



Kamloops Golf & Country Club
Member Information Package

2017

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Welcome

Welcome to the Kamloops Golf & Country Club! KGCC is a public golf course, established in 1914. We are owned by the members and operated by a General Manager under the guidance of a Board of Directors.

Board of Directors

President – John Webb

Vice President – Mike Webber

Treasurer – Kelvin Stretch

Secretary – Diane Sanford

Club Captain – Brian Peters

Director – Ed Kincaid

Director – Dale Gruber

Director – Allister Brown

Director – John Webster

Staff Directory

Club staff members are here to provide information and to help make each visit as enjoyable as possible for you and your guests. Please do not hesitate to ask any member of our staff for assistance.

General Manager	Brice MacDermott	ext. 100
Administration	Brenda MacAlister	ext. 101
Head Professional	Alec Hubert	ext. 102
Executive Chef	Shane Fenger	ext. 103
Links Superintendent	Travis Olson	ext. 104
Mechanic	Quentin Harasemchuk	ext. 105
Front of House & Events Manager	Jennifer Poole	ext. 106

General Information

Member Website Login

The Member's Area of the website allows you online access to a number of features including updating your personal profile, viewing and booking tee times and viewing your member statement.

1. Go to the main website www.kamloopsgolfclub.com and click the "Member's Area" button on the upper right corner or navigate directly to www.kamloopsgolclub.clubhouseonline-e3.com.
 2. Scroll down and click "Member Login"
 3. Enter your username and password if you are a returning user.
 4. New users click on "Member Registration" and enter your member number, first and last name, then click "Validate". You will be prompted to create your own username and password.
- ** Your member number is typically the first letter of your last name followed by the first 3 digits of your address. For example, John Doe of 123 Fake St. would have a member number of D123.
5. You now have access to all the member's area features.

Editing your Personal Profile

Here you can choose to add a photo of yourself to your profile, show phone numbers and email addresses in addition to other features. This can be helpful for other members to contact you to organize a game of golf.

1. Click on “Roster” from either the top or side menu
2. Click on the “edit” link beside your name, which is to the right of the search box

Additional Resources

Registration and logging in - <https://kamloopsgolfclub.clubhouseonline-e3.com/getmedia/81c6ed68-2933-4951-a1c1-410fd4ad144f/RegistrationAndLoggingIn2.aspx>

Tutorials - http://help.clubhouseonline-e3.net/Websites/Knowledge_Base

Editing your profile - http://help.clubhouseonline-e3.net/Websites/Knowledge_Base/User_Modules/Roster/Members/Editing_My_Personal_Info

Communication

We strive to communicate in a number of ways including emails, the KGCC website as well as posters and bulletin boards placed strategically around the clubhouse and locker rooms.

Feedback

All feedback should be submitted in writing and directed to the Member Liaison Committee or a member of the Board of Directors. Feedback about senior management must be in writing and directed to the President of KGCC.

Tee Times

Tee time can be booked through the Members Area of the website or by phoning the Pro Shop at 250-376-3231. Golfers must check in with the Pro Shop prior to teeing off.

Tee Time Tutorial

1. Login to the Members Area section of the website (instructions above).
2. Click “Tee Times” from the main menu and the Tee Sheet will be displayed.
3. Select the date and time, then click “Find Available Tee Times”
4. Choose a tee time to book

Additional help videos are available by clicking “Help” under the “Tee Times” menu.

Lottery System

Member tee time requests may be made up to fifteen (15) days previous to the day of play by through the Pro Shop or by requesting a tee time online.

Tee times are generated randomly by the Jonas Computer program at 10 a.m. five (5) days prior to the day of play for weekday play and on Mondays for weekend and holiday play. After the draw has been posted, open tee times may be booked without the lottery system.

In order to maximize the use of available tee times, the pro shop will pair up groups of two or three players with each other or with anyone waiting for a game. Any dispute as to filling of groups shall be determined by and in the sole discretion of the Pro Shop

Advance Booking

New to the club for 2017, we will be providing advance booking vouchers to members that wish to book a tee time anytime during the calendar year without the lottery. The booking must be made through the Pro Shop (not online) and the voucher must be presented. A member must be bringing a minimum of two guests to use the advance booking voucher.

Vouchers available per member: Full Play – 3, Limited – 2, Twilight – 1, Intermediate (both categories) – 1, Student – 1, PPC - 1

Tee Time Cancellations

Tee times are of very high value to fellow members and the club. If you need to cancel a tee time please go online or give the Pro Shop a call and provide as much notice as possible. When people do not show up for a tee time or make an effort to call it impacts the ability for other members or guests to use those tee times. Those who have no-showed three times will receive a letter notifying them of the infraction and if it happens again could lead to the suspension of your membership privileges.

Tee Time Restrictions

Men may book tee times on Tuesdays (Ladies' Day) as dictated by play. Women may book tee times on Mondays (Senior Men's Day) and Wednesdays (Men's Day) as dictated by play.

Two tee times per hour will be set aside for use by green fee players. Members may book these tee times one hour before the posted tee time. Un-booked tee times will be identified by KGCC, Guest, Guest, Guest.

Frost Delay

Play on the golf course or any practice facilities is not allowed during a frost delay. Tee times are cancelled up to the time when the grounds crew opens the golf course for play. If the Pro Shop staff determines that tee times could get back on schedule, then a small delay will occur. In event of a large delay, any group who loses their tee time will go into priority sequence for the back 9. The Pro Shop will attempt to fit these groups out on the front 9 with no guarantee.

Member Leagues

Senior Men – Monday morning shotgun start: April, May, September 9am; June, July, August 8am. Contact is Brian Peters - bcpeters@telus.net

Morning Ladies – Tuesday morning tee times, either at 8 or 9am dependent on the time of year. Contact is Deb Seibel - deb.seibel@telus.net

Men's Nights – Wednesdays. Most men's nights tee times will be booked as usual through the website or in the pro shop. Tee times are between 11am – 5pm and if playing during that time the men's night fee must be paid. Once per month we will be hosting a shotgun men's night which must be booked in the Pro Shop. The

men's night shotgun fee is applicable on these evenings and is inclusive of a meal, no exceptions. For more information on men's night please visit the website or inquire within the Pro Shop.

Ladies' Nights – Tuesdays. Most ladies' night times are booked through the website or in the Pro Shop. Tee times are reserved for ladies' night between 2pm – 530pm. Tee times will be held for those members of the "afternoon ladies" who choose to play in weekly mixer. In order to participate during this time the annual ladies night fee or weekly fee must be paid. Twice during the 2017 season we will be hosting shotgun ladies nights that must be booked in the Pro Shop. The applicable ladies night shotgun fee is applicable on these evenings and is inclusive of a meal. If you have paid the annual ladies night fee you will only be responsible to pay the meal portion on shotgun nights.

Calendar of Events

Numerous member events are scheduled throughout the season. Please see the attached schedule for current events.

Pro Shop

Dress Code

The following dress code is applicable to play on the course:

Men

1. Shirts must be worn at all times.
2. Shirts must have sleeves and be capable of being tucked in.
3. Tailored shorts must have a minimum 4 inch inseam.
4. Blue jeans are permitted only when clean and clean cut.
5. Gym shorts, muscle shirts, swim wear or cut offs are not permitted.
6. Acceptable shoes must be worn at all times.

Women

1. Blouses must be capable of being tucked in.
2. Blue jeans are permitted only when clean and clean cut.
3. Acceptable shoes must be worn at all times.
4. Shorts must have a minimum 4 inch inseam.
5. Gym shorts, tank tops, swim wear and cut offs are not permitted.

Any issue as to whether any dress is within the dress code shall be determined by and in the sole discretion of the Pro Shop.

Golf Canada Handicap

Members are provided with a Golf Canada Handicap service.

How to Login and Post Scores for Handicap purposes

1. Go to www.golfcanada.ca and click "Login" located in the upper right corner

2. Enter your login information. If you have forgotten your username or password, or haven't created one, contact a Pro Shop staff member to assist you.
3. Click "Post a Score"
4. Select "Hole by Hole" or "Total Score" at the top left
5. Select the date played, course, tee box, number of holes and if it is a tournament score or not. You may add an attester, however it is not required.
6. Enter the adjusted gross score in the top left box. Equitable Stroke Control is explained below.
7. Click "Post Score". A message will show that you have successfully posted a score. You can also view your score record at this stage.

What is Equitable Stroke Control (ESC)?

Equitable Stroke Control (ESC) is the downward adjustment of individual hole scores for handicap purposes in order to make handicap factors more representative of a player's potential ability. ESC sets a maximum number that a player can post on any hole depending on the player's Course Handicap. ESC is used only when a player's actual or most likely score exceeds his maximum number.

Course Handicap Maximum Score

- 9 or less Handicap Double Bogey
- 10-19 Handicap Max of 7 on any hole
- 20-29 Handicap Max of 8 on any hole
- 30-39 Handicap Max of 9 on any hole
- 40+ Handicap Max of 10 on any hole

Club Fitting & Demos

The Pro Shop has club fitting equipment and demos available from our vendors. Our Professional staff is trained in club fitting and club fitting services are available. Members are eligible for discounted member pricing on golf equipment.

Pricing

The KGCC Pro Shop is member owned and supporting your Pro Shop is encouraged. We strive to offer the best prices and best services. If you are concerned about a price or have a question, talk to Head Professional Alec Hubert. The following discounts are available for members: 15% discount on soft goods (clothing, footwear, accessories); member pricing on golf equipment (equal or less than big box stores) and golf ball dozen pricing is matched to big box stores

Reciprocal Golf Privileges

As an added benefit to membership, we have the following reciprocal arrangements. Tee times must be booked through the KGCC pro shop to receive the following rates.

- Chilliwack GCC - \$25 green fee
- Cowichan GCC - \$25 green fee
- Nanaimo Golf Club – free green fee

Penticton GCC - \$33.50 green fee

Pitt Meadows Golf Club - \$25 green fee

Summerland - \$49 green fee

The Vernon GCC - \$35 green fee

Golf Academy

KGCC offers a full service golf academy. We have four certified golf instructors and offer group programs, private lessons, junior lessons, summer camps and private groups. Schedules and program information are posted online and are available in the Pro Shop. Any questions can be answered by the Pro Shop staff or by contacting the Professional staff directly.

Golf Course

Member Care

It is up to all of us to take care of our course. We ask that you rake all sand bunkers, repair all divots, and fix all ball marks. Seed mix and bottles are made available to all golfers prior to play. Extra seed mix is available on a number of holes.

Cart Use

Please obey cart signs on the golf course at all times. When possible please drive on the cart paths or the rough. During certain times of turf stress from saturation, frost, or dryness, carts may be restricted. Some members may require the use of a handicap flag, which allows for more freedom of movement.

On Course Water

Water for member consumption is available on holes #6 and #17 as well as the practice facility and the clubhouse.

Dangerous Weather

Our staff will monitor weather systems passing close to the Club. When there are any dangerous signs, one long blast from an air horn will be sounded. This should signal all golfers to come off the course. Our staff will circulate through the course and collect any individuals who have difficulty getting in. All departments at the Club are stocked with first aid supplies. We also have fire extinguishers in all areas of the Clubhouse and course.

Outside Food & Beverage

No food shall be brought onto and within the property boundaries of KGCC while the restaurant is in operation. No alcoholic beverages shall be brought onto and within the property boundaries of KGCC. Coolers and lunch boxes may be inspected by staff to ensure compliance with KGCC policies and government liquor laws.

Animals

No animals, with the exception of seeing-eye dogs, shall be allowed on KGCC property. A wildlife control dog used to protect the course from damage caused by geese, ducks etc. is permitted, with the approval of the Board of Directors, and must be under the direct control of the Links Superintendent.

Driving Range

Hours

Hours are dependent on the time of year; see Pro Shop for more information. In season, the range will close at 5pm for a clean pick of balls on Sundays and Wednesday. The range will re-open the following day (Monday and Thursday) after the grass has been cut, one hour after the first tee time.

Tee Deck rotation

The hitting line will rotate through the week. Please only practice from designated areas and do not hit golf balls further than the distances listed on each particular day. Members or guests caught hitting balls out of the range may face loss of their driving range privileges.

Turf Care

With increased driving range use it is imperative that members and guests be respectful and aware of their surroundings. Please hit between the ropes to help us ensure the most effective use of the tee deck. Please use the sand and seed mix to fill divots when you are done practicing.

Administration

Credit Privileges

Members may apply for credit privileges if desired. Members with charge accounts over 60 days overdue will have all clubhouse and golf privileges suspended, including but not limited to credit privileges. Credit privileges will only be reinstated with authorization of the Board of Directors.

Monthly Statements

A statement of your account will be emailed each month unless otherwise instructed. Payment is due within 30 days. An account is considered overdue if not paid within 30 days of the billing date and will be charged interest at the rate of 2% per month on the overdue amount. You may access your statement of account at any time through the Members Area of the website. We encourage members to keep a copy of signed receipts.