

## FAQ

### 1. Bookings and Cancellations of flights

#### 1.1 How and when can I book a flight if I'm a member?

Members can book flights at the counter, on the phone and on the clubs website through the online channel. Booking of flights via internet opens on Thursdays at 5 PM for the following Saturday to Friday. Booking of flights via phone or counter opens on Friday at 6.30 AM for the following Saturday to Friday.

**E.g.:**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
27-Dec	28-Dec	29-Dec	30-Dec	31-Dec	1-Jan	2-Jan
>>>>>>>>bookings from 2nd Jan to 8th Jan<<<<<<<<<						
				>>>>bookings from 10th Jan to 15th Jan<<<<	5pm ONLINE 6.30am PHONE	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
3-Jan	4-Jan	5-Jan	6-Jan	7-Jan	8-Jan	10-Jan
>>>>>>>>bookings from 2nd Jan to 8th Jan<<<<<<<<<						Golf Game
>>>>>>>>bookings from 10th Jan to 15th Jan<<<<<<<<<<						
				>>>>bookings from 16th Jan to 22nd Jan<<<<	5pm ONLINE 6.30am PHONE	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
10-Jan	11-Jan	12-Jan	13-Jan	14-Jan	15-Jan	16-Jan
				>>>>>>>>booking from 23rd to 29th Jan<<<<<<<<		
>>>>>>>>bookings from 10th Jan to 15th Jan<<<<<<<<<						
>>>>>>>>bookings from 16th Jan to 22nd Jan<<<<<<<<<						

#### 1.2 How and when can I book a flight if I'm not a member?

Non-Members and Social Club Members can book flights at the counter, online on our website, on the phone or via email 7 days in advance.

**E.g.:**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
27-Dec	28-Dec	29-Dec	30-Dec	31-Dec	1-Jan	2-Jan
>>>>phone booking for 1st Jan<<<<					GAME	
>>>>phone booking for 2ns Jan<<<<						GAME
>>>>phone booking for 3rd Jan<<<<						
>>>>phone bookings for 4th Jan<<<<						
>>>>phone bookings for 5th Jan<<<<						
>>>>phone booking for 6th Jan<<<<						
>>>>phone b..						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
3-Jan	4-Jan	5-Jan	6-Jan	7-Jan	8-Jan	9-Jan
4th Jan<<<<>>>>						
bookings for 5th Jan<<<<>>>>			GAME			
>>>>phone booking for 6th Jan<<<<>>>>				GAME		
>>>>phone booking for 7th Jan<<<<>>>>>>>>					GAME	

### 1.3 Can I book a t-time for myself and my flight mates?

Yes, when booking a game golfers are required to provide names, membership numbers of the entire flight. When using the online channel incomplete bookings will be cancelled from the system.

### 1.4 Can I play more than once in a day?

A golfer can book and play more than once in a day provided that the time difference between the 2 slots is more than 4 ½ hours.

### 1.5 Can I book a 2 ball slot?

Members may only book a flight for a minimum of 3 balls during the weekend and PH & minimum of 2 balls on weekdays. Single players may walk-in to join flights. Ball matchup will take place for the unused slots. Walk-in visitors are subjected to approval by the Club. During Weekends or PH 2 ball walk-ins are subjected to availability and will be slotted at the last flight.

### 1.6 Do I need to register before commencing my game?

Members with a GIRO account don't need to register and can proceed to the tee box directly, members without GIRO account and non-members have to register at the reception counter before proceeding to the tee-box to commence their game. Customer Service Assistant (CSA) will check the timesheet and inform golfers their scheduled tee-time.

### 1.7 Do I need to produce my golfer's status at the counter?

Members have to produce their membership number at booking time. Non-members have to produce their Club membership Card, Handicap Card (HC) or Proficiency Card (PC), for identification and verification of Status before issuing of the course tickets.

### 1.8 Can a non-golfer follow a player on course?

No, non-golfers are not allowed on course.

### 1.9 Are buggies compulsory at all times?

Members can opt to walk on course or use a buggy.

Buggies are compulsory for all non-members (guests and visitors).

### 1.10 Can I play 9 holes AM or PM?

Members are allowed to play nine holes after the morning & afternoon cross over if the early flights of each session are not taken. Non-members are not allowed to play 9 holes AM and PM.

### 1.11 Can I play 9 holes in the evening?

All golfers can play 9 holes in the evening session, the evening 9 holes game will commence at 4.48 PM to 5.29 PM and limited to 12 flights per day. The interval between each flight is 8 minutes.

### 1.12 When can I book for 9 holes evening game?

Registration for walk-in golfers opens at 4.00 PM of the same day and it is based on first come first served basis.

**1.13 Can I book evening 9 holes game online or on the phone?**

Online and phone bookings for 9 hole games are not allowed.

**1.14 As a member am I allowed to play for free if I walk during the evening session?**

Yes, free walkers can commence play at 5.30PM. Members may register at the starter office (bag drop) before commencing their game.

**1.15 How many guests can be signed up by Members?**

Members are allowed to sign up to 7 guests during the weekdays and 3 guests on weekends & public holidays at guest's rate. Members must play in the same session to enjoy the guest's rate.

**1.16 What happens when my round of golf is interrupted by CAT 1?**

If you have not teed off and decide not to play, a full refund will be given to you. If you have teed off and have not crossed over to the second nine, a 9 hole rain-check will be given to you for use in your next game valid for one month.

**1.17 Can I combine 2 rain-checks?**

No, rain-checks can be use one at a time.

**1.18 Can I cancel my flight free of charge?**

All cancellation of flights for weekdays can be done two days in advance free of charge. All cancellation of flights for weekends can be done three days in advance free of charge; otherwise there will be No-show charges for late cancellation.

E.g.:

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
3-Jan	4-Jan	5-Jan	6-Jan	7-Jan	8-Jan	9-Jan
>>>cancellation free of charge till midnight of 3rd Jan. >>>>	NO SHOW CHARGES FOR LATE CANCELLATION	NO SHOW CHARGES FOR SAME DAY CANCELLATION GAME				
>>>cxl free of charge till midnight of 4th Jan. >>>		NO SHOW CHARGES FOR LATE CANCELLATION	NO SHOW CHARGES FOR SAME DAY CANCELLATION GAME			
>>>>>>cancellation free of charge till midnight of 6th Jan. >>>>>>>>				NO SHOW CHARGES FOR LATE CANCELLATION	NO SHOW CHARGES FOR SAME DAY CANCELLATION GAME	
>>>cancellation free of charge till midnight of 6th Jan. >>>				NO SHOW CHARGES FOR LATE CANCELLATION	NO SHOW CHARGES FOR LATE CANCELLATION	NO SHOW CHARGES FOR SAME DAY CANCELLATION GAME

**1.19 Am I allowed to change my booking?**

Members are allowed to change their bookings from member to member and member to guests at anytime of the date of play. Members are only allowed to change their bookings from guests to members two days prior to play.



- Orchid Country Club, 8 flight per week (Tuesday to Friday).
- Raffles Country Club 2 flights per week (Tuesday)
- Warren Country Club, 2 flights per week (Wednesday)
- Seletar Country Club, 2 flight per week (Friday)
- Changi Country Club

### 3.2 How do I sign up for balloting for reciprocal games?

Members are to fill-up the balloting forms which can be obtained from the Golfing Counter during operating hours. The duly filled forms can then be dropped into the balloting box. This will be acknowledged by the CSA upon receipt of the ballot forms. CSA will refer to the member that submitted the form.

### 3.3 How many times can I sign up for reciprocal games in one month?

Members are allowed to sign up for reciprocal game once a month. Exception can be made if there are still available flights three days prior.

### 3.4 When is the balloting done?

The balloting will be done 09.00 AM of every alternate Saturday. Balloting opens for 2 weeks period each time. The deadline for submission of the ballot forms is 12.00 PM of the day preceding the balloting (Friday).

E.g.:

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
27-Dec	28-Dec	29-Dec	30-Dec	31-Dec	1-Jan	2-Jan
					<b>closing date</b>	Balloting 9 AM
>>>>>>>>dropping off balloting forms for 2nd January >>>>>>>>						
					<b>12:00 PM</b>	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
3-Jan	4-Jan	5-Jan	6-Jan	7-Jan	8-Jan	9-Jan
>>>>>>>>dropping off balloting forms for 16th January >>>>>>>>						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
10-Jan	11-Jan	12-Jan	13-Jan	14-Jan	15-Jan	16-Jan
					<b>closing date</b>	Balloting 9 AM
>>>>>>>>dropping off balloting forms for 16th January >>>>>>>>						
					<b>12:00 PM</b>	

### 3.5 How do I know if my name was balloted?

Once a member’s name is balloted, they will be called via telephone by the Golfing Dept to confirm. The balloted member would then have the option to choose the Club which they are keen to play & the names of the other players in the flight. Members are given up to 3 calls, within 10 minutes interval, to confirm the flight. If after 3 calls, the player does not answer the phone, their ballot will be forfeited and the option will be given to the next balloted member. The balloting is based on the queue system. This means that the person who is balloted first would get the choice/priority to choose the club, session & date which he intends to play. Member would immediately register the names of the players for the game, a minimum of 3 players is necessary to secure the flight. Guests are not allowed to join.

### 3.6 Can I submit the balloting form more than once?

The member must not submit the balloting form more than once. If the name is balloted twice, the names will be ineligible.

### 3.7 Am I allowed to sign up for reciprocal games if I am a PC holder?

PC holders are not entitled to play in reciprocal games.

### 3.8 Can I cancel my reciprocal game?

Confirmation of flights to reciprocal club is given one week before the date of the game. Members will be charged \$20.00 for cancellation of their booking before the flight is confirmed to the reciprocal club; cancellation done after the flight is confirmed to the reciprocal club Members will be charged \$100. Members are allowed to be replaced by other member players free of charge before confirmation is given to the reciprocal club; otherwise each name replacement will be charged \$10.00. No-show will be charged to the Club; respectively SCC will charge the member for the game according.

## 4. Others

### 4.1 Which days are closed for maintenance and what happens if it is a public holiday?

The course is closed every Monday for maintenance for the whole day. Should a public holiday fall on a Monday, the course will be closed the following day after the public holiday for maintenance.

### 4.2 Can I practice at the driving range if I'm not a member?

Yes, the driving range is opened to members, guest and visitors.

### 4.3 Can I use the chipping green and putting green if I'm not a member?

Yes if you are holding a course ticket for the same day.

### 4.4 Is there a Golf Academy?

Yes, SingaGolf Academy is based at the driving range.

### 4.5 Are pets allowed on course?

No, pets are not allowed in the Club and on course. (House bylaws 6.1)

### 4.6 How can I reach the Club?

The nearest MRT stations are Yishun (NS13) and Khatib (NS14). The nearest bus interchange is Yishun Bus Interchange. The buses that stop outside the Club along Sembawang Road are: TIBS 167, 169, 171 and 980.