



THE METROPOLITAN GOLF CLUB

BOOKING POLICY:

This policy has been developed to ensure fairness, transparency, and long-term sustainability within our booking system.

Vision:

To establish an equitable, and highly efficient booking ecosystem that prioritises the access and playing privileges of our members. By leveraging advanced digital tools and transparent scheduling frameworks, we aim to ensure the maximum utilization of our unique course layout while seamlessly welcoming guests, visitors and groups, without compromising the membership experience.

Allocation of times:

Peak Times: Tee off times that are in high demand amongst our Membership and are defined as Member Times.

Members times are tee off times on Member competition days which are the following:

- Monday Afternoon
- Tuesday Afternoon – Ladies Competition for Members and Visitors
- Thursday Afternoon
- Saturday Morning
- Saturday Afternoon

Booking Process:

Members:

Peak Times:

Member bookings for peak times must be made as follows:

- Monday afternoon via the Monday School Captain;
- Tuesday afternoon via the Ladies Golf Committee and golf bookings;
- Thursday afternoon via the administration and golf bookings office;
- Saturday morning and afternoon via the 'Fair Play Ballot'.
 - Full and Associate Members will receive a dedicated weekly mailer every Thursday at 17:00, sent 16 days before the applicable Saturday.

- Through the link in the email, members can register players as individuals, pairs, threeballs or fourballs.
- The link will be active from Thursday at 17:00 until Friday at 12:00.
- Tee times will then be allocated according to the fair play policy that has been implemented by the Management Board.

Fair Play Policy: If the morning or afternoon tee sheet is oversubscribed, a fair play algorithm will determine which members are allocated a tee time.

Non-Peak Times:

- Member bookings for non-peak times open 3-weeks prior to the scheduled day.
- Bookings must be made via the Clubmaster app or through email or telephone to the administration and golf bookings office.
- Bookings may be made as a fourball, or individual names may be entered.
- If a booking does not contain four names 48 hours prior to tee off, the open places will be made available for other Members to join this tee time.
- Where a booking includes a member's guest, the guest's details must be submitted at least 48 hours prior to the tee time.

Bookings must be made as four individual names inclusive of name, surname and contact information.

No long-term, regular advance bookings will be permitted or granted.

Visitors:

Up to 14 days in advance:

- Visitor bookings can be made via the club's website, email or telephonically through the administration and golf bookings office or pro shop.
- On creation of the booking, a payment link will be mailed through the Clubmaster booking system. The booking will show as confirmed on receipt of payment with a payment period of 6-hours afforded for payment.

Greater than 14 days in advance:

- The club will afford visitors the opportunity to book 28 days in advance through the club's website.
- The website rate is set as an online booking rate and is not dependant on affiliation status.
- On creation of the booking, a payment link will be mailed through the Clubmaster booking system. The booking will show as confirmed on receipt of payment with a payment period of 6-hours afforded for payment.

Groups:

- Group bookings (5 or more players) must be made through the 'Events and Groups Manager'.
- Bookings can be made telephonically or via email to events@metropolitangolf.co.za.
- Approval by Management is required for any Group Booking on a Sunday.
- A 50% deposit is required at least 4 weeks prior to the confirmed date.
- Final payment is due 7 days before arrival unless otherwise agreed upon by Management.

Member Guest Policy:

- A Member Guest may only utilize the benefit once per month.
- There are currently no restrictions on the number of member guests permitted per member and this will be reviewed going forward.

Cancellations & Refunds:**Visitor Bookings:**

- Cancellations made by 17:00 seven days prior to the tee time will receive a full refund or credit.
- Cancellations made by 17:00 two days prior to the tee time will forfeit 50% of the fee paid.
- No-shows or cancellations with 48-hours of the day will be charged the full green fee rate.

Member Bookings:

- Decision is pending from the Golf Committee and Management Board.

Enquiries:

- Should any member have questions or concerns regarding this policy, please contact the General Manager, either via email or in person.
- We appreciate your cooperation and support as we implement this policy to ensure fair and equitable access for all members.

Exceptions and Variations:

- The Club reserves the right, at its sole discretion, to grant exceptions to this Booking Policy under special or unforeseen circumstances. Any exception may be applied on a case-by-case basis where it is deemed necessary to ensure the fair, efficient, and effective management of golf operations, member access, or visitor requirements.
- Exceptions may include, but are not limited to, operational needs, special events, weather-related disruptions, course maintenance considerations, or unique member or visitor circumstances.
- Any temporary variation, adjustment, or suspension of this policy does not constitute a permanent amendment and may be withdrawn or modified at any time as determined by Club Management.

Contact Details:

Club Contact Details: (+27) 021 430 6011
General Bookings: bookings@metropolitangolf.co.za
Group Bookings: events@metropolitangolf.co.za
Membership Manager: sima@metropolitangolf.co.za
General Manager: manager@metropolitangolf.co.za
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