



# Flexi Membership FAQ's

## **COVID-19**

Please note that some of the information below is currently unavailable or is subject to change at short notice due to the restrictions and social distancing guidelines in place to keep our staff and our members safe during the Coronavirus pandemic.

## **What do I pay when I join?**

An annual fee of £200 plus a minimum bundle of 100 credits (£175) or choose more to suit your life style and you also receive better value the more credits you buy. There is no joining fee with this membership.

## **How long do I get to use my credits?**

Credits last indefinitely provided you pay the annual fee (£200) and buy the minimum credit bundle of 50 credits (£100) by your renewal date.

## **When can I play?**

You can use your credits to play at Hill Barn Golf Club seven days a week. When you book a tee time you will use your credits as set out below.

HILL BARN FLEXI CREDITS		
ACTIVITY	SUMMER 2021	
18-HOLES	MON-FRI	SAT/SUN
6.30am-12 noon	14 credits	17 credits
12 noon – 3pm	11 credits	13 credits
3pm onwards	7 credits	7 credits
<b>BUGGY HIRE</b>	12 credits	12 credits

## **Will the number of credits used to play a round change at any time?**

Yes, the number of credits used to play will change every six months according to the season. Any changes will be advertised via our website or in the Pro Shop.

## **How far in advance can I book my tee time?**

As a member you can book 14 days in advance and all tee times must be booked online at [www.hillbarn golf.com](http://www.hillbarn golf.com) or via the new 'EliteLive' App. Please note that the credits for each advance booking will automatically be taken from your current balance therefore it is important that you cancel your tee time if you are unable to play so that the credits can be returned to your account. Your credit balance at any moment in time will already have any future bookings deducted from it.

## **How do I book online?**

Just make sure you register your email address with us when you join and you will be sent a verification code and link via email that you will need to follow when you register as a member for the first time.

The 'EliteLive' app is the preferred option and easiest way to book tee times and to order food & drink in the Clubhouse. Please search for 'EliteLive' on the App Store or Google Play Store to download to your phone or tablet.

***Can I bring guests?***

Flexi members can invite members to play and pay a reduced member guest rate. You can also choose to pay for their round using your flexi credits. Just add your own details to the booking for the number of guests you wish to use credits for.

***Can I pay for buggy hire using my credits?***

Buggies are always in high demand and we recommend that all buggies are booked in advance when you book a tee time online. All members will receive an exclusive discount to hire a buggy and you must be 17 years and over.

You can also choose to pay for your buggy using credits which will be taken at the time of booking. If you do not wish to use your credits then please contact us directly to book a buggy separately.

***How do I add extra credits?***

If you run out of credits you can top up online or via the App with any of the credit bundles as set out below, which all represent better value per round.

<b>Credit Bundle</b>	<b>Cost Per Bundle</b>	<b>£ Per Credit</b>
50 Credits	£100.00	£2.00
100 Credits	£175.00	£1.75
200 Credits	£300.00	£1.50
300 Credits	£430.00	£1.43
400 Credits	£550.00	£1.38

***Do I receive vouchers to hand in when I use my credits?***

No, you will be issued with a membership card when you join and your credits are held on the card electronically.

***How can I find out how many credits I have left?***

If you have added a levy to your account you can check your credit balance online or you can request a credit balance in the Pro Shop when you check-in.

***Can I get an official handicap?***

Yes you can! This is a key benefit of being a member rather than just 'paying and playing' – you become an affiliated member with this scheme and can obtain an official handicap recognised by the English Golf Union.

***Can I play in competitions?***

Yes you can! Unlike someone who just pays a green fee – Flexi Membership means you can play in any of the competitions. You will be able to access upcoming members competitions and sign up via [www.howdidido.co.uk](http://www.howdidido.co.uk) or you can download the app to your smart phone or tablet. There is also a members touch screen hub located in the Clubhouse.

***Am I entitled to a discount in the bar and the shop?***

Yes as long as you add a credit (min. £20) to your levy account you will receive 10% discount on food and drink and on the majority of items in the shop.

***What if I lose my card?***

Tell us straight away if you lose your card as we can cancel it and issue a new one for you. You will be liable for any credits used until your card is cancelled.

***Can I change my membership category mid-term?***

You can choose to upgrade to either 5 or 7 day plus membership at any time. We will convert any

remaining flexi credits you have into cash and discount this amount from your new membership fees.

***Can I cancel my Flexi membership?***

As per our terms and conditions regarding annual membership, you cannot cancel your membership part way through the year under any circumstances including medical. Any unused credits or annual fee cannot be refunded or transferred to another member.

***What do I do if I have a query regarding my membership?***

If you have any further queries regarding membership or if there is anything we can do to help, please contact Katie Scopes at the Chichester office on 01243 536666 or email [Katie.scopes@chichestergolf.com](mailto:Katie.scopes@chichestergolf.com) or alternatively please ask a member of staff in the Pro Shop.