

***my golf kaki* Office Temporary Closure**  
(until Phase 2 of COVID-19 Circuit Breaker measures)

**Frequently Asked Questions (FAQ)**

While *my golf kaki* office will remain temporarily closed in view of the gradual ease of COVID-19 circuit breaker measures, rest assured that we remain contactable via email. We seek your understanding and patience as our email response may be slightly delayed due to the high email traffic expected.



**Golf Pass**

1. **I have a golf pass dated from 7 April onwards but am unable to use it now.**

Please email your unused golf pass details to [contact@mygolfkaki.com](mailto:contact@mygolfkaki.com) for recording purposes. A confirmation email will be sent to you once the unused golf pass is verified and recorded under your membership account.

Unused golf passes dated from 7 April onwards can be transferred within 3 months from the end of the circuit breaker, provided your *my golf kaki* membership is still valid. Extension for the transfer may be granted, subject to changes in the nation-wide COVID-19 advisory.

2. **I want to transfer my unused golf pass dated from 7 April onwards to an upcoming date of play.**

Refer to point 1 above. Once a new booking is obtained, please email your golf pass number and original date of play, and indicate your new date of play and tee time. Please allow at least 3 to 4 working days for confirmation on a successful transfer.

Please be reminded that an unused golf pass is not a guarantee you can secure a golf pass for your upcoming game. Transfer of golf pass is subject to golf pass availability on the new date of play.

3. **I have a game tomorrow and want to transfer my unused golf pass dated from 7 April onwards immediately.**

Refer to point 2 above. Please email your transfer request at least 3 to 4 working days in advance to avoid any last minute disappointment as there are limited passes available daily.

**General**

1. **I am maintaining my handicap index with *my golf kaki*.**

**Will this affect my Centralised Handicapping System (CHS) access?**

No. Members maintaining handicap indexes with us will still have access to the Centralised Handicapping System (CHS). Scores from operating golf courses (ie. foreign courses) can still be submitted during this period. However, they must ensure their *my golf kaki* Ordinary/Senior/Junior membership is still valid.

[Updated as of 20 May 2020]

**2. Will the website be accessible during this period?**

Yes, our website ([www.mygolfkaki.com](http://www.mygolfkaki.com)) will still be accessible. You can login to renew your membership or to update your profile details.

**3. Can I still golf during this period?**

No. In a bid to curb the spread of COVID-19, the Singapore government has announced circuit breakers which include the closure of all non-essential services. This includes golf clubs and golf courses. As the scheduled resumption of business activities is dependent on the health situation, we hope that all golfing facilities can resume operations in Phase 2 on a confirmed date given by the authorities.

**4. Will there still be golf events?**

In light of the current COVID-19 situation in Singapore, we will be suspending all events and activities until further notice. Updates will be posted via email, website, and Facebook.

**Precautionary Measures Upon Re-opening (Only After Government Announcement)**

**1. Will there be changes to *my golf kaki* office's operating hours?**

Yes. Our office will operate on weekdays on from 9am to 6pm, excluding public holidays. We will remain closed on Saturdays until further notice.

**2. Can I visit the *my golf kaki* office upon reopening?**

You can visit the office upon reopening. However, there will be strict restrictions in place for the safety of golfers and staff alike – for example, restricted access into the *my golf kaki* office. Longer waiting times are to be expected.

**3. What else should I take note of?**

As social distancing is still in effect, we encourage kakis to do the following:

- Online membership renewal / registration
- Online balloting of golf pass for Orchid Country Club
- Online score card submission via the Centralised Handicapping System (CHS)
- Email or call for queries
- Minimise visits to the *my golf kaki* office
- Compulsory wearing of mask if a visit is necessary

For additional queries, please email [contact@mygolfkaki.com](mailto:contact@mygolfkaki.com).

As the situation evolves, you can follow us on [Facebook](#) or keep tabs on our [website](#) for updates. Stay healthy and together we can curb the COVID-19 transmission. Thank you for keeping our community safe.