



April 22, 2021

Good morning CGC Members.

We are off to a great start this season, the weather has been cooperating and we are hopeful for continued favourable conditions.

To start the season we have noticed instances of no-shows, or instances where all player names are not being reported with tee-time reservations.

Since it is early in the season, we want to take a moment to refresh everyone's memory concerning reservations and in particular our policies for cancellations/no-shows as well as the need to report all players names in your reservation.

With the increased level of play and demands on our tee-sheet, we are making every effort to ensure that everyone who wants to play golf can find time on the tee-sheet. No-shows are concerning because they represent a lost opportunity for either additional Member play or they represent lost revenue from a green fee player.

Here is our policy on reservations and no-shows for both Members and Guests:

Members:

Members can book up to seven days in advance and are able to book one tee time within a six-hour timeframe. One tee time is defined as 1 player, a twosome, a threesome, or a foursome.

No-shows - Members who do not show up for their reservation and fail to provide the Pro Shop notice within a reasonable time, minimum of 1 hour, will be given two warnings in writing by Staff. In the event a Member continues failing to give notice of cancellation, they will receive a letter from the Club giving notice of a loss of advance booking privileges for a period of one week.

Guest (of Member's):

Guests/non-members can book up to six days in advance and like members, they are able to book one tee time within a six-hour timeframe.

Cancellation Policy/No Show Policy: Cancellations require 24 hrs advance notice. The Club reserves the right to charge credit cards on file where cancellations are not made or for no shows. Please refer to our Club Policy section on our website for more information,

It is particularly important that Members include Guest's names with their reservations when booking a tee time. This can be done directly in Chronogolf or by calling the Pro Shop after the booking. In either event, the names need to be provided no later than 6 hours prior to the tee-time.

We are asking for everyone's cooperation in helping us manage the tee-sheet this season by reporting instances where you cannot make your reservation and, providing the names of players included in your reservation.

Our Pro Shop staff will commence addressing these no-shows and related issues in the coming days to resolve these booking concerns.

Finally, it is especially important to check-in before you golf, you can do this at the Pro Shop or with the Starter on duty. By checking-in we can better manage the tee-sheet utilization, and from a safety perspective, we are aware of who is out on the course in the event of an emergency.

Thank you,

The Management
Chester Golf Club