



# Flexi Plus Membership Terms & Conditions



## **What do I pay when I join?**

An annual subscription fee of £270 plus a minimum bundle of 50 credits (£125) or choose more to suit your life style as you will receive better value for money the more credits you buy. There is no joining fee with this membership.

## **When can I play?**

You can use your flexi plus credits to play 18-holes on the Tower & Cathedral course and 9 holes of Footgolf. As a Flexi Plus member you have unlimited access to play the 9-hole Par 3 course without having to use any additional credits (unless it is closed for Footgolf). You are not able to use your credits to play at our sister clubs at Hill Barn Golf Club or Horton Golf Park. When you book a tee time you will use your credits as set out below.

Flexi Credits	WINTER 2023 – From 1 <sup>st</sup> November 2023	
<b>TOWER</b>	<b>MON-FRI</b>	<b>SAT/SUN</b>
7am-12 noon	13 credits	16 credits
12noon-onwards	7 credits	7 credits
<b>CATHEDRAL</b>	<b>MON-FRI</b>	<b>SAT/SUN</b>
7am-12 noon	15 credits	18 credits
12noon onwards	7 credits	7 credits
<b>ACTIVITY</b>	<b>MON-FRI</b>	<b>SAT/SUN</b>
PAR 3	3 credits	3 credits
BUGGY HIRE	12 credits	12 credits

Flexi Credits	SUMMER 2024 – From 29 <sup>th</sup> March 2024		
<b>TOWER</b>	<b>MON-THURS</b>	<b>FRIDAY</b>	<b>SAT/SUN</b>
7am-1pm	14 credits	15 credits	17 credits
1pm-3pm	12 credits	13 credits	14 credits
3pm-onwards	8 credits	8 credits	8 credits
<b>CATHEDRAL</b>	<b>MON-FRI</b>	<b>SAT/SUN</b>	<b>SAT/SUN</b>
7am-1pm	16 credits	17 credits	19 credits
1pm-3pm	13 credits	14 credits	15 credits
3pm onwards	8 credits	8 credits	8 credits
<b>ACTIVITY</b>	<b>MON-FRI</b>	<b>SAT/SUN</b>	<b>SAT/SUN</b>
BUGGY HIRE	13 credits	13 credits	13 credits

## **How do I book my tee time?**

As a Flexi Plus member you can book 14 days in advance and all tee times must be booked online via our booking portal <https://www.e-s-p.com/elitelive/login.php>. Please refer to your welcome information about how to do this.

Please note that the credits for each advance booking will automatically be taken from your current balance therefore it is important that you cancel your tee time if you are unable to play so that the credits can be returned to your account. Your credit balance at any moment in time will already have any future bookings deducted from it.

## **Do I receive vouchers to hand in when I use my credits?**

No, you will be issued with a gold membership card when you join and your credits are held on the card electronically.

**Can I bring guests?**

Flexi Plus members can invite members to play and pay a reduced member guest rate (excluding Par 3). You can also choose to pay for their round using your flexi credits. Just add your own details to the booking for the number of guests you wish to use credits for or just book for yourself and add guests in the shop before your play.

**Can I pay for buggy hire using my credits?**

Buggies are always in high demand and we recommend that all buggies are booked in advance when you book a tee time, either online or via the app. All members will receive an exclusive discount to hire a buggy and you must be 17 years and over.

You can also choose to pay for your buggy using credits which will be taken at the time of booking. If you do not wish to use your credits then please contact us directly to book a buggy separately.

**How do I add extra credits?**

If you run out of credits you can top up online or via the app. Select the levy top up page with any of the credit bundles as set out below, which all represent better value per round.

Please note that it is a requirement to top up with a minimum of 50 credits when you renew your membership. Therefore please take this account when choosing the right credit bundle when you top up.

Credit Bundle	Cost Per Bundle	£ Per Credit
50 Credits	£125.00	£2.50
100 Credits	£200.00	£2.00
200 Credits	£325.00	£1.62
300 Credits	£455.00	£1.51
400 Credits	£575.00	£1.43

**How can I find out how many credits I have left?**

If you have added a levy to your account you can check your credit balance online or via the app.

**Will the number of credits used to play a round change at any time?**

Yes, the number of credits used to play may change every six months according to the season. Any changes will be advertised via our website or in the Pro Shop.

**How long do I get to use my credits?**

Credits last indefinitely provided you pay the annual fee and buy the minimum credit bundle of 50 credits by your renewal date.

**Can I get an official handicap?**

Yes you can! This is a key benefit of being a Flexi Plus member rather than just 'paying and playing' – you become an affiliated member with this scheme and can obtain an official handicap recognised by the English Golf Union.

**Can I play in competitions?**

Yes you can! Unlike someone who just pays a green fee – Flexi Plus Membership means you can play in any of the competitions. You will be able to access upcoming members competitions and sign up via [www.howdidido.co.uk](http://www.howdidido.co.uk) or you can download the app to your smart phone or tablet. There is also a members touch screen hub located in the Clubhouse.

**Am I entitled to a discount in the bar and the shop?**

Yes as long as you add credit (min. £20) to your levy account and you will receive 10% discount on food and drink and on a majority of items in the shop.

***What other benefits are there?***

As a Flexi Plus member you can also receive extra credit on the driving range by purchasing a 'range credit top' up via 'Your Golf Booking' account.

***What if I lose my card?***

Tell us straight away if you lose your card as we can cancel it and issue a new one for you. You will be liable for any credits used until your card is cancelled.

***Can I change my membership category mid-term?***

You can choose to upgrade to either 5 day or 7 day plus membership at any time. We will convert any remaining flexi credits you have into a cash value and discount this amount from your new membership subscription fees.

***Can I cancel my Flexi Plus membership?***

As per our terms and conditions regarding annual membership, you cannot cancel your membership part way through the year under any circumstances including medical reasons. Any unused credits or annual fee cannot be refunded or transferred to another member.

***What do I do if I have a query regarding my membership?***

If you have any further queries regarding membership or if there is anything we can do to help, please contact Katie Scopes on 01243 978852 or email [Katie.scopes@chichestergolf.com](mailto:Katie.scopes@chichestergolf.com) or alternatively please ask a member of staff in the Pro Shop.