

Dear 2018 Player's Club Members,

Thanks for taking the time to provide your honest feedback in the recent Player's Club survey. We have read all your comments and analyzed the results. While most reviews are very positive, we realize we haven't done everything right and there's still room for improvement.

COURSE CONDITIONS

Once again this year, you've indicated that our maintenance staff is doing a great job maintaining the course. They thank you for your appreciation!! The vast majority feel that overall course conditions are excellent or good. You like the course. But again, there are things we can do better:

Tees

Many of you don't like the tees and the unlevel surfaces – usually caused by frost heaving the ground, tee mower cutting patterns, and divots. In the past 12 years, we've completed over 45 tee renovations and we're still going! Last fall, we renovated the tee on #10 green/white/blue. Unfortunately, the early winter prevented us from continuing with more work. In the spring, we are planning to renovate #1 white/blue/black. Next up will be #12 white/blue/black, #14 green/white/blue/black, #9 white and #11 white.

Irrigation

In the late fall, we completed the automation of all our fairway sprinklers. Our system is now 100% fully automated for greens, tees, and fairways. The course will be in better condition during dry periods and you'll rarely see a sprinkler when playing (except for hand watering and out of play areas).

Bunkers

Similar to past surveys, we had quite a few comments about the bunkers. Our problem: everyone has a different opinion! Some of you want more sand, others want less sand. Some want softer sand, others want harder sand. Some want better drainage, other say the bunkers drain great. Perhaps there's no perfect solution... except to fill them all in;)

FYI about the bunkers: Before every season, every bunker is edged, sand levels are checked, new sand is added and drainage is replaced (if needed). Throughout the season, bunkers are raked daily. The sand depth is checked regularly and sand is added where needed. The bunkers are also trimmed every other week to maintain the edges. The sand we use is sourced from Huntsville and is an engineered bunker sand that meets all USGA specifications. Many of the top courses in Ontario use this sand including Bond Head, Burlington, Cutten Fields, etc.

CART PATHS

A few of you mentioned the poor condition of the stone cart paths last year. We will do a better job! We have a machine for grading and smoothing them and we'll make sure it is used more often.

COURSE ETIQUETTE

There were several comments about the lack of course etiquette shown by other players. Everyone can do their part to keep the course in the best possible condition. **It only takes a few seconds to replace a divot, repair your ball mark (plus a few others), and rake bunkers.**

FYI about divots: All tee and fairway divots are filled by our maintenance staff once a week. This divot filling requires more than 20 hours of work a week and last year we used more than 75 tonnes of divot mix which costs over \$6000. Please help us out!

A couple people suggested placing boxes with divot mix/seed on the tees. Although we've used these boxes on the par 3 holes in the past, the divot mix was rarely used. This led to the grass seed germinating and then it was wasted. We will continue having the maintenance staff filling divots but your help is greatly appreciated!

PACE OF PLAY

When you see the Pro Shop staff out on the course we're checking on the pace of play. While we may keep our distance and not always stop to chat, we are looking to see if groups are out of position. The groups that are slow are talked to and asked to speed up.

Everyone can do their part to make the day enjoyable for all golfers (especially those behind you!). **Please keep up to the group in front of you and play in 4 hours!** If you would like to know when the quietest (and usually the fastest) times to play are, please just ask in the Pro Shop.

RANGE ACCESS

A few of you complained about the location of the range being away from the clubhouse/first tee. While we can't move the range closer, we always provide free carts for you to get there!

FOOD & BEVERAGE

While there were many compliments about the food & beverage at Sawmill, we are always aiming to improve. We've hired a new chef and we're working on a fantastic menu, more Gazebo BBQ food and drink options, and more 'to go' items available from the bar. Our best servers from last year will be returning and we've hired great new team members for 2019. The beverage cart will continue to be on the course when it is supported (weekday afternoon leagues, weekends, tournaments, etc). While we can't serve beer at 10am (as some of you want!), there is momentum gaining in Toronto to extend the hours. Maybe one day soon!

PRO SHOP MERCHANDISE

Some of you don't like the price of the merchandise in the Pro Shop. We can assure you that all merchandise is marked at or below GolfTown prices (or other competitors). Plus... you save an additional 10% as a Player's Club member. We'll always get you the best price on clubs and lots of golfers save \$100 or more, just by shopping at Sawmill! We will be hosting Fitting Days on the range by all the major manufacturer's this spring. We also have Kevin Niznik, a PGA of Canada professional, on staff to better serve you.

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