



Kamloops Golf & Country Club
Member Information Package
2018

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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 – Roxanne Walker

Club Captain – Brian Peters

Director – Aj Dhaliwal

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	Tim Friesen	ext. 103
Links Superintendent	Travis Olson	ext. 104
Mechanic	Quentin Harasemchuk	ext. 105
Front of House & Events Manager	Donna Stewart	ext. 106

General Information

Chronogolf

Our new golf and member software is called Chronogolf. This allows for booking tee times online, viewing club statements and updating your personal profile information.

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 Chronogolf widget on the website, the Chronogolf app on your smartphone or tablet, or by phoning the Pro Shop at 250-376-8020.

Golfers must check in with the Pro Shop prior to teeing off.

Tee Time Tutorial

This video gives a short tutorial on booking a tee time with Chronogolf:

<https://chronogolf-pro.zendesk.com/hc/en-ca/articles/210956883-How-to-book-a-tee-time-as-a-member->

Here are steps to input names and access the member directory:

1. Open the rectangular widget on our website, or access Chronogolf through the app
2. Log in to your member account
3. Click member tee sheet to access your member dashboard
4. Select open tee sheet
5. Select your date, tee time and number of players
6. Add your play partners to your booking
7. Confirm the reservation
8. You will see your booking on the tee sheet, a confirmation number & an email will be sent to each guest

Lottery System

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

Tee times are generated randomly 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

Twice annually, members book anytime through the calendar year when bringing a minimum of two guests without the lottery. The booking must be made through the Pro Shop (not online).

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 or cross over (seasonally dependent): 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

KGCC Afternoon Ladies – Tuesday afternoon tee times and other events through the season. Contact is Bonnie Welin – bwelin@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 KGCC 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 2018 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.

2018 Events:

April 4 – Opening Men’s Night
April 7/8 – Master’s Event
April 17 – Opening Ladies’ Night
April 28 – Demo Day
June 9 – Legacy Tournament Mexican Scramble
June 25 – Junior Club Championship
July 14/15 – Club Championship
July 28 – Mixed Open
August 18/19 – Sunshine Amateur

Pro Shop

Dress Code

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

1. Men's and ladies' golf shirts are required to be capable of being tucked in.
2. Pants (slacks preferred) must be tailored & in good repair.
3. Shorts must be tailored, in good repair & reasonable length
4. Footwear must consist of non-metal spike golf shoes or soft soled shoes.
5. Gym shorts, tank tops, muscle shirts, swim wear and cut offs are not permitted.
6. Logos on clothing must be discreet.

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 a minimum of 72 hours in advance to receive the following rates.

Chilliwack GCC - \$25 green fee

Cowichan GCC - \$25 green fee

Golden GC – Tues to Thurs \$51.25 (including tax), Fri to Sun \$59.25 (including tax)

Gorge Vale GC - \$35 green fee

Meadow Gardens GC - \$35 green fee

Nanaimo Golf Club – free green fee

Osoyoos Golf Club - \$35 green fee

Penticton GCC - \$34.50 green fee

Pitt Meadows Golf Club - \$30 green fee

Summerland GCC - \$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

The Kamloops Golf & Country Club policy governing charging privileges of members has been in effect for many years. Members may apply for credit privileges. The policy has always had terms and conditions for granting the credit. In the past, these terms and conditions have not been enforced consistently. Beginning November 1, 2017 the following terms and conditions will apply to all charge accounts.

1. Accounts are due and payable within 30 days of the statement date.
2. Any account not paid within 30 days of the statement date will have interest charged at 2% per month from the original statement date.
3. A member with an account that is not paid within 60 days of the statement date will have their credit, clubhouse and golf privileges suspended until the account is paid in full.
4. A suspended charge account will only be reinstated with the authorization of the Board of Directors.
5. Players Card holders are not eligible for credit privileges.

Credit privileges are for the benefit of the members. The terms and conditions are to ensure there is sufficient cash flow to offer these credit privileges to the members.

Should you have questions concerning any of the foregoing, please speak with Brice MacDermott, General Manager.

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.

Medical Credits

The first change is to formalize the process by which all members (excluding Social and Junior) can apply for, and receive credit for illness or injury which prevents the member from playing golf for an extended period. To be eligible for the optional Medical Credit, you must purchase the **Injury Benefit Premium** when renewing your membership at a cost of 2% of your annual dues, to be paid at the time the dues are paid. If you decide **not** to purchase the Injury Benefit Premium, you will **not** be eligible to receive any credit for loss of playing time due to illness or injury. A member who must care for an immediate family member who has become ill is also eligible to apply for a credit.

To qualify, the member must not be able to play for a period of more than 60 days. The member must apply in writing for a credit that will be applied to future membership dues. The application must be supported by a certificate from a physician.

Playing privileges of a member who receives this benefit will be suspended. Nevertheless, the member may apply to the Board of Directors in writing to have practice privileges re-instated to assist with recovery.

The credit will be made on a sliding scale as shown in the table below. For those years when the course opens for play prior to March 16, the season will be deemed to be an 8 month season. For those years when the course opens for play after March 15, the season will be deemed to be a 7 month season. An administration fee of \$50.00 will be applied to process each credit.

Percent of Annual Fee to be Returned (Admin Fee Extra)		
Months Remaining	7 Month Season	8 Month Season
8		100%
7	100%	77.0%
6	75.7%	63.0%
5	56.0%	50.0%
4	40.9%	38.0%
3	28.7%	26.0%
2	18.1%	14.0%

Moving Refunds

The process by which members (excluding Social and Junior) who move more than 100 kilometres from Kamloops and will miss a minimum of 3 months or more of the golf season may receive a refund for a portion of their dues. The member can apply in writing to the Board of Directors for, and receive a refund of the annual fee based on the table for medical credit. It is not necessary to pay a benefit premium at the present time. A \$50.00 administration fee will apply for all such refunds.