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| Dear Member,We hope that you and your family are keeping well during this unprecedented time.As you know your membership was due for renewal as of today 1st April, I had already sent out several emails and letter correspondence prior, but many things have changed since then. I’ve also had numerous telephone conversations with many of you over the past week with amazing offers of wanting to pay now to support the club whilst we are temporarily closed, so I thought it best to reassure you & provide an update with the below Q&A's, hope this helps:* **I have already renewed, I pay annually, what happens now?**

Firstly, thank you, we appreciate your support and need it now more than any time before. We will now guarantee that your membership will be extended to cover any time the club is closed. For example, if we cannot open the courses until 1st June, then we will automatically run the annual year from 1st June, and replicate that each year.* **I haven't renewed yet, I pay annually, what should I do?**

Whilst we have some down time at the club and I am still here covering the administration, so now would be an ideal time to process your payment and make sure we have your up to date information, rather than a huge backlog when we re-open. That way when we get the green light to open back up, we will already have a head start, and you can use the facilities and your levy card straight away, no queues guaranteed. It would also really help support the club whilst the doors are closed, so if you could renew now it would be appreciated. As per the Government guidelines on social distancing and lockdown rules, we are unable to take payment at the club in person but I am available over the telephone on 01483 722611 Monday to Friday 9am – 12noon so you can pay with a debit/credit card. It would also be nice to speak to someone!* **I pay my membership by Direct Debit, what should I do?**

Thank you for continuing to support us, there is nothing you need to do, please do not cancel your Direct Debit, you are currently on a freeze suspension until the club reopens so no further payments will be taken until you are able play again, at which time the new rate will apply.* **Will my membership run until April next year?**

If you pay annually, as mentioned earlier, the club’s renewal date will move accordingly depending on when we are back open. This means any future renewal payments will be due on the new date. Please note we are unable to provide this date until further notice from the Government.* **Will my levy & range card expire?**

Levy money will continue to run in line with your membership, please don’t worry about that and if we can get renewals out of the way before we open back up, it will work immediately on your next visit.* **Will my lesson & gift Vouchers be extended?**

Yes, vouchers will be extended by the period of time of the closure. * **Will my Flexi Membership be extended for the period of closure?**

Yes, your membership will be extended by the period of closure* **I am a Flexi Member will my points carry forward?**

Yes, flexi points will carry forward or rolled over and can be used during the extension period of my membership as above, or carried over to next year.* **Will my handicap expire if I don’t play?**

We are seeking clarification from England Golf, but believe handicaps will not lapse providing you keep your membership active and we have already notified the county of our intentions so EGU fees etc will be valid for the next annual year even if you pay those now. Please don’t forget DD payers this has to be done separately from the monthly DD. Again please give me call me on 01483 722611.* **Can I still visit the club and courses etc?**

The club and course are fully closed, no one is permitted to visit during this period. The gates are locked and 24 hours surveillance in operation. * **Is the golf course still being maintained?**

Absolutely, As you can see the Greenkeeping teams are working hard on your courses, ensuring they are maintained. We have already taken the opportunity to carry out some essential greens maintenance, so we can get the course in the best possible shape for your next return visit. I will be sending regular emails to you all and Facebook posts of what is going on. |

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| I hope this letter provides some clarity and I look forward to seeing you at the club soon. If you have any further questions, please don’t hesitate to contact me.Stay at home, save lives and protect our NHS.Best wishesJonathan Gray**General Manager** |

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