



Dear Members,

We would like to take this opportunity to update you on the progress we have been making with the online booking system. Those of you that have been making online bookings will know that there have been issues with the system and we are working diligently with our provider and consultant to rectify the situation.

Since last weekend, the provider and consultant have identified errors in the configuration of the system that was leading to some users experiencing login issues. There have also been issues with the system's ability to handle the surge of inquiries which we experience on weekend and public holiday booking days. Combined, this was resulting in some members experiencing delayed/denied login, timing out during a session and other booking issues. Some members were also experiencing unsuccessful/hanging bookings due to simultaneously logging on through more than one device. Please ensure you are logged on to only one device for best results.

We have since made the following improvements to the system:

1. Made changes to the configuration of the program
2. Activated additional servers
3. Implemented load balancing measures to be able to handle the peak demand times.

This will have a noticeable impact on the time required to login, search and confirm tee times. Due to the high demand, you can still expect to see a spinning wheel for a short time while the inquiries are processed, but not for the prolonged periods you may have experienced in the past. The enhanced program will also have a pop-up message informing you if your browser has an issue and the action required to be taken.

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We would like to thank you all for your patience and your constructive feedback thus far. It is very helpful for our team to pass on to the system developers for them to more effectively troubleshoot and make improvements.

Online bookings will continue to open at 7am online with telephone bookings to open at 8am. At any time through the week, if bookings are full, we recommend you call our Club Concierge to be wait listed.

We remain committed to make continuous improvements of our online booking experience and thank you once again for your support.

The Management

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