

# **Booking Tee Times at Whitevale Golf Club**

## **Introduction**

Like most golf courses, Whitevale uses an automated system to manage tee time bookings. This system, called GolfRez, is available through the Whitevale member's website using a browser or a smartphone. GolfRez is also accessed by the Professional Staff in the Pro Shop where overall control of the process is managed.

## **The Tee Time Lottery**

Whitevale members play a lot of golf, much more than some clubs where members can simply walk on or phone for a same-day tee time. Whitevale Golf Club uses a tee time lottery to provide members with fair allocation of golfing privileges. Members enter their requests (called ballots) into the tee time lottery at any time during a window that starts 8 days before the day of play and goes until 4 days before the day of play. This 4-day window allows members to take their time to decide what tee time they would like, because the time that the ballot is entered has no effect on its priority.

Four days before the day of the play, the lottery is run. During this process, some ballots may be merged (e.g., two twosomes may be merged to create one foursome), and actual tee times are assigned. The assigned tee times are posted in GolfRez and shown on the member website.

## **Lottery Prioritization**

The lottery's task is to assign tee times based on pre-established priorities. The lottery uses a set of rules (an algorithm) to determine which ballots are drawn first, and therefore which members get the first chance at the tee times they request.

At Whitevale, the lottery algorithm is based upon rounds played in the last 2 weeks. The playing history for each person in the group is analyzed and a point is given for every round played and for every round booked (with a tee time) but not yet played. The lottery algorithm also adds a point for a member cancellation or for a no-show (as if that round had been played). The points are summed for all members in the group and then divided by the number of members, thereby equalizing the calculation for groups of all sizes or for groups with guests. The first group to be assigned a tee time is the group with lowest number of points, the second group is the second lowest number of points, etc. In the event of a tie, the program randomly chooses a group to break the tie.

Some exceptions can occur. In the event of a bad weather day, the Club management may choose to consider all cancels as weather cancellations, in which case no points are assigned. If a member changes a tee time on a day after the lottery has been run, the tee time cancellation is not counted as a point. Cancelling a lottery ballot or removing a player from a lottery ballot does not count as a point; only booked tee times (post-lottery) count.

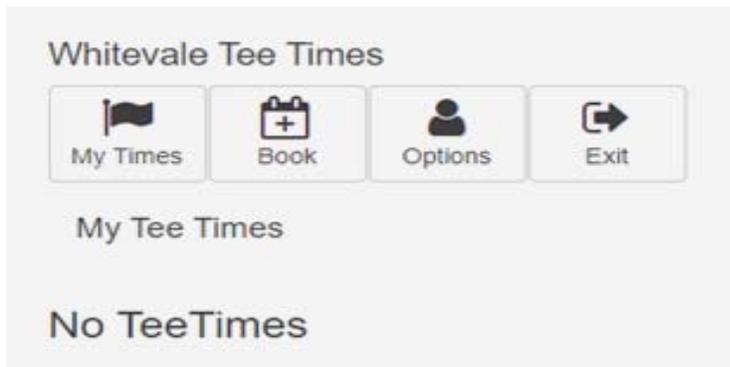
## **Making a Lottery Request**

Requesting a tee time is a self-serve function. All members are expected to have Internet access or to obtain assistance from someone who has Internet access. To begin the booking process, go to the member website and click on the "Open WebRez" button in the "My Bookings" block. (WebRez is the Internet part of GolfRez.)

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After clicking, a new browser window will open and if you have no current tee times or lottery requests in the system, this will appear:



To make a lottery request, click the Book button, select the date and then the time that you wish to book. The following will appear:



Use the search field to find the additional members who will join you, and use the "Named Guest" button or the "Guest" button to add guests (if guests are allowed at this tee time). You may select "Guest" (i.e., not providing a guest's name), but you are expected to provide the actual name as soon as you know it.

After all players have been identified, click on "Apply for Ballot" and the lottery ballot will be registered in the system. Emails will be sent to all players to let them know they have been booked.

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### Booking a Tee Time after the Lottery

Booking a tee time after the lottery has been run is almost identical to the process of submitting a ballot. The difference is that all available tee times are known, and you can choose the one you want, or you can join an existing group if it has an open spot.

Click on the Book button, select the date, and the tee sheet for that day will appear. Available tee times will have no players listed; incomplete groups will appear with less than 4 players. To make a booking, click on the icon on the left side which shows the time.

#### Tee-Sheet

 Apr 5 (Mon) 

 7:00 <sub>AM</sub> WGC 1		
 7:09 <sub>AM</sub> WGC 1	John <b>Pullam</b>	Mark <b>Brewer</b>
 7:18 <sub>AM</sub> WGC 1		
 7:27 <sub>AM</sub> WGC 1	Lorne <b>Rogers</b>	Mark <b>Crerar</b>
 7:36 <sub>AM</sub> WGC 1		

### Changing a Lottery Ballot or a Tee Time

Changing either a lottery ballot or a tee time is a simple matter. Just locate the ballot or tee time by date and time, then click on the icon, then apply the change. It is important to remember that cancelling an assigned tee time will result in a "round played" being added in the lottery calculation, unless another round is booked on that same day.

To make a tee time booking on the day of play, or to cancel or change an existing booking, you must call the Pro Shop. Members cannot make changes to the current tee sheet by themselves.

### The Member Home Page

The GolfRez system sends the status of all lottery ballots and tee times to the Whitevale member website hourly. As a result, the tee times and lottery ballots that you see on the

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member home page may not be current. If you need up-to-the-minute information, you should click on the Open WebRez button and view your information in WebRez.

### **Ensuring Fair Access to the Tee**

The rounds played algorithm and the procedures that we have implemented are intended to provide fair golf course access for all members, in accordance with the rules established and documented in the Whitevale bylaws and policies. While we have reduced opportunities for people to “game the system”, we need the active support of our members and the spirit of sharing to ensure that every member receives fair treatment.

We ask all members to respect the intent of these procedures and to place their lottery ballots and make tee time bookings as intended. Cases of members who choose to work around the system (e.g., using phantom golfers to block spaces) will be treated as disciplinary matters.