

Electronic Tee Time Booking

We would like to provide members with further details of the Electronic Tee Time Booking system, which will be introduced into our Club in time for the start of the new season in March or April. The system is supported by proven software from BRS Golf and is used by many clubs in our Region, including Brancepeth Castle, Durham City, Blackwell Grange and Brass Castle.

The following questions and answers are a current response to some issues already raised

	Question	Answer
1	Why are we changing the system-?	<p>a) It will give more security for members when planning their golf guaranteeing start times.</p> <p>b) It will help us run the club more efficiently and potentially attract more income from visitors.</p> <p>c) It will enable us meet CASC requirements regarding who plays golf and how frequently. This is essential for claiming gift aid and reduced rates (>£30 000).</p> <p>d) It is simple to use and administer.</p>
2	Does this mean I can only play if I have booked on line?	<p>No. The intention is to support members NOT make it harder for you to play golf. IF you have booked on line, up to a week ahead, you will be assured of a starting time thereby avoiding uncertainty with the current system. Alternatively, you can still turn up and IF there is a vacancy, play as usual (the same as waiting your turn with a ball in the chute) or, play at a time when the online system is NOT operating (see below)</p>
3)	Is it difficult to learn how to book on line?	<p>No. It is very easy to do this and can be done with a few clicks of a mouse and basic name entry. You must initially register using your existing loyalty card number for use out of the clubhouse. Once authorised via the office (approx. 24-48 hours later) you can go on line to make a booking.</p>
4)	What if I haven't got a computer?	<p>Swipe your card through the terminal in the lounge, upto a week ahead, OR ring the office or pro shop. IF you play on a regular day, you can book your next slot at the end of a game by popping into the club house.</p>
5)	I am a member of a group who play on a set day and time each week. Will this stop us playing?	<p>No. You can either seek a block booking (depending on the yet to be formed policy) in advance OR decide as a group which member(s) will book the tee for the next game- Your choice.</p>
6)	What if we are late for our starting time?	<p>The same as now- you go the back of the queue. Please think carefully before booking a time to avoid this happening.</p>
7)	What if I have to cancel a time	<p>Do this in the same way as booking on.</p>

We have a number of policy issues to resolve and are seeking your views on these matters including the items listed previously and:

- Starting from the 11th tee. The current system allows for dovetailing on the first, BUT in a booking system, priority will go to players on the first with no dovetailing. Members playing the back 8 will have to wait until a slot appears, OR ensure they have a booked time if wanting to play 18 holes OR only play 8 holes.
- During what times should an online booking system operate? There are various views including that it should operate for all of the times as this is the fairest system, to restricting it to certain hours or days. No decision as yet –we are still consulting members on this issue.
- What happens when people do not play when the weather is inclement?
- What happens to persistent “defaulters”? We hope Members will act responsibly with due respect for others and avoid booking times and not turn up without cancelling. However, we will consider “penalties” for persistent defaulters.

We want to minimise any potential and unforeseen snags and are running a number of “briefing” sessions for Members. We are also intending to use several weeks during February to enable Members to “play” with the system before it goes live. Any bookings made during this “trial “period will naturally be invalid. We hope all Members will take this opportunity to familiarise themselves with the system.

In order to reassure members about the system and support its smooth introduction there will be a series of demonstrations and question and answer sessions, which will be held inside the Clubhouse as follows

- Lunchtime ‘hands-on’ sessions in using the system (D Oughton). On the clubhouse PSI or on computer, your choice. 12 – 1pm Monday 23 January to Sunday 29 January.
- Tuesday 24th January at 6.30.
- Thursday 2nd February at 6.30.

Help sheets will be available on the club website and around the clubhouse.

After the demonstrations and Q&A sessions there will be a period of time before the system goes live when we will firm up the policy. A planned review 2 months after the system goes live will help to iron out any problems, again your input is vital.

We hope members find this interim information useful and we look forward to seeing those who can attend at the demonstrations over the next couple of weeks.