

Tobiano Member & Corporate Sponsor Policy Manual

Booking policy

Full Play, Intermediate & Weekday Members

- Unlimited play on the days that your Membership applies.
- 7 day advance bookings available online or by calling the Pro Shop.
- 14 day advance bookings with a paying guest, only available by calling the pro shop, a minimum of 1 guest must be paid for at the time of booking all other guests may pay on the day they arrive to play. If a member has chosen to take advantage of the advance booking with a guest, and then arrive without a guest with them, they will **NOT** receive a refund for their guest deposit. If a member adjusts the tee time to no longer reflect a guest within 7 days of their booking, they will **NOT** receive a refund for their guest deposit. Members may be charged the no show fee of \$25 for any guests they have booked that do not show up beyond the initial paid for guest.
- Maximum 3 guests receive the member guest rate, and they must be playing with you in your booking.
- Members may be charged a \$25 no show fee if they themselves are booked into a tee time and do not show up and do not call the pro shop to cancel.
- Members who choose to book tee times outside of their membership booking privileges will be charged the member guest rate that applies on the day of play.

Member Upgrade

- 14 day advance booking privileges for **ONE** tee time per day, the booking can be made online or by calling the Pro Shop
- Members may be charged a \$25 no show fee if they themselves are booked into a tee time and do not show up and do not call the pro shop to cancel. Members may be charged the no show fee of \$25 for any guests they have booked that do not show up.
- Maximum 3 guests receive the member guest rate, and they must be playing with you in your booking.
- Members who choose to book tee times outside of their membership booking privileges will be charged the member guest rate that applies on the day of play.

Weekday Members

- Bookings are restricted to Monday – Thursday anytime and Friday – Sunday during Twilight (times will fluctuate throughout the year based on sunset).

Full Play & Member Upgrade

- The first ½ hour of tee times Friday – Sunday starting May 9th and running until the beginning of September, are reserved exclusively for Full Play and Member Upgrades. This members' block of tee times can be booked 7 days in advance.
- The spots will be available to **members only** until 3 days in advance, then any remaining open spots may be used to add in guests of members.
- **These rounds must be played in 3^{3/4} to 4 hours, fast rounds will not be possible or permitted as the maintenance crew is trying to stay ahead of all members and guests, pace of play is very important for the safety of our workers and their ability to complete their work on schedule. If these guidelines are not met by the members, this privilege will be terminated without notice.**

Junior Members

- Unlimited play on the days your Membership applies.
- 3 day advanced bookings available anytime Monday – Thursday.
- 1 day advance bookings available Friday – Sunday after 2:00 pm.
- Maximum 1 guest will receive the member guest rate and they must be playing with you in your booking.

Corporate Advertising Sponsors

- 2 fully transferable rounds of golf per day up to a maximum of 120 rounds throughout the season.
- Additional rounds beyond the 120 rounds will be at a price of \$70 plus tax per round up to a maximum of 2 rounds per day at this price.
- Minimum 24 hours advance booking privileges and 14 day maximum advance booking privileges, bookings must be made by one of the 3 designated Corporate Bearers.
- All bookings must be done by calling the Pro Shop.
- Same day bookings are not permitted unless it is one of the Corporate Bearers booking for themselves.
- Member guest green fee rate will be available to a maximum of 6 players per day, all guests wishing to receive the guest green fee rate must be playing in the same group as a corporate representative.
- Golfing privileges are not available on group bookings (groups of 11 or more).
- Resale or commercial use of your golf privileges is **NOT** permitted.
- Any no-shows will count towards your round total for the season.

***Please note that we require a credit card on file for all Members and Corporate Sponsors, the card you provide us with will be the one used in the event that you are charged a no-show fee**

Chronogolf/Lightspeed online T-sheet

- Full play, Upgrade, Intermediate and Weekday members will be able to make online bookings through their Chronogolf/Lightspeed account.
- Once you have been set up as a customer in our POS system you will be sent an activation e-mail for your Chronogolf/Lightspeed account, you must then go in and create your username and password.
- Once you have activated your account you will now be able to make online bookings within your membership restrictions.
- You will also be able to view all the reservations you have as well as your club account activity and statements.
- Please note that if you are using the app on your phone, you may not be able to access all the functions that you would by logging on to the actual website (adding guests, deleting reservations etc.).
- Please note that the scoring factor through your Chronogolf/Lightspeed account is not an accepted form of Handicap Tracking, please continue to use the Golf Canada option to record your scores properly. We have linked the Golf Canada information to Chronogolf/Lightspeed so the Handicap you see will be the Golf Canada Handicap.

Check in Policy

- All members and their guests are required to check into the **PRO SHOP** prior to their round. This is necessary for us to know who is at the facility at all times, as well as to relay pertinent information to you regarding your booking or other important things going on that day.
- **CHECKING IN WITH OUTSIDE SERVICES IS NOT CHECKING IN WITH THE PRO SHOP.**
- The pro shop or outside services must assign you a power cart prior to you heading to the first tee (do not just jump in any cart and take off!)

Tee time policy

- Please note that we do not allow groups of more than 4 players in a single tee time at anytime on our facility.
- **Singles and groups of 2 are not permitted to tee off until ½ hour after the first tee time.**
- The golf course reserves the right to combine or add players to singles, groups of 2 and groups of three to best utilize our tee sheet.
- All players must have their own set of golf clubs.

Power Cart Policy

- Our facility is a power cart mandatory facility (walking is not permitted).
- Two power carts will be available for tee times of 3-4 people (if you have booked your tee time as a threesome or foursome you will only be allowed 2 power carts for the booking).
- One power cart will be available for tee times of 1-2 people (if you have booked your tee time for yourself or a twosome you will only be allowed 1 power cart for the booking).
- Additional power carts (up to a maximum of 3 power carts per tee time) may be available at a charge of \$25 per seat (based on availability).

- Additional power carts must be requested in advance and will be issued based on availability.
- If the golf course is pairing, you up with a non-member group or person you will be permitted to take a separate cart at no charge. If you are playing with other members you will be required to share power carts.
- A rider fee of \$25 per seat will be charge for any non golfing riders accompanying you on your round and will be based on cart availability.
- Only 2 people are permitted in a single power cart at one time.
- Juniors without a valid N drivers license ARE NOT PERMITTED to drive the power carts.
- You are responsible for any damage that may occur to the power cart that you have been assigned for your round.
- Please drive with extreme caution.

Personal Power Cart Policy

- Personal power carts are not permitted on the golf course under any circumstance.
- Members operating a personal power cart can use the personal cart to go to the driving range, provided that you check in with the Pro shop prior to going to the range. **DO NOT LEAVE YOUR PERSONAL POWER CART UNATTENDED AT THE DRIVING RANGE.**
- The front of the clubhouse has available parking for a MAXIMUM of 4 personal power carts
- If the 4 designated spaces are full when you arrive you must park your personal power cart in the parking lot
- Parking personal power carts are not permitted outside the clubhouse other than the 4 designated stalls (no parking on the events lawn or lining the cart path towards the practice facility, 1st tee, and 10th tee)
- Tobiano Golf Course is not responsible for any theft or damage of personal vehicles or items on the premises.

Practice Facility Policy

- The driving range will be open daily, 1 hour before the first tee time and will close 1 hour before sunset (times will fluctuate throughout the year based on daylight).
- The driving Range will be closed every TUESDAY EVENING (times ranging from 2:30-4:00 based on sunset and the time of year) and will re-open Wednesday morning when the scheduled maintenance has been completed.
- Full Play, Upgrade, Weekday, Intermediate and Junior members receive full use of the practice facility with their membership.
- Corporate Sponsors may select one of the Corporate Bearers to receive full use of the practice facility throughout the season.
- Guests accompanying a Member or Corporate Bearer must pay a fee of \$25 to use the practice facilities.
- Maximum 1 guest per Member or Corporate Bearer during peak times (this will be at the Pro Shops discretion).
- Power Carts may not be available to use when just using the practice facilities (this will be at the discretion of the Pro shop and based on the tee sheet capacity for the day).

Guest Policy

- Members and Corporate Sponsors are responsible for the actions and behaviours of their guests.
- All guests must check in with the Pro shop prior to their round.
- To receive the member guest rate, the guest must have been booked by the member and must be playing in the same group as the member.

Juniors 12 and under Policy

- Junior golfers 12 years of age or younger may play for free with any Full play, Upgrade, Weekday or Corporate Bearer during the following restricted times:
 - Monday, Tuesday & Thursday Anytime
 - Wednesday before 12:00 pm
 - Friday – Sunday After Twilight
- Please ensure that golf course etiquette is followed at all times (sanding divots, fixing ball marks, no running on the greens etc).
- Please ensure that pace of play is maintained at all times.
- Juniors without a valid N drivers license ARE NOT PERMITTED to drive the power carts.

Pace of Play

- Our recommended pace of play is 4 ½ hours (5 hours on busier days)
- Please note that we are a public facility and a lot of the guests that we have here have never played the golf course before, if a group ahead of you is playing within our recommended pace of play you may not be permitted to play through them.
- Our slow play policy is as follows:
 - The starter will inform all groups of the pace of play (this is your first warning).
 - If you become out of position our Marshall will speak to you and ask you to increase your pace (this is your second warning).
 - if you remain out of position the Marshall may move you to the spot where you will be back in position.
- We ask for your patience and understanding on slow days, our Marshalls are doing the best they can to make the overall experience enjoyable for everyone.

Dress Code Policy

- Proper golf attire is preferred.
- Soft Spike only facility.
- Hard soled shoes, work boots and high heeled shoes are not permitted.
- Bathing suits, halter tops, crop tops, backless tops, spaghetti strap tank tops (straps thinner than 3") and muscle shirts are not permitted.
- T- shirts with offensive graphics or language are not permitted.
- Bottoms or tops with rips or tears are not permitted.

Mens & Ladies' Nights

- Mens & Ladies' Nights run from mid May until mid September (Mens Nights are on Wednesday's and Ladies' Nights are on Monday's excluding all holidays.)
- Tee times are available starting at 12:00 pm.
- Bookings can be made 7 days in advance.
- There is a mandatory cash prize pot to participate.
- All participants must have a valid RCGA handicap to be eligible for net pricing.
- Please visit the mens and ladies' nights section of our website for full details.

Golf Canada/RCGA

- Full Play, Upgrade, Intermediate and Weekday members receive the Golf Canada/RCGA for the season with their membership.
- Corporate Sponsors may select one of the Corporate Bearers to receive the Golf Canada/RCGA for the season.
- If you are a new member or have never had the Golf Canada/RCGA in the past, please contact Head Professional Shannon McGeady (shannon@tobianogolf.com) so she can transfer your account or activate a new account for you.
- The Golf Canada/RCGA is required to participate in Mens & Ladies' Nights as well as the club Championship and other events we may have.
- You are responsible for entering your own scores and maintaining your account to ensure it is up to date.

Reciprocals

- Full Play, Upgrade, Intermediate and Weekday members receive access to Pacific Links (links2golf) for the season with their membership.
- Corporate Sponsors may select one of the Corporate Bearers to receive access to Pacific Links (links2golf) for the season.
- All bookings must be done directly through Pacific Links (links2golf) by emailing teetimes@links2golf.com or by calling +011+86 (4000.600.418), you will require your membership number when booking through Pacific Links. Your membership number can be found on your Chronogolf/Lightspeed profile or you can ask the Pro shop to receive your membership number.
- Please note that in-order to access the online booking form you will be asked to register as a network golfer so that they may process your next tee time request promptly. Links2golf collects an annual administration fee of \$30.00 for registered users and the standard \$10.00 dollar booking fee per confirmed tee time, both of which are charged directly to you.
- We also have reciprocals with GreenTee Langley and GreenTee Westwood. These reciprocals will give our members 10% off the regular priced green fee. In order to receive the discounted pricing, the booking request must be submitted to our Head Professional Shannon McGeady by e-mailing her at shannon.mcgeady@gtctobiano.com.

Member charge accounts

- Full Play, Upgrade, Intermediate, Weekday Members and Corporate Bearers are required to have charge accounts with the Restaurant and the Pro shop.
- The credit card which you provided on your membership form will be the credit card that all the charges will be billed to.
- You will be required to sign the bottom of the receipt for each transaction charged to your account.
- Automatic billing will take place on the 4th day of each month
- You will have full access to your account through your Chronogolf/Lightspeed account.
- It is your responsibility to monitor the charges to your account to ensure no mistakes have been made.
- If you received the early bird credit, that credit will become available once the golf course is open for the season. Please note that this credit is available in the Restaurant and the Pro Shop. The credit is an individual credit even if you have a family account so please ensure that each person tells the staff to charge the item(s) to them specifically to ensure you are using up your credit. The credit must be used prior to the end of the golf season. Any unused portion of the credit will expire on the last day the golf course is open for 2026 and will not be carried over.

The Tobiano Golf Course reserves the right to suspend and or terminate all membership privileges to those individuals not in compliance with our policy and procedures.