



Real Club de Golf Guadalmina

**Urb. Guadalmina Alta S/N
San Pedro Alcántara 29678
Málaga (España)**

Dear Mr./ Mrs. **MEMBER'S NAME**

Allow me to introduce the new system for making tee time reservations at the Real Club de Golf Guadalmina. The new system is **straightforward, easy to use and will allow us to manage the reservations for the three golf courses (North, South and Pitch & Putt) more efficiently.**

Our hope is that with the introduction of this new system we will be able to optimize the use of our facilities to the maximum, at the same time enabling Members to make reservations from their home, at the Golf Club or through the Caddy Master. This will allow for requests to be more complete and for Starters and Marshals to have the most accurate and up-to-date information regarding the person responsible for the reservation as well as the players in the party.

Detailed information about the new reservations system can be found on the Club website, the purpose of this letter is merely to outline the basic procedures for using the system.

How to make a reservation:

There are several ways you can reserve a tee time: through the internet, in person via the touch-screen found in the restaurant at the Club House or through the Caddy Master.

Making a reservation online

On the Club's website www.guadalinagolf.com you will find a link to Reservations which will require you to enter **your member ID number** and **your password PASSWORD** which in your case is . You will then be taken to a menu where you can reserve tee times up to seven days in advance for either the NORTH, SOUTH or PITCH & PUTT courses. A series of guidelines must be followed:

- The minimum number of players you can make a reservation for is two.
- If the reservation is for several members, it is mandatory to include the names of the members who will be playing.
- You must include at least the first names of guest players in your party and preferably their last names as well.
- You must also indicate whether you would like to reserve one or more golf carts.
- You can specify which course you would like to book the tee time for, if you leave this section blank the system will assume that you would be satisfied with any course that you are assigned to.
- You can then request the approximate time you would like to reserve for, following which the system will provide you with specific tee times available for around the time you have requested.

To select the rest of the members playing in your party you can use the list available in the system. Once the date and time, players and course of choice have been selected, the program will provide you with available tee times. You can then pick the time that is most convenient for you and after agreeing to the terms of use, your reservation will be complete. You will then be asked to provide an email address to which the confirmation and any additional correspondence regarding the reservation can be sent

Through the touch-screen

If you have no access to the internet or you are at the Club house, you can make reservations through the touch-screen found in the restaurant (up to seven days in advance) by following these steps:

- Introduce your member ID number
- Introduce your password **PASSWORD**
- Pick a date for the reservation
- Use the keyboard to type in the names of the rest of the players in your party who are Club members.
- If your reservation includes non-member guests, use the **Guest** button as many times as you need (**máximum of 3 guests**) to include them
- Decide the approximate time you would like to reserve.

The system will then provide you with the tee times that are available around the requested time for a group that size. Pick the time that is most convenient for you, indicate whether you would like to reserve any golf buggies and confirm the details of your reservation.

Points of interest

The Caddy Master Staff are available to help you

The Caddy Master staff and the reservations department at the Club office have been trained to use the new reservations system, please do not hesitate to contact them by telephone (952 88 65 22) or email www.reservas@guadalminalgolf.com if you have any questions.

All your reservations will be confirmed on the spot

Any time you use the reservations system either through the internet or the touch-screen, the program will show you all active and confirmed tee times you have for the following seven days. You will also be able to see whether any other members have joined your group for any of these tee times.

In the event that there are no available tee times

In the event that there are no tee times available according to the criteria you have specified, the program will show a message indicating that there are no free slots. You can then review your criteria or contact the Caddy Master. We recommend that you do not limit your requests to a specific course.

Check the Club Calendar before making reservations

If you want to save yourself some time, check the Calendar on the Club's website, which includes upcoming competitions, prior to making your reservation. This way you can avoid requesting tee times on days when an event has been scheduled.

Cancelling reservations ahead of time

You can cancel or change a reservation online up to 24 hours prior to the tee time booked. If for any reason you wish to make any changes or cancel a reservation within the last 24 hours, you must contact the Caddy Master directly. Failure to do so will show up in your record and the corresponding sanction will be applied, a **four months trial period has been established, sanctions will be effective as from November 1st 2009 . (* see note below)**

Reservations for groups and tournaments

Organized groups will be able to request that their reservations be taken into account by the reservations system. To do so, the person responsible for the group must indicate the member ID numbers or names of all players which be playing as part of the group.

We hope this new system for making reservations will offer a better service to our members, optimize the use of the Club's facilities and maintain a better control over tee times to prevent errors and confusions in the future.

Thank you in advance for your cooperation.

Best regards,



Antonio Guerrero Amador
President
Real Club de Golf Guadalmina

*** Sanction for NOT CANCELLING ON TIME will be the equivalent to a member daily green fee 15 € and suspension of reservations until this penalty is paid.**