

# Holding Golfers Accountable + Advance Booking for Foursomes

*Policy wording and execution for golf facilities*

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## **Holding Golfers Accountable to their Booked Tee Times**

On our website and in our booking terms and conditions, we tell customers that their credit card is pre-authorized for the entire cost of their reservation but that the charges will not show on their credit card statement until the day of play. We found this to be the best wording for us to put the tee time responsibility on the person booking and to rationalize our requirement for entering a credit card at the time of booking but you can use whatever wording works for your golf facility. To see our exact wording, follow this link: <https://www.redwoods-golf.com/preauthorization-cancellations>

### **1. Cancellation Policy**

**Placement:** *online booking page or on a hidden web page that is linked to your online booking page by a button etc.; tee time confirmation email; tee time reminder email*

Reservations may be cancelled up to 24 hours prior to the tee and you will not be charged. If the course is unplayable due to weather or other circumstances you will also not be charged.

**Please note:** golfers that do not show up to a tee time made in their name, and do not notify the Golf Shop of cancellation, will be charged the full green fee rate of the day. If you booked a foursome and show up as less, you will be charged the full amount of a foursome. If a golfer cancels their foursome and turns into a twosome, Redwoods reserves the right to move the tee time to a later spot that falls within the booking privileges or cancel the tee time all together. Alternatively, the twosome can pay for a third golfer to keep the tee time spot.

## 2. Requiring a Credit Card to Book in CPS:

In Club Prophet we can manage bookings and require a credit card to complete an online booking. To do this:

1. Log into the back end of your online booking module
2. From the options on the left side, select *Tee Times Settings* (green arrow)
3. Scroll down to the section titled *Credit Card Option* (red arrow)
4. Check the boxes beside the following options:
  - a. *Include credit card information when customer register*
  - b. *Require credit card information for reservation*
5. In that same selection, check the boxes beside the credit cards your facility accepts
6. Then, go to the section titled *Deposit Options* which should be directly above
7. Check the box that says *Do not charge credit card at the time of the deposit*
8. Scroll to the bottom of the page and hit the green *Save Change* button

The screenshot displays the 'Your Site' configuration page. On the left, a dark sidebar contains a menu with 'Tee Times Setting' highlighted by a green arrow. The main content area is divided into two sections: 'Deposit options' and 'Credit card option'. In the 'Deposit options' section, a blue arrow points to the checked checkbox 'Do not Charge Credit Card at the time of the deposit'. Below this are two input fields for deposit amounts, both set to '0'. In the 'Credit card option' section, a red arrow points to the checked checkbox 'Require credit card information for reservation'. Below this are checkboxes for 'Include credit card information when customer register' (checked), 'Require credit card information by customer class' (unchecked), 'Use creditcard on file' (unchecked), 'Allow customer with cc on file bypass credit card info' (unchecked), and 'Require CVV' (unchecked). At the bottom, there are four credit card logos: VISA (checked), MasterCard (checked), AMERICAN EXPRESS (checked), and DISCOVER (unchecked).

# **Advance Booking for Foursomes**

## **1. Booking Privileges Wording:**

**Placement:** *online booking page or on a hidden web page that is linked to your online booking page by a button etc.; tee time confirmation email; tee time reminder email*

Foursomes may book any day, any time, up to 30 days in advance. Twosomes may book a tee time after 1:30pm, 30 days in advance. If a twosome wants to play earlier than 1:30pm they may book day of or by calling the Golf Shop after 3:00pm the day before they wish to play. Singles may book for the same day of play, or after 3:00pm the day before they wish to play.

## **2. Booking Privileges Verbal Statement:**

**Placement:** *Print and leave by all phones so that employees know how to properly respond to potential negative feedback from golfers*

Pace of play on the golf course is something that we are always trying to address and improve. As weekends and holidays (or your chosen time frame) are typically our busiest days on the golf course, they are also when we tend to develop pace of play issues. In response to last season's pace of play problems, we have adjusted our booking privileges for public golfers during prime time based on the number of players in each group. (State your booking privileges here).

### 3. Programming Booking Privileges by Group Size in CPS:

In Club Prophet we can manage the tee sheet and encourage foursome/threesome bookings by preventing twosomes from booking during certain time frames. To manage this:

1. Log into the back end of your online booking module
2. From the options on the left side, select *Advanced Booking* (orange arrow)

The screenshot shows a dark sidebar menu titled "Your Site" with various settings options. An orange arrow points to "Advanced Booking". The main content area is titled "Tee Times Setting" and features a "Select View" section with ten preview thumbnails for different booking views: Single Day Tabbed, Customer Class Tabbed, Tee Sheet, Tee Sheet Tabbed, Responsive View (selected), Tee Sheet Responsive, Customer Class Tabbed Responsive View, Widget View, Dynamic Price View, Customer Class Tabbed Hybrid, and Dynamic Price Hybrid.

3. Scroll down to the section titled *Pairing Option* (yellow arrow)
4. Set your pairing options
  - a. Below are our settings for bookings. We chose to allow twosomes to book with other twosomes but not to force pairing

The screenshot shows the "Advanced Booking Rules by Member Group" configuration page. A yellow arrow points to the "Pairing option" section. The "Course" is set to "The Redwoods" with an "Apply to other course" button. Under "Pairing option", the "Allow Pairing" radio button is selected. The "Allow Singles to book with" row has checkboxes for 0, 1, 2, 3, 4, and 5. The "Allow Twosome to book with" row has checkboxes for 0, 1, 2, 3, 4, and 5, with the 0, 1, and 2 checkboxes checked.

5. Scroll down to the section titled *Allow Single and Twosomes by time/day*
6. Select the check box beside *Enable allow twosomes by time/day* (red arrow)
7. Select the check box beside each day that you want twosomes to **book with restrictions**
  - a. If it is unselected, twosomes cannot book any time that day
8. For each day, insert the times that you want to **allow twosomes to book**
  - a. We allow twosomes to book after 1:30pm each day

**Allow Single and Twosomes by time/day**

Enable allow **single booking** by time/day

Day	From	To
<input type="checkbox"/> Monday	9:39 AM	9:39 AM
<input type="checkbox"/> Tuesday	9:39 AM	9:39 AM
<input type="checkbox"/> Wednesday	9:39 AM	9:39 AM
<input type="checkbox"/> Thursday	9:39 AM	9:39 AM
<input type="checkbox"/> Friday	9:39 AM	9:39 AM
<input type="checkbox"/> Saturday	9:39 AM	9:39 AM
<input type="checkbox"/> Sunday	9:00 PM	11:30 AM
<input type="checkbox"/> Holiday	9:39 AM	9:39 AM

Enable allow **twosomes** by time/day

Day	From	To
<input checked="" type="checkbox"/> Monday	1:30 PM	9:00 PM
<input checked="" type="checkbox"/> Tuesday	1:30 PM	9:00 PM
<input checked="" type="checkbox"/> Wednesday	1:30 PM	9:00 PM
<input checked="" type="checkbox"/> Thursday	1:30 PM	9:00 PM
<input checked="" type="checkbox"/> Friday	1:30 PM	9:00 PM
<input checked="" type="checkbox"/> Saturday	1:30 PM	9:00 PM
<input checked="" type="checkbox"/> Sunday	1:30 PM	9:00 PM
<input checked="" type="checkbox"/> Holiday	1:30 PM	9:00 PM

9. Scroll to the bottom of the page and select *Save Change*
10. To easily allow twosomes to book any time any day, uncheck the box that says *Enable allow twosomes by time/day* (red arrow)

**Please note:** After putting these restrictions on your tee sheet, a twosome will never be able to book online earlier than 1:30pm. When a twosome attempts to book a morning tee time within their booking privileges (the day before after 3pm for us), then they will have to call in and make the tee time manually over the phone. While this seems like an inconvenience, it really isn't since there are not many spots available by the time twosomes are able to book.