

# Orchid Country Club New Golf Booking Rules & Regulations

w.e.f. 1 Oct 2020 (Thu)

Since the reopening of the Club in Phase 2, OCC has received feedback from golfers regarding the golf booking process and rules and regulations. Upon studying the various limitations and conducting internal reviews, OCC is pleased to introduce some new rules and regulations, which OCC hopes will improve the booking process and service standards. All these changes will take effect on **1 Oct 2020 (Thu)**. OCC greatly appreciates all golfers' patience and support in making this happen.

Changes to the current booking process and the new rules and regulations are as follows:

## 1. Publishing of time sheets on OCC website



Time sheets with the result of the booking submissions will be published on OCC website every **Monday, Wednesday, and Friday**.

- The time sheets will be made transparent to all golfers.
- Golfers will no longer have to wait to be notified via email on the result of their booking as this can be checked online.
- This will reduce the resources spent and free up manpower to better handle the large volume of emails and calls that the Golf department receives every day.

## 2. Booking forms with golfers already listed in another flight booked for the same day will be disqualified



To eliminate multiple bookings with repeated names, OCC will disqualify booking forms with golfers already listed in another flight booked for the same day.

Main Bookers' (MB) responsibilities:

- MB must play in the flight that they have booked.
- Change of MB is strictly prohibited.
- MB must ensure that the names of the golfers in one's flight are not listed in another flight on the same day.
- Any penalty charges incurred will be imposed on the MB.

## 3. No-show penalty



The main booker (MB) is responsible for his/her flight and ensuring that the golfers turn up on the date of play; failure to do so will result in a no-show penalty being imposed on the MB. This will eliminate bookings with phantom golfers to make up 4 balls.

#### 4. Penalty charges for changes and cancellations



Penalty charges will be imposed on the main booker for any changes made or cancellation of a flight. This is to reduce the problem of backend allocation of flights booked where golfers release tee times and replace golfers at the last minute, depriving other golfers of the opportunity to secure a flight. This will also discourage golfers from interchanging flights.

##### Penalty Charges

Late cancellation of less than 3 days before the date of play applies at \$125 (weekday) and \$245 (weekend) per golfer.

Changes to Weekday Booking	Penalty Charges
By 6pm on the 8 <sup>th</sup> day before date of play	No charge
At least 5 days before date of play	\$20 per golfer per change
At least 4 days before date of play	\$50 per golfer per change
3 days before actual date of play	\$125 per golfer per change
No-show	\$125 per golfer

  

Changes to Weekend Booking	Penalty Charges
By 6pm on the Monday prior to date of play	No charge
At least 4 days before date of play	\$50 per golfer per change
3 days before actual date of play	\$245 per golfer per change
No-show	\$245 per golfer

\* Penalty charges exclude the prevailing green fee.

\* Penalty charges are applicable to 18-hole (AM/PM/Night Golf) & 9-hole (Buggy/Walking) play.

#### 5. Change of golfers on the golf course is strictly prohibited



It is strictly prohibited for golfers to change the players in their flight on the golf course. This is unacceptable as such changes will affect the Central Handicapping System and insurance coverage. **Golfers who breach this rule will be referred to the Disciplinary Committee.**



Click [HERE](#) for answers to a list of frequently asked questions on the new golf booking rules and regulations.

##### **Booking Time**

Please be reminded that booking submissions received outside of the stipulated time will be disqualified.

Outside of stipulated time:

- Before 9am / after 6pm (**for weekday booking**)
- Before 12pm / after 2pm on Fridays (**for weekend booking**)
- Before 12pm / after 6pm (**for evening 9-hole walking booking**)