

## Tee Time Frequently Asked Questions

We have now been living in the post lockdown, pandemic world for at least 6 months. Because of the pandemic, for maximum health and safety through social distancing, Valley Golf introduced tee off times as a part of its standard operating procedure. As it is relatively new to Valley Golf culture, some questions have arisen and even become frequently asked. Below are some of those questions followed by *management's answers*. If you still have additional questions, please forward them to [info@valleygolf.com.ph](mailto:info@valleygolf.com.ph).

- 1. If I don't have a tee time on a day and wish to play, I was told, I can call early and see if any time slot freed up. And I can avail of that. Have not done this myself though.**

*Within our guidelines, tee off times not consumed 3 days or less before day of play may be availed of by any member. You can contact to our registration or to S&G and they will assist with the reservation. For example, when viewing the online system, you see a tee time that is free tomorrow, but you have already used your one-time per week booking so the system will not accept your reservation, that is the time when our staff is authorized to assist. If more than 3 days before the day of play, our staff CAN'T make the booking for you.*

- 2. We booked 3 consecutive flights, are we allowed to switch players between flights? Some got delayed by traffic, etc.**

*Yes. Remember our concern is social distancing and to avoid gathering. So long as the players are on the tee time reservation, if members switch around flight mates among those who are scheduled to play, this is fine. Just do not be a walk-in; you need to be on the reservations.*

- 3. Or even add players not listed for example, 3-some lang ang flight ko on playing date, given that no others can add to my tee time and there's a free slot anyways... If yes, this should be done No of minutes with the Registration.**

*So long as the added player is not a "walk-in" and has been added prior to coming to Valley Golf, this is not a problem. If you know you still have an open slot, and you want your friend to join, call Valley Golf registration or S&G in advance, and our staff will add in the player to the booking. But make sure the player is added BEFORE COMING TO VALLEY GOLF to ensure social distancing and NO CROWDING.*

- 4. Another question... I have an 812am tee time. Came early and asked and was told the 748am cancelled, can we request to be moved to the 748am, given that we are all ready, and an earlier time slot freed-up.**

*Yes. Just let the starter facilitate for you, but this is perfectly fine. But players should NOT arrive extremely early in hopes of gaining an earlier tee time as this will lead to overcrowding at registration and cause social distancing problems.*

*Because of potential traffic issues in Metro Manila, it is not possible to give a fixed number of minutes that is minimum or maximum arrival before tee off time. Members must be making good faith efforts to arrive a reasonable number of minutes prior to their SCHEDULED tee off time.*

- 5. Booking member did not show on the day (for whatever reason) but the other 3 booked players played. Will the booking member be fined?**

*Good question. Current practice is to only charge if the entire flight is a no show, P500 x no. of players registered in the flight.*

- 6. I have no tee time but went to Valley and tried to find friends with tee times and free slot. Can I join them even though I am not in the flight list?**

*This is one of the few STRICTLY NOT ALLOWED. Because, if people start showing up at Valley without a reservation or a flight that they are scheduled into, there becomes an uncontrollable possibility of number of persons coming to Valley looking for a game. This is when and how social distancing problems arise. Again, we are trying to make the solution to this as easy as possible. If, for example on that morning you open the reservations system and you see slots that are NOT TAKEN, just contact to our registration or S&G staff and we will add you into the flight.*

- 7. One of our flight mates is running a few minutes late and the group after us is ready. Can we switch tee times? Or shall we tee off and let the late player catch-up?**

*Either situation can be done and is okay. If the group following is ready, and wants to change with you, that is best case. Just please coordinate with the starter to facilitate.*

*If the following flight would not be ready in time, maybe 4<sup>th</sup> player is just finishing his/her breakfast for example, then you should tee off first on your designated tee time, and your late player will catch you up on the course.*

*What should not be done is to create a delay that will affect all the following flights and tee off times.*

**8. Rain delay protocols? I have a 712am tee time, but it was raining and we didn't tee-off, as with the 648am and 700am tee times ahead of us? Rain stopped at 724am. Who should tee-off?**

*This is another excellent question. The first point is, if the rain is such that it is reasonable that no one would tee off yet, when the conditions improve to where play can already commence, then the integrity of the order of play will prevail. The earliest flight will tee off first and so on .*

*In the event, it is fairly strong rain, and we do not want any of our members to feel forced to risk getting sick, given the above scenario, if for example the 7:12 flight is willing to tee off in the rain, the starter may switch the tee off times. Then, when the rain lets up enough for healthy play, again the integrity of the order of flights will take precedent.*

*Switching tee off times is NOT forbidden but should just be managed by the starters. No one from a later tee off time can “force” themselves into an earlier tee off time, however, if an earlier tee off time is not being used either because of late arrival, or inclement weather, the starter will facilitate moving the tee times to ensure we stay as close to on schedule as possible, and maximize convenience to members, while also ensuring social distancing guidelines.*

**9. Is Management trying to make golf less convenient for members?**

*That is the farthest idea from the truth. We are trying to build in as many flexibilities as we can into the system while ensuring that we do not compromise health and safety guidelines for all of our members.*

***The goals of our tee time system are to:***

- A. Ensure health and safety guidelines as recommended by the IATF and NGAP are implemented.*
- B. Ensure equal and fair access to all members.*
- C. Ensure all tee off times are used to their maximum potential. To do this, please understand that as per our guidelines, Management reserves the right to add players of less than 3 or 4 together to form a foursome.*