

Requirement to reserve a Tee time in order to play Golf at Clandon Regis Golf Club

The 'Stay Safe, Play Safe' return to golf guidelines from Golf England require that clubs introduce a Tee booking system in order to avoid congestion at the golf course.

From now on, for a temporary period, golf can only be played on our course when a tee reservation has been made. Please do not travel to the Club without already having made this booking.

Ladies, Senior's, Men's and High Handicap section competitions in the diary will temporarily be suspended and replaced by social golf in 2 balls. During this period, Tee times must be booked as social golf, with each player required to be identified through the Casual Tee booking system.

At Clandon Regis we have chosen the Casual Tee on-line booking capability which members will access using the Club V1 Members Hub (available both as a Phone app and online via a browser). This 'Hub' integrates with the Club V1 Systems software which is already used by the club for many of our business process requirements. Club V1's Hub booking system allows players without handicaps to be able to make reservations.

- Instructions on how to access the Club V1 Members Hub are described below.

Initially all tee bookings will be for 9 holes played in 2 Balls either off the 1st tee from 7.30am or the 10th tee from 8.25 am. Tee slots will continue using 2 balls in 10-minute intervals.

- Instructions on how to make Tee reservations for social golf are described below

Although there will be plenty of Tee times available, we do expect the Tees to be in demand during the opening period. In order to allow as many players as possible to play golf, each player is restricted to one booking of 9 holes per day. This is subject to availability and may be increased to 18 if possible. Similarly, please allow those that are working during the week time to reserve weekend slots before doing so yourself.

Daily Tee availability for social golf will have a rolling 7-day horizon, although as we open the system for the first time, tees for the next 7 days starting Wednesday 13th May will be available at once.

If you are unable to book using the ClubV1 Members Hub, please call the Pro-shop who will be able to make a booking on your behalf. The pro-shop will not be staffed before 13th May, so please don't call before then.

Guests will be able to play with a member at the club provided that they have a tee reservation – you will be able to make this on their behalf using the instruction below, or via the pro-shop.

A final note on future online booking choices:

- HowDidiDo supports competition booking but NOT casual tee booking.
- Club V1 Members Hub supports both competition AND casual tee booking.

How to establish access to Club V1 Members Hub to book social golf

- Upload the App 'Club V1 Members Hub' to your mobile phone.
 - Please see instructions contained within the attached link. Although this is from another golf club, the instructions remain valid. Be sure to follow the appropriate section if you already have a HowDidIDo account:
<https://glasgowgolfclub.com/wp-content/uploads/2019/01/ClubV1-Members-Hub-Registration-Instructions.pdf>
- Access via web browser: <https://clandonregis.hub.clubv1.com/Account>
 - Please bookmark this link for future use.
 - It is also being added to the CRGC website – details to follow.
 - Login will use the exact same HowDidIDo credentials as mentioned for the phone app. Members who do not have HowDidIDo access can register the first time, and should make a note of the password they have used.

Members can use either or both of these approaches as they prefer – they provide the same facilities.

Guidance on booking tee times for social golf

There are three sections on this in the further pages below:

1. How to make a Tee reservation
2. How to select a 9 hole course so that you book on the one intended
3. Usability learning points from the club's testing team.

First, some general points:

- Bookings can be made by ANY playing member of the club – with or without handicap or 'c' status.
- Any booking will ALWAYS include you (the booker) as 'Player 1'.
- Most of the screen captures shown were taken during our testing project, when the system was configured for 3 players per tee time. Nevertheless, the concepts remain the same.

With apologies for the length of this document ... but your first experiences of tee booking will be better if you read to the end!

(Continues on next page ...)

1. How to make a Tee reservation for social golf at Clandon Regis Golf Club.

(1) On Phone App:

Figure 1 Hub app opens ...



Figure 2 Click Booking

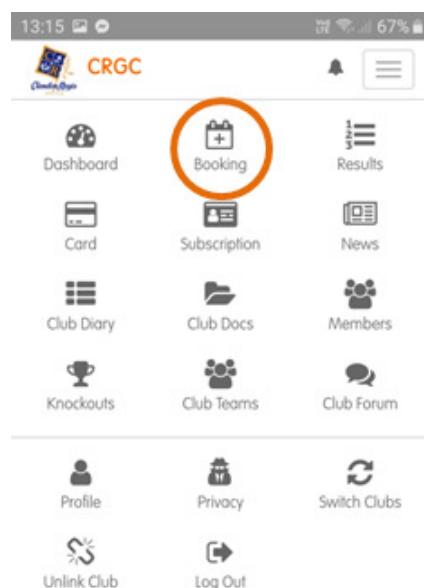


Figure 3 Casual Booking at top (click on date) - Scroll for Competitions

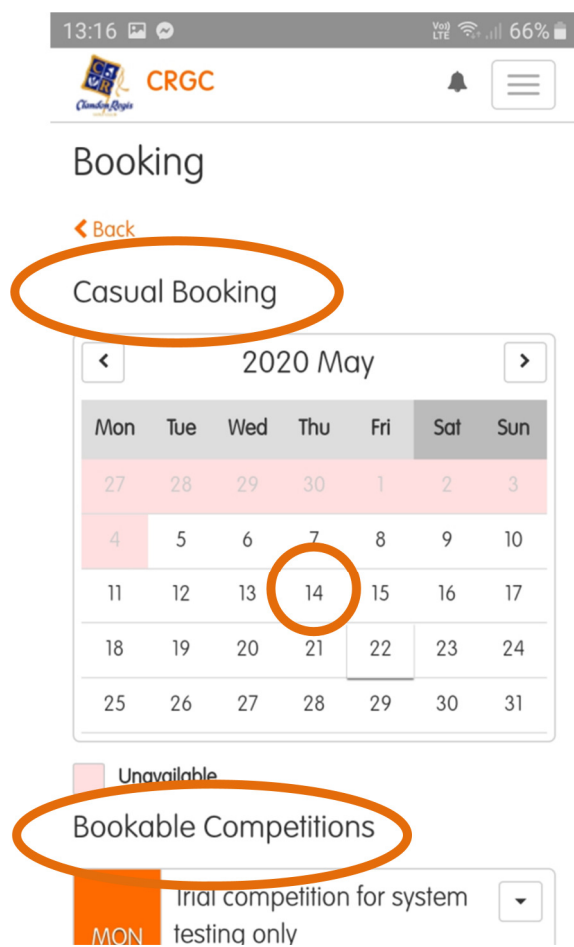
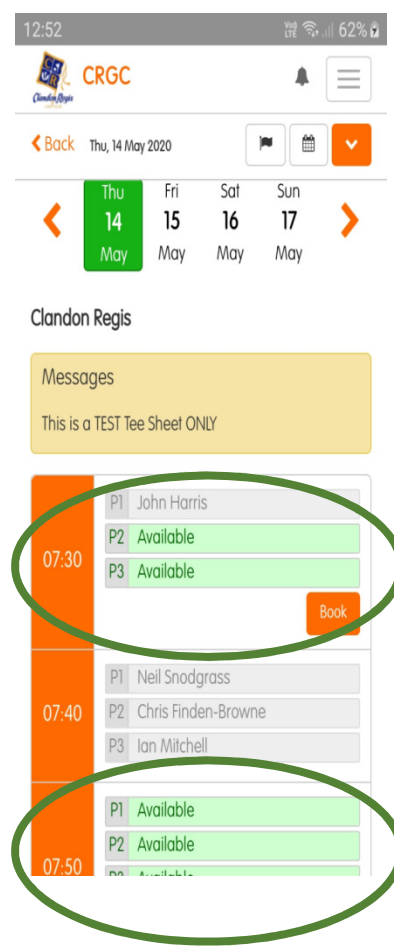


Figure 4 Scroll to find Available time; press Book - then follow prompts



(2) On Hub via Browser: extra width (vs. phone) means slightly different layout

Figure 5 Hub via browser Home Screen (= Dashboard) - Pull down 'Booking' for choices – Select “Today’s Tee Sheet”

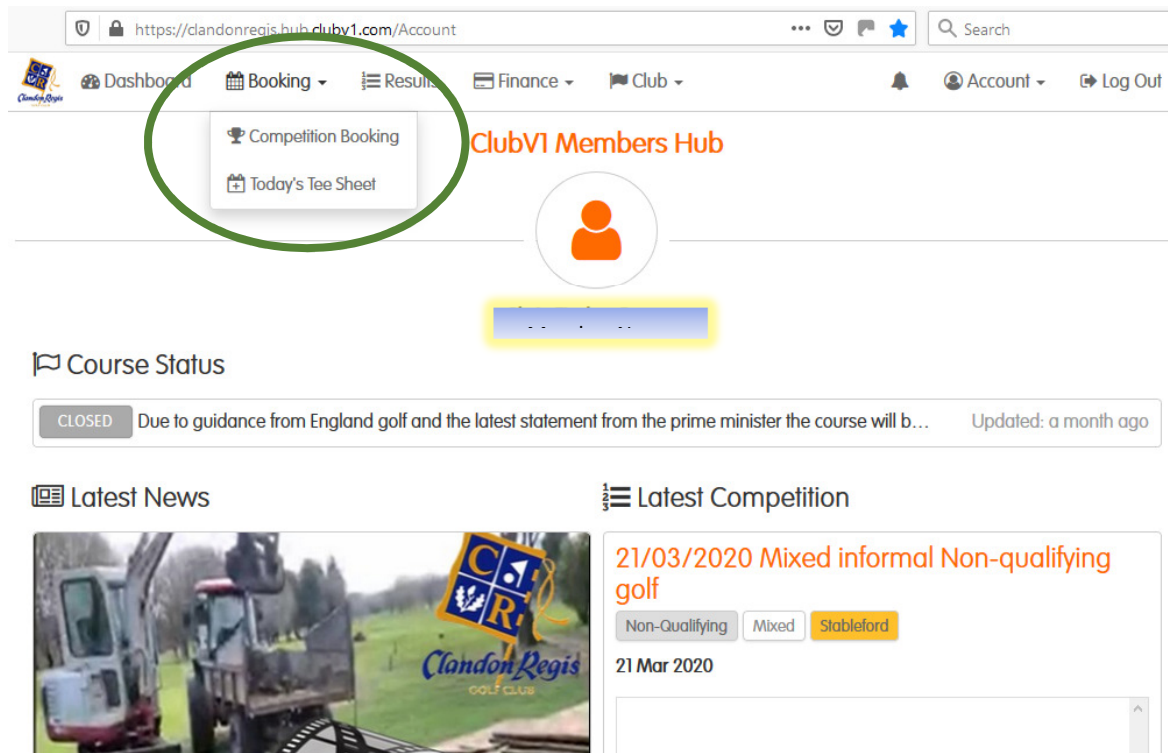


Figure 6 Tee Sheet opens to TODAY; Click on chosen date

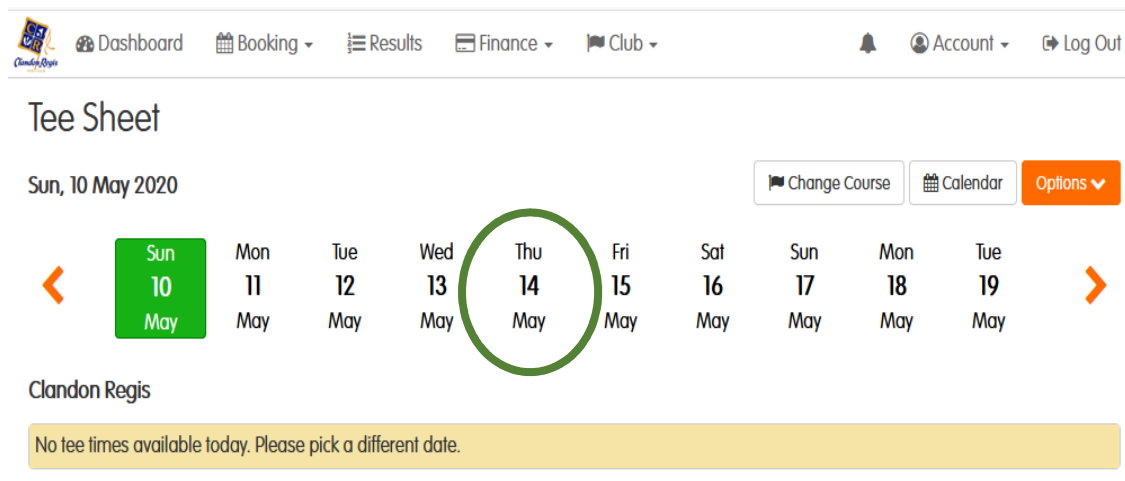




Figure 7 Click 'Book' for chosen time - Can add to partially booked slot



[Dashboard](#) [Booking](#) [Results](#) [Finance](#) [Club](#)

 [Account](#) [Log Out](#)

Tee Sheet

Thu, 14 May 2020

[Change Course](#) [Calendar](#) [Options](#)

<

Thu
14
May

Fri
15
May

Sat
16
May

Sun
17
May

Mon
18
May

Tue
19
May

Wed
20
May

Thu
21
May

Fri
22
May



Sat
23
May

>

Clandon Regis

Messages

▶ This is a TEST Tee Sheet ONLY

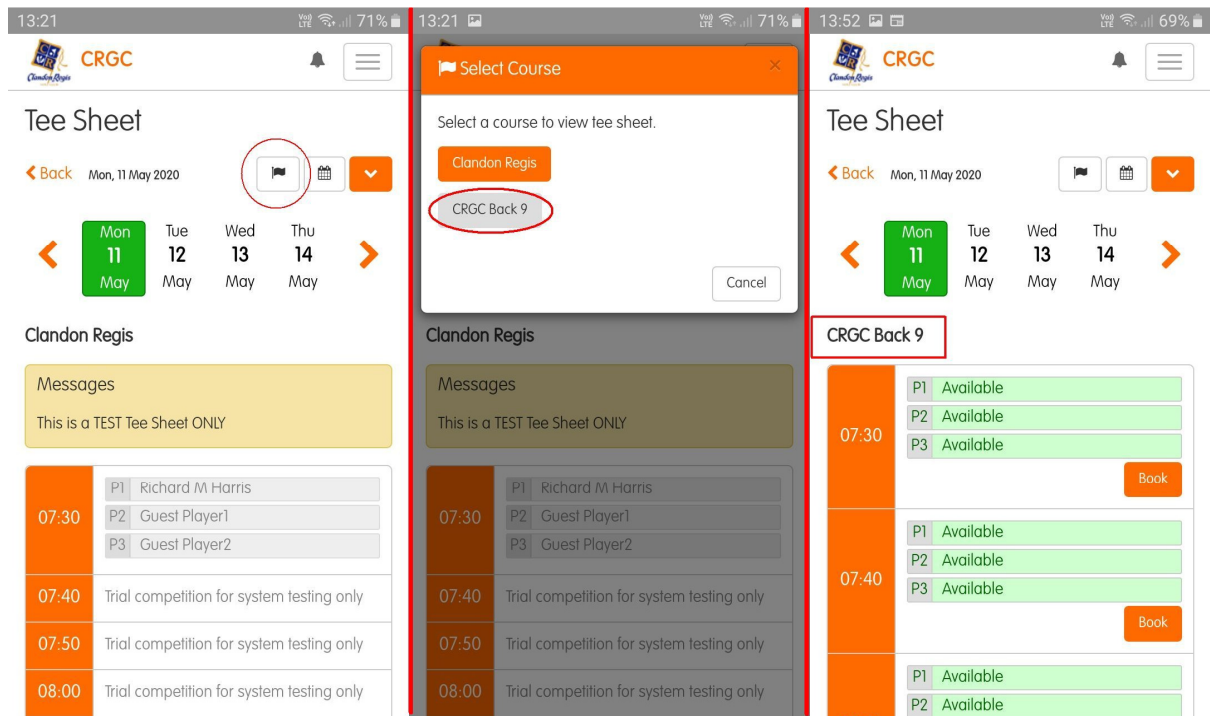
07:30	P1	John Harris	
	P2	Available	
	P3	Available	
07:40	P1	Neil Snodgrass	
	P2	Chris Finden-Browne	
	P3	Ian Mitchell	
07:50	P1	Available	
	P2	Available	
	P3	Available	

2. How to select a 9 hole course so that you book on the one intended

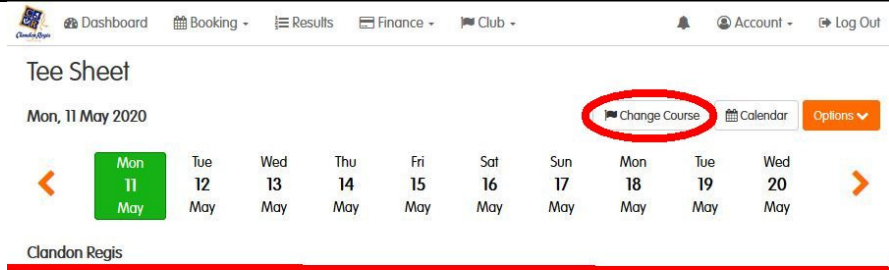
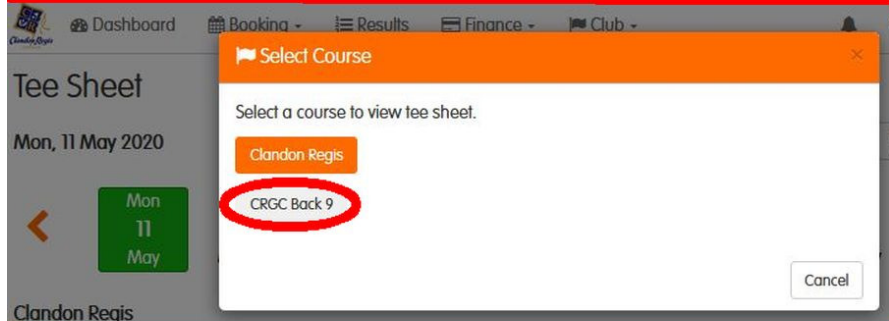
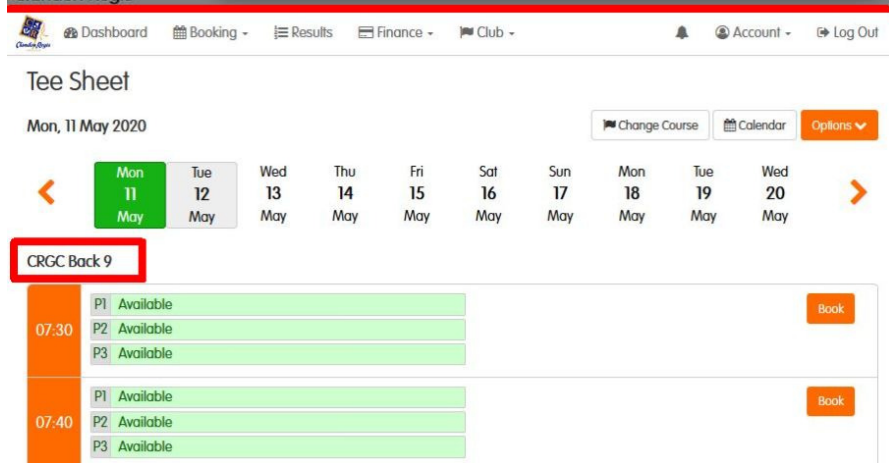
NOTE: During the test, the courses available were: Clandon Regis, CRGC Back 9. CRGC Front 9 had not yet been defined.

(1) On Phone App:

1. Press the Flag icon	2. Click on the selected 9 hole	3. Confirm correct course, then proceed with booking
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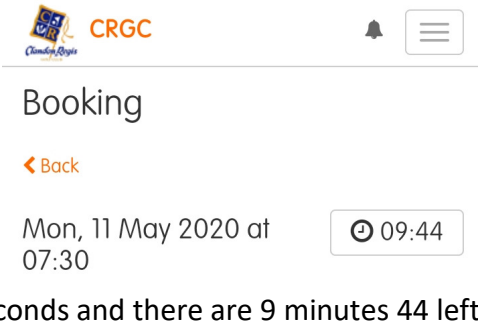
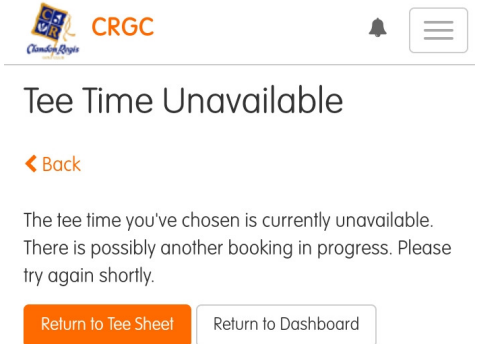



(2) On Hub via Browser

<p>1. Press Change Course button</p>	 <p>The screenshot shows the 'Tee Sheet' for Monday, 11 May 2020. At the top right, there is a 'Change Course' button circled in red. Other buttons include 'Calendar' and 'Options'.</p>
<p>2. Click on the selected 9 hole course</p>	 <p>The screenshot shows the 'Tee Sheet' with a 'Select Course' modal open. The modal contains the text 'Select a course to view tee sheet.' and two options: 'Clandon Regis' and 'CRGC Back 9'. The 'CRGC Back 9' option is circled in red. A 'Cancel' button is at the bottom right of the modal.</p>
<p>3. Confirm correct course, then proceed with booking</p>	 <p>The screenshot shows the 'Tee Sheet' for Monday, 11 May 2020. The 'CRGC Back 9' course is selected and highlighted with a red box. Below the course name, there are two sections for tee times: 07:30 and 07:40. Each section lists three tee times (P1, P2, P3) as 'Available' with a green background. A 'Book' button is visible next to each section.</p>

3. Usability learning points from the club's testing team.

The following points were observed during casual tee testing, and are provided here to help your understanding of how it operates.

Topic	Detail
10 minute temporary lock	<p>As soon as a booking is started, the system opens a 10 minute 'lock' so that no other user is able to enter the same booking. The objective is to avoid cross-bookings; this is similar to many other reservation systems, such as airlines.</p>  <p>see:</p> 

Topic	Detail
Guest booking	<p>This is a straight forward option. You can add a guest at the same time as booking for yourself. You can also add the guest to your booking at a later time (provided the 2nd slot is still available, of course). If you would like to play by yourself, please select the Guest Option but enter first name as 'Blocked'.</p> <p>Details:</p> <p>New Guest Player</p> <p>Please enter the player's details.</p> <p>First Name <input type="text" value="first name"/></p> <p>Last Name <input type="text" value="last name"/></p> <p>Email <input type="text" value="email address"/></p> <p>Mobile  +44 <input type="text" value="mobile"/></p> <p><input type="checkbox"/> Use default visitor details</p> <p><input type="button" value="x Cancel"/> <input type="button" value="Add Guest"/></p> <p>If you select the 'Use default' check box, the booking will just show 'Guest'.</p> <p>The guest charge is shown, but this is just advisory – payment must be made at the Pro Shop.</p> <p>(See next item 'Booking E-mails' for a comment on guest e-mail.)</p>
Booking e-mails	<ol style="list-style-type: none"> The booker receives an e-mail confirmation, but not anyone else in the same booking. So, if the booker has included a second member, the e-mail should be forwarded to the second member. The e-mail includes the course name. If you WITHDRAW from a booking, only you receive an e-mail confirmation. (Any remaining player in this slot will remain, but will not know – unless you inform them – that you have withdrawn.) If you CANCEL a whole booking then EVERYONE who was in your original booking will receive the cancellation e-mail. This INCLUDES any guest for whom you provided an e-mail address.