

F.A.Q.

ONLINE TEE TIME SYSTEM



Dear Golf Members,

The Club at New Seabury is pleased to announce the launch of the new **Online Tee Time System**. This improvement to the Golf Operation is intended to provide New Seabury Golf Members a more convenient and faster means to book tee times while providing greatly improved communication about tee times and course conditions. This intuitive and user-friendly system is undergoing the final stages of setup and internal testing but is now available for use by New Seabury Golf Members.

We strongly encourage you to click the 'HELP' button and watch the tutorial videos which provide some very useful insight into using the system to its maximum efficiency and saving yourself time when booking.

As the implementation of this new system is an ever-evolving process, should you encounter any errors or difficulties or should you have any questions regarding the system, please contact Director of Golf, Michael Carroll at mcarroll@newseabury.com or the Golf Shop at 508-539-8322, x.3

For more detailed information about the improvements this new system provides, please refer to the Frequently Asked Questions below. In addition, be sure to take advantage of the other user guides we have created, *Member Website Registration* and *Buddies & Groups* for step-by-step instructions to help ensure your understanding of the new Online Tee Time System.

-Your Professional Staff

Every Member (primary, spouse and dependents) requires their own unique website login. You may create individual logins for each of your family members by going to newseaburyresort.clubhouseonline-e3.com, clicking 'Member Login' and then clicking 'Member Registration'. Members will be required to provide an updated email address prior to registering so that each user receives all necessary communications with regard to tee times and course condition updates. Upon opening the registration page, use the following for registering each of your family members:

Spouse = member number followed by the letter 'A' (e.g., John Doe's member # is 1000. John Doe's spouse's member number is 1000A)

Dependent = member number followed by the letters 'B', 'C', 'D', etc., depending on how many dependents are in your family (dependent 1 = 1000B, dependent 2 = 1000C, etc.). In most cases, the letters are assigned chronologically by age.

Q: I am having trouble registering to the website. What should I do?

A: When registering to the website, you will be asked for your member number as well as your full name. In order to verify each Member, the system requires that you enter your name exactly as it appears in our membership database. In most cases, for the primary member this can be found on your billing statement. Please note that it is both case and punctuation specific.

Should you run into any trouble while registering a member of your family, please contact any of the following for assistance.

Patrick Hurrie, Director of Membership – phurrie@newseabury.com

Michael Carroll, Director of Golf – mcarroll@newseabury.com

Golf Shop – 508-539-8322, x.3

Q: When can I make real tee times through the Online Tee Time System?

A: The system is available for use now. Members may submit requests for tee times as far in advance as 30 days. For play dates inside of 7 days of the desired day of play, Members may book tee times through the new online system or call the Golf Shop.

Q: How is the new system different from the old one?

A: The new Online Tee Time System is a significant improvement, both for members and staff in terms of user friendliness, functionality, and most significantly, communication. The system provides users with a much more pleasant and intuitive design with more options and greater flexibility. Members will also be able to view the daily tee sheet within one week of any given date as well as preview future dates to help Members schedule around tournaments or other course closures. Once the 10- and 7-day advanced lottery placements have been run, Members will be able to view tee sheet availability, book and edit tee times they already have or delete their times entirely.

The new Online Tee Time System presents a revolution in club-to-member communication for New Seabury Golf Members. The new system will provide automated email confirmations for request submissions, lottery placements, tee time changes as well as tee time cancellations. The Club can also provide Members with information about unusual course conditions that may affect play or anything Members should know about their round before they arrive at the Club.

Q: Has the method for making tee times changed?

A: No. The Club will continue to use a lottery system which compiles the requests that have been submitted over the twenty days preceding the lottery placement date and place those requests as closely as possible to each request's preferred tee time. Upon submitting a request, Members will select an ideal tee time as well as an acceptable tee time range within which they are willing to play. Lotteries will be run both 10 and 7 days in advance of a play date, depending on category of membership. Once both lotteries have been run, the system will change to a first-come, first-served method for anyone looking to arrange a tee time inside of 7 days of the date of play.

Members may begin submitting requests to the lottery system up to 30 days in advance of the desired date of play.

Q: My membership allows me 10-day advanced lottery placement. What if I didn't submit a request prior to the placement of the 10-day lottery but the 7-day lottery has not yet been placed? How do I get a tee time.

A: Within that three day window, should a Member with 10-day advance lottery placement privileges want to make a tee time, they have two options. The first option is to call the Golf Shop and allow the Staff to assist you.

Because the Online Tee Time System will not convert from lottery mode to first come, first served mode until *after* the 7-day advanced lottery placement is run, the second option for that Member is to submit a request using the Online Tee Time System. That request will be placed when the 7-day advanced lottery placement is run. The Member with 10-day advanced lottery placement privileges is not given any preference by the system when running the lottery. Their request will be considered at random with any other lottery requests that were not placed in the running of the 10-day advanced lottery placement.

Q: How do I make changes to my tee times? What if I need to cancel?

A: You are able to make all changes to your tee times through the Online Tee Time System. You may do so by logging into the system, clicking on 'My Bookings' and choosing the 'Edit Booking' option. From there, you may change, add or delete names in your booking.

If you need to cancel your tee time, you may do so through the Online Tee Time System **no later than the end of the day before your scheduled tee time.** You may do so by

logging into the System, clicking on 'My Bookings' and choosing the 'Delete Booking' option. In order to cancel a tee time on the day-of-play, you must call the Golf Shop.

**Q: Will Golf Members be penalized for failing to cancel their tee times (no show)?
What if I need to cancel my tee time on the day of play?**

A: As a Golf Member, you are aware that tee time availability is often at a premium. While the Professional Staff makes every effort to accommodate tee time requests, one of the greatest challenges the Golf Operation faces with regard to tee times is the ongoing problem of tee times being cancelled at the last minute or not being cancelled at all. Reserved tee times that go unused are a lost opportunity for the rest of the Membership and are, as a result, rendered useless. By installing a system of self-policing and accountability, The Club hopes to greatly reduce the number of 'no shows' and last-minute cancellations, thereby creating additional opportunities for those Golf Members who were unable to reserve a tee time at their desired time.

Beginning with the launch of the new system, the Club will introduce a points-based system to the daily lotteries. A points-based system affects the randomization of lottery requests by lowering the priority of any request in which a member or members have accumulated points. The net result is a lower likelihood of that tee time request getting placed on or near the desired tee time.

All Members will begin the season with zero points (more points = weaker odds). Members with zero points will have their tee time requests placed completely at random by the lottery system. As members accumulate points, the system will lower the priority of their tee time requests for up to 14 days from the date points were most recently applied. Points expire every 14 days.

Should a player or players "no show" or abandon a tee time without calling the Golf Shop in advance to cancel, those players will be faced with a 10 point penalty. Players who cancel their tee time within two hours of their scheduled tee time will face a penalty of 5 points if their time is unable to be filled. This penalty will be applied to all players whose names are in the tee time.

Continuous no-show offences by any player or players may result in a 'no show' penalty fee of \$25 per player or suspension of tee time privileges.

It is the singular goal of The Club to implement this system as a means to reduce late or non-cancellations and create additional playing opportunities for all Golf Members. Please help your fellow Golf Members by solidifying your golf plans with as much lead

time as possible. If you play with groups that typically require more than one tee time, please coordinate with your groups and playing partners to determine exactly how many tee times you require and release those unneeded times as soon as possible.

Q: How else might a Member accumulate lottery penalty points?

A: No shows and late cancellations are the only circumstances under which Members will be penalized by the system. Members will not accumulate points for frequency of play or accuracy of tee time placement history. Other than penalties for no shows and late cancellations, the tee time lottery will place requests completely at random.

Q: Can I book more than one tee time under my name on the same day through the Online Tee Time System?

A: Yes you can however, they can be no less than five (5) hours apart.

Q: The Rules & Regulations state that I can bring up to seven (7) guests with me Tuesday through Friday. How do I book my tee times in that case?

A: If you plan to host more than three guests in a single day, please call the Golf Shop to reserve your tee time. Due to the stringent parameters of the Online Tee Time System, Golf Members must call the Golf Shop to make such arrangements.

As an alternative, a Member may make one tee time under their own name (along with three guests) and a second tee time under another (consensual) Member's name (along with three guests). The system will enforce all restrictions related to the number of guests permitted on certain days and at certain times.

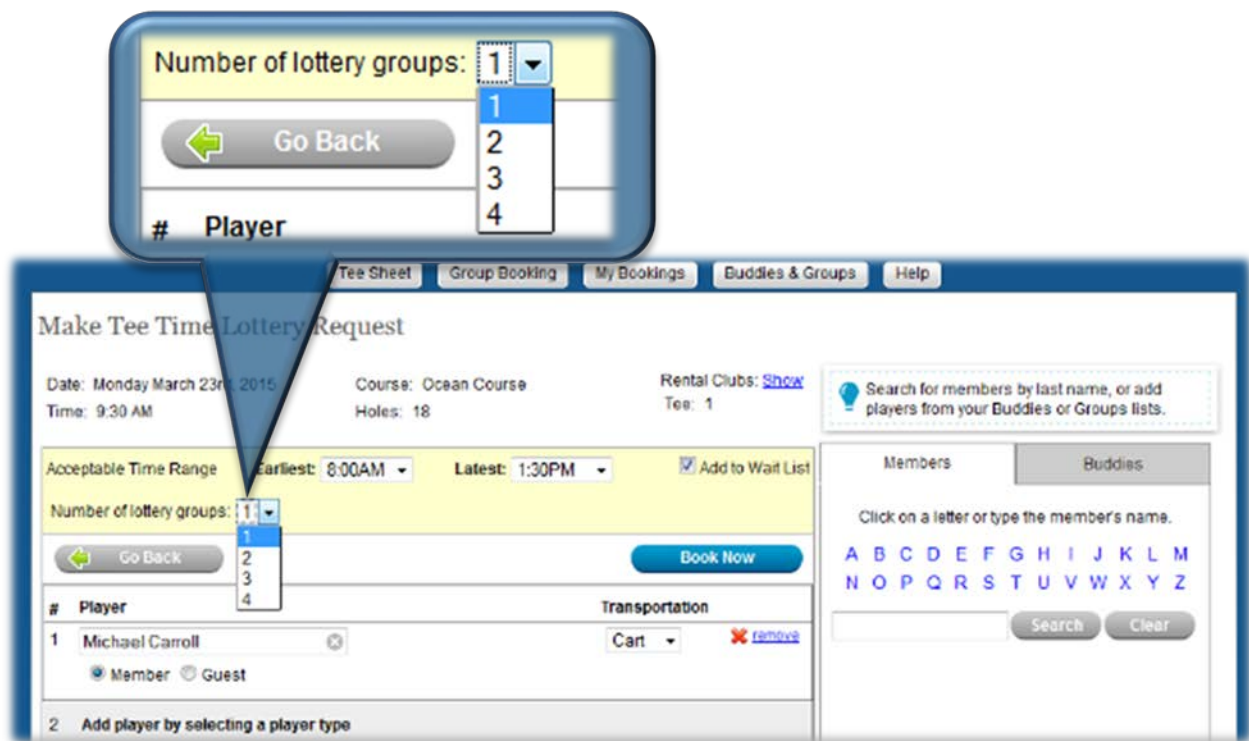
Q: I typically play with groups of multiple foursomes. Is there a way to submit requests (or book tee times) as a group if we have more than four players?

A: Yes. Within the Online Tee Time System there is an option for *Group Booking*. Seen in **Example 1** below, this option works very similarly to the *Tee Sheet* option you see to its left.



Example 1 - The Group Booking button.

The difference being that when the booking detail window opens (where your playing partners' names are entered), you will see an option that says *Number of lottery groups* from which you will be able to select up to four, which you can see in **Example 2**.



Example 2 – Number of groups

Q: Can I still call the Golf Shop for tee times or make tee times in person in the Golf Shop?

A: Members are welcome to contact or visit the Golf Shop to reserve tee times within seven days of the requested day of play however, tee time requests may only be submitted using the new Online Tee Time System.

Q: Is the automated tee time dial-in telephone system still available?

A: With the introduction of the new Online Tee Time System, the automated dial-in system for tee times will no longer be available however, a new mobile-optimized website will be available for smartphones that will allow Members easy and convenient access to the online system at any time of day.

Q: What if no tee times are available around the time I requested? What happens to my tee time?

A: Provided a tee time request's acceptable range of times is wide enough, every tee time request is likely to be placed however, if a request is submitted with a narrow acceptable range (e.g., 8:00 earliest, 8:30 latest), there is a possibility that the system will be unable to place that request. Members are encouraged to use as wide of an acceptable range as possible to ensure the greatest of odds of receiving a tee time.

In the event the system is unable to fulfill a tee time request, that request will be placed on the system 'wait list', provided the user submitting the request elected the option to have their time placed on the wait list if it is unable to be placed (wait list is automatically selected as a default option). The Golf Shop will actively monitor the wait lists and will make every effort to place those times as cancellations are received. It is important to remember that once all tee time lotteries have been run, Members then have the ability to maintain their tee time using the Online Tee Time System. This includes the ability to cancel unneeded tee times or book available tee times. The Golf Shop is *not* alerted when a Member cancels or books a tee time using the Online Tee Time System. As a result, it is possible that a tee time that has been waitlisted may not be placed into a tee time that becomes available as a result of being cancelled by a Member using the Online Tee Time System.

Q: How does the system accommodate tee time requests that have Members of different membership categories?

A: Some membership categories allow for 10-day-in-advance lottery placement while others are placed 7 days in advanced. Some membership categories have day and time restrictions for one or both of the courses. Tee time requests are considered for placement based upon the Member(s) with the greatest golf privilege restrictions, not the Member(s) with the greatest access privileges.

For example, if a tee time request is submitted with the names of three Members who have unrestricted access and 10-day advanced lottery placement privileges and one

Member whose membership allows 7-day lottery placement and restricts them from playing until after 11:00, it is that last Member whose membership will dictate how the system considers and places the request. The system will hold the request until the 7-day lottery placement is run and the group will be prevented from playing prior to 11:00. If the group's requested time range does not include 11:00 or later, that tee time request will be wait-listed rather than placed.

Q: Why am I not receiving email communications when submitting requests or booking tee times?

A: The most likely culprit is that we do not have an up-to-date email address or there is a typo in the email address on file. Please contact any of the following so that we may remedy the problem:

Patrick Hurrie, Director of Membership – phurrie@newseabury.com

Michael Carroll, Director of Golf – mcarroll@newseabury.com

Golf Shop – 508-539-8322, x.3