

## Changes to Booking System at DGC

Dear Member,

Over the last few weeks the council have been reviewing the BRS booking system and procedures following multiple concerns raised by members. Our review has concluded the following:

- The BRS booking system has been successfully used at this Club for many years as it has at many other local and regional golf clubs. It served us well during the summer COVID-19 period when playing time was obviously longer.
- In discussions with other clubs (who use BRS and other similar systems) **the issues we are experiencing in terms of securing preferred tee times is a common theme**. Other clubs have tried to address these issues by various means e.g. adjusting time between slots, changing the forward booking systems to different times of the day and limiting members rounds – **unfortunately there is no easy solution**
- Current tee times appear to be booked extremely fast, leading to suspicion that others have alternative methods to 'beat' the system. In discussions with BRS this is not the case – the tee times are being legitimately booked as when the tee times are released golfers are able to book them within 20-30 seconds. If times were appearing on the tee sheet before the allocated release time, then there could be an issue with people beating the system **but this is not the case**.
- Ability to secure preferred tee times is also very dependent on the device (phone, iPad or PC) used to access the system, the members internet service provider and the local network speed – this is why it may seem that some people always get the booking they desire.
- Members generally have a preferred time to play, and potentially there are around 50 other golfers trying to book the same or similar tee time, which increases the risk of not getting the time, then missing out on other times.
- Larger groups that play together could be individually holding times and discussing which time they want to select, therefore restricting other golfers from being able to get a time.
- **Finally and more importantly** with the ongoing COVID situation and limited access to other activities, there is a major increase in our demand for golf and all golf clubs have also seen their members increase, therefore more demand for tee times. While this was managed in the summer months with more daylight hours, in winter this is a challenge with a decreasing window for play but the same demand from members. **Note that DGC has had year to date over 40% additional rounds played compared to 2019 and that was with the course shutdown for 2-3 months!**

In summary, the increased number of people trying to book a tee time coupled with a reduced winter playing time, increased membership, and lack of access to other social activities has resulted in this situation.

The council strives to ensure that all members have the same access to secure their preferred tee times – for example, the recent change to reserve general tee times from 7pm was made to help members who are working secure tee times.

**Nevertheless to further ensure access to tee times and fairness for all our members we are instigating additional changes as follows from Tuesday 1<sup>st</sup> December 2020 until further notice:**

- Members will be restricted to 2 **pre booked rounds** per week (**booking week is from Tuesday to Monday**)
- Additional rounds can be booked via BRS **on the day from 7:30 am** if spaces are available
- **All tee time slots** will be available for booking at all times : any member trying to populate free tee times with 'My guests' in order to tie times up will be charged the appropriate fee: genuine members guests are of course still very welcome.

Members with more than 2 pre booked tee times have until *Thursday 3<sup>rd</sup> December* to remove them otherwise they will be removed for them.

It is expected that these changes will be in place at least through February 2021. We will review the bookings on a regular basis to ensure compliance but also to see if some of these changes can be relaxed.

We would appreciate all members understanding and compliance with these changes. We believe this will allow a much fairer way for all members to enjoy golf over the Winter period.

Ed Martin  
Captain