

## **2024 Season Tee-Time Policy**

Beginning with the 2024 season, cancellations or adjustments to locked tee times will only be accepted 7 days in advance. Locked Tee Times cannot be modified or canceled after the 7-day window has passed unless the golf course is deemed unplayable on the day of play. If the entire reservation does not show up, the captain will be charged \$380 for the missed tee time and that Locked Tee-Time will be canceled for the rest of the season. No exceptions. If a group does show, but not with the guaranteed number of players, the captain of that group will be charged THE DAILY RATE (ex. \$95 pp Fri, Sat, Sun & Holidays before 1) for each individual no show. Any groups slowing up play will be forced to forfeit their locked time after two warnings.

**Any non-member guests that wish to play in a locked tee time will be charged a \$50 member of the day fee in addition to the daily greens fee at time of play. This fee is to protect our membership.**

**Wednesday Locked Tee Time** – Adjustments and Cancellations by Thursday at 5:00 PM

**Friday Locked Tee Time** – Adjustments and Cancellations by Saturday at 5:00 PM

**Saturday Locked Tee Time** – Adjustments and Cancellations by Sunday at 5:00 PM

**Sunday Locked Tee Time** – Adjustments and Cancellations by Monday at 5:00 PM

## **FAQ**

### **Why did the cancellation window change?**

Let's face it. The meteorologists have been wrong more often than not these past few years and many of our members have now decided to keep their locked tee times hostage until the last minute to determine if the weather is going to be picture perfect. Last year, we had several days where rain was predicted and besides a stray shower, the weather ended up being fine. On those days, we had several members cancel at the last possible minute and we were unable to rebook those times. On the other hand, all the advanced public tee times showed and played. Members in a locked tee time are expected to show up regardless of the weather unless the course is deemed unplayable and closed. As a member of Wachusett, you are allowed to book 14 days in advance ahead of the general public. You are also allowed to commit along with three other players to a weekly locked tee time. However, a locked time should be requested only if four members can commit to playing that locked time the entire season regardless of weather with only a very rare exception.

**If we cancel or modify our locked time by the allotted deadline, do we still need to pay for the time even if it does not get fully booked?**

No, you will not be charged for any slots that are not filled as long as you cancel by the allotted deadline. However, we will be reviewing the locked times and those that are cancelled or modified excessively will be forfeited. Again, locked tee times are for members that can commit to the entire season with a rare exception. Please realize that because we have locked tee times for most morning weekend tee times, many public golfers believe that Wachusett Country Club is impossible to play on a weekend morning and do not even try to book a time. And also, if the public does book a cancelled locked time, that public group may now be unfairly playing ahead of member groups. Wachusett is not a private course. If you would like to hold tee times hostage and only show up when you feel like it, then we recommend that you go to a private course. Membership fees at fully private courses are much higher so the costs of no shows from members are essentially built into the price. We are able to offer membership at a much lower price because our public greens fees help offset the exorbitant expenses required to keep our course in the amazing condition that it is in every year. Every time a member no shows, that member is hindering Wachusett from additional revenue such as public greens fees, golf cart fees and food and beverage purchases. This additional revenue helps us keep our membership fees much lower than private club membership fees. Ultimately, no shows hurt the entire membership.

### **Why are non-member guests being charged a \$50 member of the day fee?**

The policy for a locked tee time has always been that a locked tee time requires four members. In the past, our policy has allowed for a non-member to substitute in, if necessary, in a very rare exception but should never be a recurring theme. However, sadly, last year, a majority of members allowed non-members to play in their locked tee time over and over again and it became difficult for us and the staff to police and frankly, we shouldn't have to. This new member of the day policy was put in place to protect our membership. We have over 300 members and many of those members would like a locked tee time at a certain time but cannot have that time as locked tee times are given out based on prior years so members are essentially "grandfathered in" to a specific tee time. Last year, those members who could not get their preferred locked times made complaints that non-members were playing every week in the times that other members wanted without having to pay a membership fee. Why should a non-member be allowed to show up every Saturday or Sunday morning hassle-free and play in a preferred tee time over a current member? This is not fair and will no longer be tolerated at Wachusett Country Club. If a non-member does not want to pay the \$50 member of the day fee, then they are more than welcome to become a member.

### **If we have a locked tee time and one member cannot play, can we cancel our locked time and immediately rebook the exact time so that non-members can play with us and not be required to pay the \$50 member of the day fee.**

Yes, you can do that. However, your locked tee time will be forfeited for the rest of the season. Again, a locked tee time is a commitment and a privilege. Any members that attempt to manipulate the system will find themselves banned from both Wachusett or Kettle Brook indefinitely.

**If we choose not to have a locked tee time but would still like to play on a set day each week, what are our options?**

As a member, you have the privilege of reserving tee times 14 days in advance using **only our online tee time reservation system**. Tee time reservations will only be taken in person or over the phone by the pro shop staff 48 hours in advance. In the past, some members have asked the pro shop staff to put them in for the same time every week instead of reserving a set locked time through Nick or the online form. This method of bypassing the locked tee time policy has resulted in several no shows due to miscommunication and is no longer allowed. We also have this year a new online **Tee Time Waitlist App** called **Noteefy**. **Noteefy** is fully integrated with our Tee Sheet and allows golfers to put themselves on a virtual waitlist for any day, time range, and number of players. Golfers will then receive instant notifications when a tee time that fits their preferences becomes available. **Noteefy** is a hassle-free way for members to book their tee times 14 days in advance without committing to a locked time. The link to this virtual tee time assistant is on our website or in our mobile app. For assistance, please see Nick or a member of the Pro Shop staff to help you set **Noteefy** up.

**If anyone still needs clarification, please reach out to Nick, Cara, or a member of the Pro Shop Staff for any questions or concerns. Our policies are made strictly to protect our membership and maximize our revenue so that we can continue to keep our courses in the pristine conditions they are always in. The past two years have been the most challenging for golf course superintendents in New England. 2022 was a severe drought and 2023 was wet and unpredictable. However, Wachusett was still in the best condition around. We do not cut corners on expenses and always put more and more money back into the course. Expenses have increased drastically these past couple years and we were forced to make a choice – either cut corners to offset the increased expenses and sacrifice the pristine conditions or instead increase our membership rates to keep the course to the highest of standards, but at the same, unfortunately, outgrow some of our existing members. And as difficult as it was, we felt there was truly no other option than to continue the high standards our father instilled in us. We appreciate all of our members and truly regret those that we outgrew. We are respectfully asking all our current members to adhere to these new policies so we can minimize any future membership increases as expenses continue to soar. As always, we welcome any questions or feedback and look forward to a great and hopefully drier 2024 season!**

Sincerely,

**The Marrone Family**