

Dear Member,

I am writing to inform you of some important changes to the Members' Bar Card system at Brough Golf Club.

Since Brantingham Inns came on board as our catering partner, we have made every effort to retain the members' bar card as a method of topping up and paying in the clubhouse. However, over time it has become increasingly clear that the system is no longer working effectively, both for members and from an operational perspective.

Therefore, both parties have agreed to remove the use of members bar cards, this also means that the mandatory £100 bar levy will no longer be applied to memberships from April 2026 onwards.

### **Why are we making this change?**

#### **For Members**

- The system used in the halfway house is not integrated and relies on manual entry by staff, often at a later point.
- Handwritten names or membership numbers can be difficult to read, leading to input errors.
- These errors understandably cause frustration when incorrect transactions appear and require staff time to investigate and correct.
- Similar issues can occur at the bar if membership numbers are misheard or transposed.
- Service levels can be slower than we would want, as Brantingham Inns currently must operate a two-till system to accommodate bar cards.

#### **For Brantingham Inns**

- Removing the bar card system will allow them to operate a single till system.
- This will significantly improve speed of service, reduce errors, and eliminate the need to correct incorrect transactions, benefiting both members and staff.
- It will also help reduce admin time currently spent by BGC staff and volunteers.

#### **Implementation Timeline**

To ensure a smooth transition, the changes will be introduced in stages:

**From 31<sup>st</sup> January 2026**

- No further member bar card top-ups will be permitted.
- Members will be asked to pay for food and drink using debit/credit card or cash if they have no credit left on their bar card.
- Don't worry — members will **still receive the 10% discount** on bar purchases.

#### **By 31<sup>st</sup> March 2026**

- Use of member bar cards will cease.
- Any negative balances must be cleared by this date.
- Any positive balances should be reduced to zero.

#### **From 1 April 2026**

- A new system will be fully in place.
- Bar cards will no longer be accepted.
- Members will continue to receive a **10% discount** but will be asked to confirm their membership status **(details to be confirmed by Brantingham Inns)**.
- A new system for halfway house payments when unstaffed will be introduced. **(details to be confirmed by Brantingham Inns)**.

#### **Bar Levy**

As part of this change, please note that the mandatory £100 bar levy will no longer be applied to membership from April 2026 onwards.

We appreciate that any change to long-standing systems can take some adjustment, but we firmly believe this move will result in faster service, fewer errors, and better experience for members overall.

Thank you, as always, for your understanding and continued support. If you have any questions, please do not hesitate to contact the office.

Kind regards,

**Richard Jagger**

General Manager

Brough Golf Club