

FAQs for My Club Card at Innerkip Highlands Golf Club

About My Club Card

Innerkip Highlands Golf Club has developed a loyalty program for our valued customers. This program is highly recommended for anyone who intends to play a minimum of 2 rounds of golf or more in a season. **My Club Card** is designed to provide you with the absolute best value available in golf, as well as for ease of use.

My Club Card is a wallet-sized photo ID card perfect for the frequent golfer, the casual golfer, juniors, couples and families. **My Club Card** is for individuals who want:

- ✓ The best possible discounts on golf, rentals, merchandise and food and beverages
- ✓ Flexibility
- ✓ Low upfront costs

What Are The Benefits of My Club Card?

My Club Card entitles you to the following benefits:

- 25% off posted Green Fee and Rentals
- 10% off all merchandise in the Golf Shop
- 10% off Food and Beverage purchases (*excludes alcohol*)
- An optional pre-paid balance for a fast and secure method of payment for all purchases at the golf club. Use this account as a declining balance to simplify your transaction time at time of purchase.

What Costs are Associated With My Club Card?

My Club Card is available for an annual fee of \$25.00. The card expires each year on December 31st, however you can keep your card and simply reactivate it the following season.

Does My Club Card Expire?

Yes. At the end of each calendar year on December 31, **My Club Card** expires. Each spring you must renew or reactivate your **Club Card** for the \$25.00 annual fee if you wish to take advantage of the discounts associated with **My Club Card**. If you lose your card over the off-season, or you want a new photo taken, we will reprint you a new card each season. If there is money remaining on your pre-paid balance, it will carry over automatically to the following season.

Does Everyone in My Family Require My Club Card to Receive These Excellent Savings?

Anyone who wants to receive **My Club Card** discounts must have their own unique Club Card. If purchasing two or more cards, you may choose to link the cards and share a single pre-paid balance. Each card purchased is \$25.00.

What Is a Pre-Paid Balance and Why Should I Create One?

You are eligible for a pre-paid balance with the purchase of **My Club Card**. The creation of your pre-paid balance can make your life easier at the golf club by simplifying your transaction time for each and every purchase. Simply pre-pay your balance with a dollar value of your choice (in the same way you would a gift card) and use that as a declining balance for all your purchases. This transaction can be completed with any form of payment (debit card, credit card, cash or cheque). If you have money left in your balance

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at the end of the season, it will remain in your pre-paid balance. You can use this balance to renew your Club Card the following season, or you can simply continue to purchase product until your balance reaches \$0.

Do Linked Cards Require Their Own Pre-Paid Balance?

If you have purchased two or more Club Cards and have linked them together, all cards can access the pre-paid balance on the primary account it was created for. The photo ID feature of your **Club Card** prevents anyone else from using the card if it is lost or stolen.

How Do I “Top Up” My Pre-Paid Balance?

You can “top up” or increase your pre-paid balance at anytime. Please see our Golf Shop staff to do so.

Does Innerkip Highlands Golf Club Sell Memberships?

We do not sell traditional memberships. **My Club Card** provides the best value in golf for the majority of players. You are invited to make use of all our Clubhouse facilities and take advantage of discounts on merchandise, food and beverage purchases. If you’re looking for great golf at an affordable price, **My Club Card** can do that for you. The personal account you can create with **My Club Card** adds some of the conveniences associated with traditional memberships while not forcing you to have annual minimums.

Can I Create a Personal Account Without Being a Club Card Holder?

No you cannot. To create a pre-paid balance you must be a **Club Card** holder.

When Can I Use My Club Card?

Any day, any time, with any transaction at the golf club. There are no limits on the number of rounds, rentals or purchases that can be made using your **Club Card**.

Are There Any Restrictions to My Club Card?

My Club Card cannot be used during a club tournament, an outing, a promotional golf special or daily deal, or when using a third-party coupon.

Do I Receive My 10% Discount on Alcohol?

Unfortunately, we cannot give the 10% discount on alcoholic beverages. If you are looking for drink discounts, we recommend you become familiar with our drink specials. We have *Social Hours* every day of the week between 2 - 5 pm where you receive \$1 off your alcoholic beverage. Also, on Tuesday’s we offer \$2.50 Caesars.

When Can I Buy My Club Card?

You can purchase your **Club Card** anytime during the season in our Golf Shop. However, for you to save the most money, purchasing your **Club Card** early in the season is your best option.

What Is The Cost If I Purchase My Club Card Late in the Season?

My Club Card has an annual \$25.00 fee. We therefore recommend that each customer purchase **My Club Card** as early in the season as possible in order to receive the maximum discount benefits.

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What If I forget My Club Card at Home?

It is important that you bring your **Club Card** with you to the course. Presenting your **Club Card** upon check in makes it simpler for our staff and ensures discount accuracy and efficiency.

What If I Lose My Club Card?

Please notify us immediately so we can cancel your Card. The photo ID feature on **My Club Card** prevents anyone else from using it. A replacement card will be issued immediately for a \$10.00 fee.

What Information Am I Required to Provide When Registering for My Club Card?

Upon purchase, we require your contact information (full name, email address, phone number and postal code) as well as your photo. The photo will be taken in our Golf Shop and printed on the back of your card.

Is There a Junior Club Card Option? What Savings Are Juniors Entitled To?

Juniors can purchase **My Club Card** for \$15.00. Since junior golfers already receive reduced green free rates, the **Junior Club Card** only applies to the discounts on merchandise, food and beverages.

Can I Use My Club Card at Merry-Hill Golf Club?

Unfortunately no. If you wish to benefit from the discount structures at both courses, you will require each unique **Club Card**. Innerkip Highlands and Merry-Hill Golf Club run as two independent businesses.

I am a League Player. How Does This Affect Me?

League Green Fees vary with our seasonal pricing. If you wish to receive 25% off your golf and cart rates, you must purchase your **Club Card** for \$25.00. You can, of course, use your **Club Card** outside of league play to receive your discounts.

Will I Receive a “Rain Check” If I am Unable to Complete My Round Due to Weather or Other Unforeseen Circumstances?

If you are unable to finish your round of golf you will receive a coupon for the number of unfinished holes.

Can I Create a Corporate Pre-Paid Balance?

Absolutely. You can create a pre-paid balance that your employees can access. We require a list of employees that are authorized to access this Corporate Pre-Paid balance. Each employee is required to purchase their own unique photo ID Club Card for the cost of \$25.00.

Can I Purchase a Gift Card?

Absolutely, golf makes the perfect gift! Gift Cards are available in the Golf Shop and online.

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What If I Bring A Guest With My Club Card?

If you bring a guest out and treat them to a round of golf, you will receive 25% off your green fee and 10% off their green fee. A limit of three guests receiving 10% off each visit will be applied.

I have a Gift Certificate From A Previous Year, Is It Still Valid?

Of course, bring it in and we will honour the value.

Other Information

1. Once a confirmation of a tee time has been received by you (online or by phone), the price for each reserved player is locked in and will not change. We do however reserve the right to market any remaining spots if you have not booked a full foursome, at a price that may or may not vary from the price you paid.
2. Booking your tee time now requires the names of all people in your group at either the time of booking, or at check-in. One of the “smart” features of our new software will keep track of your usual playing partners. The system will “suggest” names for your group making this process quite easy after your first few rounds.
3. Online posted green fee rates do not indicate the Club Card rate. As in previous years, the appropriate discount will be applied at time of check-in.