

## **Online Booking System**

The club is about to implement an online booking system which is aimed to improve our current booking sheet system for Saturday competitions. This should make the entire system more equitable for all, whilst also ensuring people are accountable for the bookings they make.

The committee see the establishment of an online booking system as a key requirement in simplifying our processes and allowing for better management of competition bookings which doesn't require any extra personnel (and costs).

As with all new systems there are likely to be teething problems so members are asked to be patient whilst any issues are worked through. We have looked to identify some likely questions which are answered below, however should you have further questions send an email to the club at [info@echungagolf.com.au](mailto:info@echungagolf.com.au) and they will be answered.

All procedures in regards to the online booking system will be reviewed on an ongoing basis by the Match Committee and are subject to change.

### **Frequently Asked Questions**

#### **How do I login to the Member section of the website?**

Navigate to the clubs home page at [www.echungagolf.com.au](http://www.echungagolf.com.au) and on the right hand side of the page you will see a button named "Member Login". Clicking on this will take you to the member login page where you will need to enter your Member Number and Password.

Your "Member Number" is the last five digits of your Golf Link number.

- *eg: if your Golf Link number is 5110312345 your member number is 12345 – any leading "0's" are not required.*

Your "Password" is your date of birth in DDMM format.

- *eg: if your date of birth is 1<sup>st</sup> January your password is 0101.*

Upon logging into your account you are encouraged to change your password. This can be done online via the "My Details" section. You should also ensure the personal details shown are correct and complete, if not use the contact form below to have the club update these details.

#### **Which days will I need to make an online booking if I wish to play?**

At this stage the online booking system will only apply to Saturday competitions.

#### **When will the booking sheet open?**

The booking sheet will open on the Thursday 9 days prior to the competition, at 3 pm.

- *eg: For a Saturday competition on the 15<sup>th</sup> the booking sheet will open on the 6<sup>th</sup> at 3pm.*

#### **When will the booking sheet close?**

The booking sheet will close at 6:00 am on the morning of the competition.

**How many people can I book in for a game?**

You can book up to four players - yourself, plus three others.

**I will be inviting a guest to play, can I book them in?**

Yes – you are able to book guests by selecting guest within the booking sheet and filling out the relevant details.

**How do I delete partners that I have booked in to play with me?**

Although you can book in other people, you cannot delete them, unless they are a guest. If a member you have booked in is unable to play at that time, they will have to log in to their account and remove themselves from that tee time.

Please make sure you inform others if you have booked them in so they are aware of when they are expected to play.

**I've forgotten my password. What do I do?**

Remember it! If this fails you will need to contact the club to have your password reset.

**Is online booking the only way I can book a tee time?**

No. You will be able to book at the club or via phone. However phone bookings will only be taken from the Saturday 7 days prior to the competition.

**I do not have access to the internet. What do I do?****Bookings:**

- If you have other playing partners who are able to access the internet then you are able to get them to book you in.
- You can call the club and book in. This can only be done from the Saturday 7 days prior to the competition day.
- You will be able to access the online booking system via the terminal at the club, however bookings will only be accepted as per the times listed above.

**Cancellations:**

- If someone else has booked you in and you can longer play you will have to log into your account and remove yourself. If you do not have access to the internet you will have to phone the club ASAP to have your booking cancelled.

**Do I need to make an online booking in order to play?**

If you wish to obtain a specific time you will need an online booking, however you will still be able to turn up at the club on a Saturday morning and find a free spot on the online booking sheet in which to play and this will not require an online booking.

**I am a new member and haven't received my Golf Link card yet so do not have a number to login?**

Contact the club. We will be able to provide you with your Golf Link number even though you haven't received your card.

### **What happens if I forget to cancel my booking?**

Whilst some leeway will be provided, people not removing their bookings will be monitored and offenders will initially receive a warning. Repeat offenders will have their online booking privileges removed and will be required to phone the club on the Thursday immediately prior or on the morning of the competition if they wish to book a tee time. This will be at the discretion of the Match Committee.

### **How will the online booking system affect the permanent booking times?**

At this stage it is expected that the online booking system will smooth out previous issues surrounding people securing their preferred tee times, whilst also better managing people booking spots and then not playing.

As such it is expected that a permanent booking sheet will no longer be required, however this will be monitored and reviewed by the Match Committee and may be implemented if it is deemed appropriate.

### **New questions**

#### **24/06/2013**

##### **I am having trouble searching and adding other members into my booking.**

Try searching for other members using their surname rather than the first name. After a few seconds the system should automatically populate a list of member names which can then be clicked and placed into the booking sheet.