Chronogolf Demo Sessions FAQ’s

1. Why the systems change?

We are always looking to enhance the membership experience and we believed there were other systems on the international market which could help us achieve this. The introduction of Chronogolf is designed to enhance the membership experience, provide the Golf Club with a competitive advantage against competitors while also providing a far more integrated operating system; reducing administration and increasing efficiency which we hope will result in improved customer service.

BRS Golf is a good system and we are sorry in many respects to be moving away. The big issue with BRS Golf however is that it does not integrate with any other systems so providing an integrated operation was impossible. The functionality of the new integrated system will significantly enhance the members experience over what BRS Golf can currently provide.

1. Credit card mandatory, why?

There are two main reasons for having a form of payment attached to each account.

Firstly, members will have an account to which they can charge purchases be that golf, pro shop purchases or bar / restaurant purchases. Whatever debit is built up in each member account will be charged monthly in the proceeding month.

Secondly, there is significant time spent chasing and processing membership renewals each year. By creating an auto renewing process, we can significantly reduce the time associated with renewals and focus more on standards and customer service. Currently a credit or debit card can be used as a payment method. From January, bank accounts can also be used via IBAN & BIC details if that is preferred.

All payment details are held by Stripe, a global payments solutions company that operates in 100+ countries worldwide. Stripe was founded by the Collison brothers from Limerick several years ago who won the BT Young Scientist of the Year Award. Their company is now worth billions of dollars and is fast becoming the largest processor of online payments globally. Many people may be aware of and use Pay Pal. While Stripe is a competitor, its solutions offer many advantages over Pay Pal including security. The Golf Club, its staff or Chronogolf will never hold our client’s data. All that information is stored by Stripe and encrypted. Given the nature of their business, Stripe has an extremely robust security system and have never experienced a security breach. We dedicated significant time during our search and due diligence process to the criteria of data security and are satisfied that Chronogolf and Stripe is the best option available to us to protect our customers.

Most people purchase items online be it groceries, airline tickets, cinema tickets etc. Many people also provide payment details to pay insurance, LPT, toll tags, gym memberships etc. What is being proposed is no different and will improve the membership experience. Credit cards offer the best buyer protections available, but members can choose to use bank details in the New Year if they wish. Another alternative would be to use pre-paid cards rather than your existing credit cards if members are in any way reluctant to provide these details. Swirl Card and Revolut are two such options which leverage the Mastercard platform to offer pre-paid cards which can be topped up easily online or in the case of Swirl Card via a Payzone outlet.

1. How will it affect me if I am not prepared to give my card details?

A payment method is required to set up your account and use your membership. An alternative to credit card is a pre-paid card such as Swirl Card or Revolut or the option of bank account details will be available in January.

1. Changes to flexible membership payment terms, was 10 months it’s now 6 months, why?

Previously deferred payment options were processed using Premium Credit and there was an option to do this over 6 months or 10 months. With the change in system, new approach and adding of flexible credits to accounts, we are limited to providing a deferred payment basis over 6 months only. 10-month payment options are available on all unlimited membership categories.

1. Flex credits roll over, why the change to allow only 10%?

The flexible model was introduced as an alternative payment method rather than a discounted form of membership. For equity purposes with unlimited members, it is important that members use their credits each year. Most members do but we want to ensure that all flexible members use at least 90% of their credit in the year to which it applies.

1. Auto renewal processes, if notice has not been given why not cancel the membership 30 days prior instead of charging?

Members will receive a notice of their membership renewal 60 days in advance. 90% of members renew their membership therefore it is much more efficient to automate the renewal process and manually adjust for the 10% than the opposite.

If members receive their renewal notice and decide they do not intend retaining their membership, a simple call or email is all that is required to cancel the membership on the renewal date

1. Auto renewal process, can I get a refund if I decide not to join less than 30 days, but I give notice before the anniversary of my renewal date?

30 days’ notice is required to terminate your membership. All other cases will be dealt with on a case by case basis

1. An existing member who does not have an email account, how do they activate their Chronogolf account?

This can be facilitated with management on site. A parent’s email address can be used in the case of junior members who may not have an email address.

1. Will there be an option to turn off the credit/debit card utility?

No but the credit limit can be reduced to €0 if a member wishes. Their credit card will be charged their membership renewal unless alternative payment is received before the renewal date

1. Can you pay by cash?

Yes, as long as you do so before the renewal date

1. Can you top up?

Yes

1. Will I still have a flexible account and a shop account?

There will be one account for all transactions. You will also have a competition purse to pay for weekend members competitions.

1. Can you use your flex credits to pay for your competitions?

No

1. Can I play golf if I have not activated my account, but I have paid my subscription?

Members will be required to activate their account to access the system to book golf

1. What is my credit limit?

Accounts credit limits will default to €500

1. Account restrictions, it is inconvenient during the system transfer that I will be unable to charge my account, what are my options?

Provide an alternative method of payment. Some Flexible members have queried offering complimentary golf during this period, however this would put unlimited members at a disadvantage.

1. Who will have access to my contact information? Where is it stored and how safe is it?

Currently, your contact information is stored in our existing system which is located on an onsite server. Your contact information will not be stored in Chronogolf, which is a cloud based system which uses a data centre that offers significantly greater protection than our existing on-site server

1. If I invite a guest by sending them an email from the system, will they receive marketing emails?

No. They will need to opt in if they wish to receive marketing emails.

1. What happens if there are charges on my account that I did not consent to?

Our policy will be that staff will scan cards to apply a charge to a person’s account. We will be doing this to avoid this very incident. In the unlikely event that there is a charge on your account not related to you, you will have much greater visibility of this with the new system and you should advise management as soon as you become aware of an issue.

1. What happens if I do not show up for a game of golf? Will I be charged?

Current policies in this area are not being changed. Existing policies will remain in place for the foreseeable future.

1. Why does the Scoring module not work? Will I still have a Competition Purse?

Ireland is currently part of CONGU for handicapping purposes. There are a few software providers licensed to CONGU but Chronogolf is not one of them. Therefore, the scoring module does not work. As a result, we will be continuing to use Club Systems for handicapping and in some cases, this will mean an upgrade to Club V1 which is cloud based and will make life easier for competitions and handicap secretaries. How Did I Do is part of Club Systems.

There is a planned moved towards a World Handicapping system which is why Chronogolf is not able to proceed with applying to CONGU for a licence. Once the World Handicapping system is placed, Chronogolf can then be used for competitions, handicapping and the Scoring module can then be used.