.m. on Wednesdays and Sundays to be picked and mown the following day. The range will re-open at 8:00 a.m. on Mondays and Thursdays.
 - Please return bags to the golf shop after use of the range.
- Leave range balls on the range. Range balls are used for practice only, do not take them to play golf with them.

Golf Etiquette

Golf is a game rich in tradition and history. There are certain written as well as unwritten rules that golfers should observe to make golf pleasurable for all. Knowing the rules of golf and following proper etiquette will help you have a more enjoyable golf experience.

- If you are playing your round and are slower than the group behind you, it is encouraged to let the faster players through.
 - We expect rounds of 4 hours and 15 minutes or less.
- Play ready golf. This means to be prepared to hit your next shot when you are able to even if it is “not your turn.”
- Replace all divots, repair all pitch marks, and rake the bunker after you hit your shot. As a rule of thumb, leave the course better than you found it.

Handicap System

Every golfer wants to enjoy a fair match on any golf course. The USGA handicap system allows all golfers to compete fairly on any given golf course. It is important to have a USGA Handicap to use in tournaments at our Club.

- The Club provides you with handicap services from GHIN.
- If you have a smartphone, download the GHIN app to be able to post scores any time. (Please inform the golf shop staff if you would like to create a digital profile to utilize the GHIN app on your smart phone.)
- If you do not post any scores by June 1, you will be removed from the system. Notify the golf shop staff if you plan to use the handicap system but were unable to play before June 1.
- Make sure to post all scores in either the GHIN app or on the handicap computer in the golf shop. Don't forget to post your "away" scores for the most accurate handicap.

Tournaments

Tournaments are a great way to enhance your golfing experience and to test your skills against others at the course.

- Make sure to check the calendar of events on the website for the most update schedule of tournaments and outings. Upcoming events are also posted on the bulletin board outside of the pro shop.
- Format and cost of each tournament vary greatly. As a member, you will receive preferred rates to play in all of the events at the Club. Prices typically include cart fees, dinner, prizes, and green fees for non-members.
 - Individual "Major" tournaments at the club:
 - ◇ 6 Man/8 Man and 6 Woman Team Qualifying
 - ◇ Club Championship
 - ◇ Adirondack Open
 - Two-person team "Major" tournaments include:
 - ◇ Two-Man and Two-Woman Team Championship
 - ◇ Mixed-Team Championship
 - ◇ Partners Open Championship
 - *Please download the Golf Genius app on your smartphone as we utilize it for live scoring during numerous tournaments at the Club.*

Pro Shop and Administrative Office Hours of Operation

- Winter Months

- ◇ The Pro Shop and Administrative offices will be open Monday through Thursday 9:00 a.m. to 3:00 p.m.
 - ◇ Check bulletin boards or with the Pro Shop staff for these dates

- Spring/Summer/Fall Months

- ◇ The Pro Shop opens at 6:30 a.m. during the peak season. Opening time can vary depending on the time of year. (check with staff)
- ◇ The Pro Shop closes at 9:00 p.m. during the peak season. Closing time can vary depending on the time of year. (check with staff)
 - ◇ Weather and amount of play can also affect the opening/closing times.

If immediate assistance is needed outside of business hours, please email Scott Delair at scott@malonegolfclub.com

Delays

- There are a few different types of delays to deal with at the Club.
 - ◇ If there is thunder and lightning in the area, you will hear a multiple siren sequence to suspend play.
 - ◇ If you feel that it is a dangerous situation on the course due to weather, do NOT wait for the siren. Seek shelter immediately.
 - When you hear a single siren after a weather delay, it is safe to resume play.
 - During the early and late months of the season, you can expect frost delay.
 - ◇ If a frost delay is in effect, tee times are pushed back until the courses are ready for play.
 - ◇ Playing golf with frost on the ground, or even stepping on the grass, can result in severe damage to the golf course.

Calendar/Bulletin Boards

- There is a bulletin board located just outside of the Pro Shop. This is the main bulletin board that has the most information about what is going on at the Club. This board displays upcoming events, results from events, etc.
- There is a calendar located outside on the wall facing 18 East green. This displays the various events being held for that current month.
 - Bulletin boards are also located in the Men's and Women's locker room.

Locker Rooms/Lockers

- The Club has both men's and women's locker rooms with lockers for rent.
- Priority will be given to members from the previous season who rented a locker.

Golf Bag/Pull Cart Storage

- We have golf bag/pull cart storage at the Club for members.
 - As with lockers, priority will be given to occupants from the previous year.
- The Club has to charge a fee to store pull carts because they take up as much space as a golf bag does, if not more.

Combination Deals

- Members can combine a few options for extra savings: Bag storage and locker rental combination or Bag storage, pull cart, and locker rental combination.

Parking

- There are couple different areas to park at the Club. Members and guests can utilize the parking lots located adjacent to the Clubhouse. If the upper lot is full, please use the lower lot that is located just below the upper lot.

Food and Beverage

The Club has an excellent restaurant and bar available to the members as well as the public. The Grille Room has a full menu with a lot to offer. There are daily lunch specials to choose from on top of our regular menu.

The Grille Room

- A Frequent Diner Card is available that can earn you a free meal! Ask your server for one.
- Hours of Operation vary depending on the season. The Grille Room generally opens for the season in mid-April and closes mid/late-October.
- Lunch and Dinner is served daily from 11:00 a.m. to 8:00 p.m. Inclement weather or private parties may affect these hours. Check the bulletin boards in the lobby and outside of the Pro Shop for updates and coming events in the Grille Room.

Banquets/Special Events

- There are a multitude of events that occur through the season and off season in the banquet room including weddings, meetings, parties, live music, and tournament receptions.
 - If you are interested in booking an event, contact Scott Delair at scott@malonegolfclub.com or Lloyd Lamore at lloyd@malonegolfclub.com.
- Due to a large number of events that take place at the Club, it gets very busy and congested at times. We ask for your cooperation during these times and we will try to accommodate everyone as best we can.

Snack Bars

- There are snack bars located on both courses that offer a variety of food, soft drinks, and alcoholic beverages.
- The East Course snack bar is located right outside of the Clubhouse. It can be used before you tee off and after you finish the 9th hole and are headed to number 10. Cash and credit card payments are accepted at the East snack bar.
 - The West Course snack bar is located between holes 10 and 11 and is cash only.
 - The snack bars are closed, at times, due to lack of play or inclement weather.

Leagues

A benefit of being a member at the Malone Golf Club is the opportunity to expand your social circle by participating in one or more of our numerous leagues. The leagues are both fun and competitive and accommodate many different levels of skill and experience.

Monday and Tuesday Mens Senior Leagues

- Two-man teams; both partners must be members of the Club and at least 55 years of age.
- 18 holes; play with full handicaps off the low ball (Best Ball Match Play - 3 pt. system - One point for front nine, back nine, and overall)
 - Tee times between 8:24 and 10:00 on a rotating schedule on the member's course.
 - Cost of league includes administrative fee, prizes, and end of the year banquet.

Monday Night Mens and Tuesday Night Ladies League

- Two-person teams; open to both members and guests (guests will pay the 9 hole guest fee each week.)
- 9 holes; play with full handicaps off the low ball (Best Ball Match Play - 4 pt. system - Two points for match play, two points for best total team aggregate net score.)
 - Cost of league includes administrative fee, prizes, and end of the year banquet.

Thursday Night Ladies League

- Two-woman teams; open to both members and guests
- Each week is an individual tournament; four-person scramble (partners are paired with up with other partners to form a foursome)
 - 9 holes; four person scramble
 - Shotgun start at 4:30
 - Shotgun start at 5:30
 - Entry fee includes prizes and green fees for non-members
 - Players pay cart fee each week

Reciprocal Courses & Rates

Tupper Lake Golf Club \$35.00
(518) 359-3701

Prescott Golf and Country Club \$50.00 CDN
(613) 925-5370

Saranac Inn Golf Club \$50.00
(518) 891-1402

North Country Golf Club \$35.00
(518) 297-2582

The River Course at Louisville Landing \$35.00
(315) 769-2293

Potsdam Town and Country Club \$35.00
(315) 265-2141

Partridge Run Golf Course \$30.00
(315) 386-4444

St. Lawrence University Golf Course \$30.00
(315) 386-4600

Cedar View Golf Club \$20.00
(315) 705-6032

****Please call to make a tee time or have the Malone GC staff call for you. Make sure to bring your membership card for proof of current membership!****