



**Welcome to the 2025 golf season at Twin Beach Country Club. To maximize tee time availability and better control the flow of play, the Club will continue to use daily tee times at all times (Tuesday-Sunday). The Club is pleased to announce our online tee time booking engine is back. Please see below for some helpful information on how to make an online tee time as well as other frequently asked questions.**

**Are tee times always required?**

*Yes, tee times are required each time you play.*

**Is open play still available? Can I just walk up?**

*Yes, there will likely be open play opportunities daily, however tee times take priority. In addition, there will likely be twosomes and threesomes you may be able to be paired with.*

**Can I make a same-day tee time online?**

*Yes. However, for tee times less than two hours in advance, you must call the Pro Shop at 248-363-3335, extension #3.*

**How do I make a tee time online?**

*Tee times can be made from any desktop or mobile device. Visit [www.twinbeachcc.com](http://www.twinbeachcc.com), click "GOLF" and then click "BOOK TEE TIME" in the drop-down box and you will automatically be routed to the online booking engine.*

*To change your golf holes from 9 holes to 18 holes or to add players to your group, click "Edit" on the right side of the page.*

*After your tee time is made online, you will receive an automated email confirmation.*

### **What is my username and password to use for online tee times?**

*The same username and password you set up for online bill pay may be used to log into the online tee time booking engine. If you have not set up a username and password, please contact Jordan Weinger in the Pro Shop.*

### **Is there an app I can download to my mobile device to book tee times?**

*There is not an app available at this time. Please visit [www.twinbeachcc.com](http://www.twinbeachcc.com) to make your tee times.*

### **How far in advance may I make a tee time?**

*7 days in advance beginning at 7:00am. (Example: Saturday tee times will become available online at 7:00am on the previous Saturday).*

### **Is there an extra fee to book my tee time online?**

*No, our online booking engine is included with your membership.*

### **Can I make tee times online for 9 holes and for 18 holes?**

*Yes, both 9 hole and 18 hole tee times can be made online. If you wish to reserve an 18 hole tee time, please select "18 holes" before you select a time. When you book for 18 holes, the system will automatically book you another slot two hours later for turn time.*

*To change your golf holes from 9 holes to 18 holes or to add players to your group, click "Edit" on the side of the page.*

### **What happens if my pace of play does not meet the two-hour target time?**

*The online tee time system assumes that each group will play in 2 hours. If groups play faster than 2 hours, they will be required to wait at the turn while other scheduled tee times tee off. If groups play in more than 2 hours, they may be asked to skip holes or forfeit their round.*

### **What are the current turn guidelines?**



## What happens if I make a tee time online for 9 holes and then change my mind and wish to play 18?

You are able to make this change online anytime, however if you are unable to do so, please call the Pro Shop at 248-363-3335, extension #3 to check for tee time availability.

## Can I make more than one tee time online at a time?

You can make up to three tee times per day. This policy is subject to change.

## How do I add a fellow member to my tee time?

To change your golf holes from 9 holes to 18 holes or to add players to your group, click "Edit" on the right side of the screen.

The screenshot shows the 'Twin Beach' online booking interface. At the top, there is a green header with 'Twin Beach' on the left and a 'My Account' button on the right. The main content area is divided into several sections:

- Customize your Reservation:** A section titled 'Let us know who is playing with you below.' It shows 'Player 1' as 'Jim McGuigan' with a '+ Rider' button next to it.
- Search your buddy list:** A section with a search bar labeled 'Search buddy names...' and a 'Manage buddy list' link. Below the search bar is a list of names with plus signs: Jeffrey Adler, Robert Avers, Gregory Coursen, JUDI COURSEN, Jeffery Levine, and Deko Miller.
- Time left to book:** A circular timer showing '4:49' and the text 'Complete your booking within 5 minutes to reserve your tee time or start over.'
- Booking Details:** Shows '8:56 AM | Sun, Apr 3, 2022' with an 'Edit' button. Below this, it shows 'Course' as 'Twin Beach', 'Holes' as '18', and 'Players' as '1'.
- Price summary:** A table with columns 'Price summary' and 'Qty'. It shows '18H Member' with a quantity of '1'.
- Buttons:** A large green 'Finalize Reservation' button and a white 'Cancel' button.

## Can I reserve an electric cart during the online tee time booking process?

Yes, check the "Rider" box adjacent to each name that wishes to ride in an electric cart. No charges will be processed to your member account until the day of your tee time.

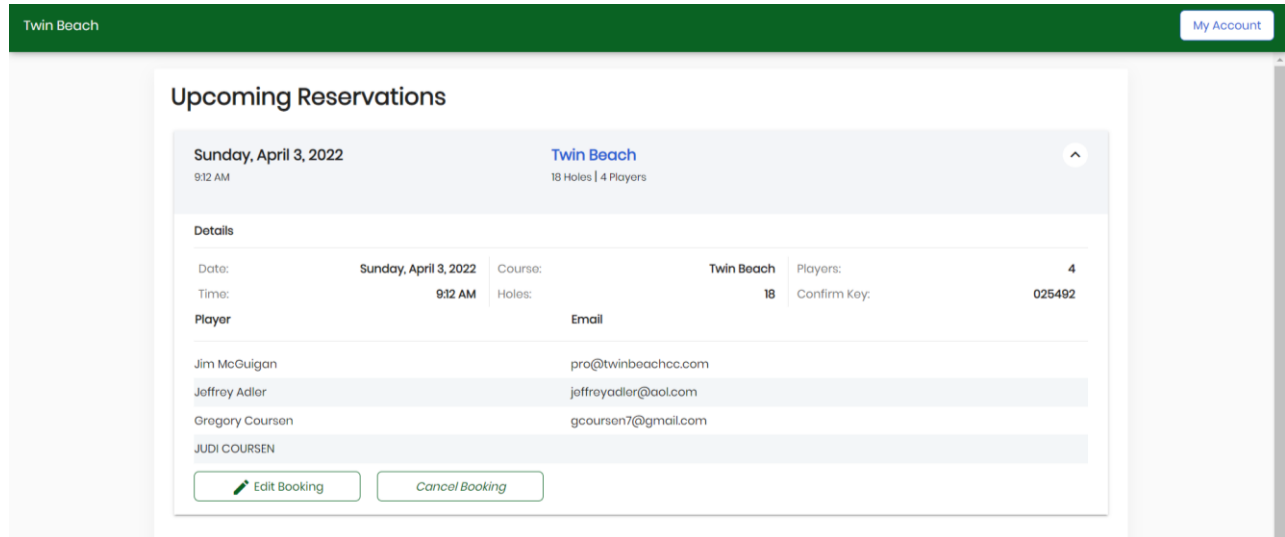
## Can I book guests online?

Yes, after you sign in using your username and password, on the main booking screen, change the quantity of players by clicking "Edit" on the right side of the screen, add your guest name(s) and then click "finalize reservation." No charges will be processed to your member account until the day of your tee time. When you check in prior to tee off in the Pro Shop, make sure the Pro Shop knows who is responsible for your guest. (Example- If Dave Raynush books a tee time with Brian Gendelman and a guest, the system will charge Dave Raynush for the guest fee since he booked the tee time. If it is really Brian's guest, let the Pro Shop know when you check in so they can make the change manually).

Our current guest policy is as follows: the same name cannot play more than 2 times per month (up to 36 holes per month).

## How do I cancel or edit my tee time online?

Log in using your username and password, click “my account” in the upper right corner, click “reservations” and you may edit or cancel your tee time from there.



## What happens if I do not show up for my tee time?

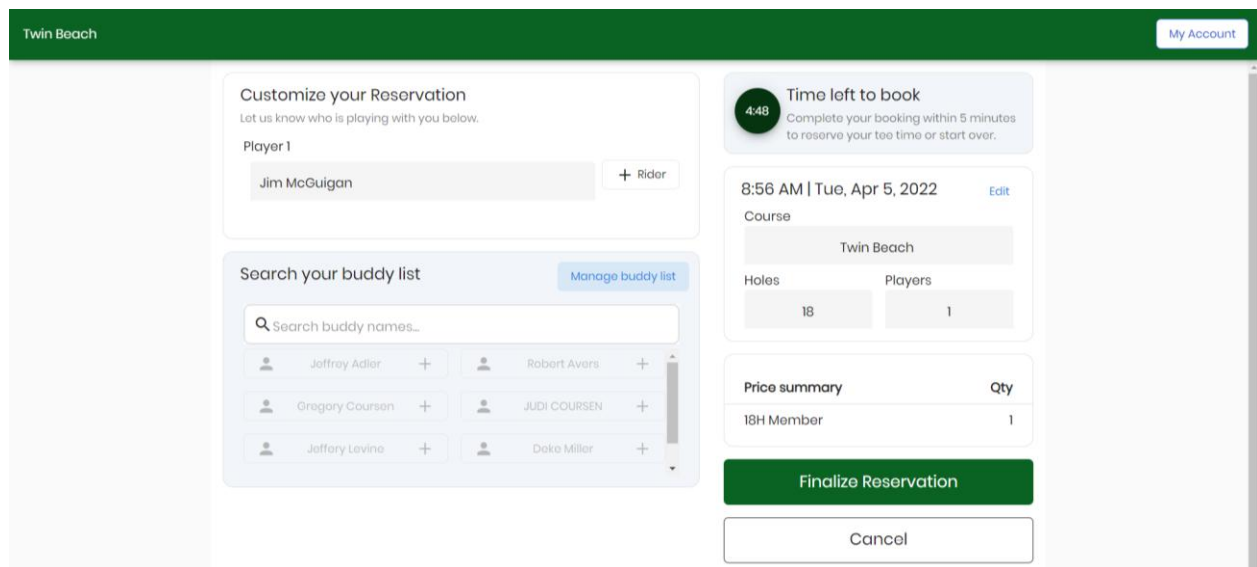
In consideration for your fellow members, please cancel your reservation online or call the Pro Shop to cancel a tee time when it is clear you will not be playing. Your first no show could result in a warning from the Pro Shop. Your second no show could result in a \$10 no-show penalty fee to your member account. After more than three no-shows, you could forfeit your rights to make online tee times.

## How do I change my profile, search for tee time history, change my password?

Click “my account” in the upper right corner and navigate from there.

## What is the “Buddy List” online?

The “Buddy List” feature allows you to save member or guest names that you may frequently play with. To add or subtract names, click “Manage buddy list.”



**What happens if I book a tee time that contains less than 4 players?**

*To maximize our tee sheet and provide as many opportunities to play as possible, you could be paired up with other members if your group contains less than 4 players. We respectfully request that you not artificially fill your foursome, potentially resulting in another member not getting an opportunity to play when in fact there was space available. If you book a foursome and someone drops out, please call the Pro Shop in advance to inform them. Please note, our no-show policy is applicable.*

**If I make a tee time online, do I still need to check in the Pro Shop prior to tee off?**

*Yes, you must continue to check in before every round of golf so that the Pro Shop team is aware of all players on the golf course and so that your golf round is processed in our point-of-sale system.*

**Can I use Golf Genius to make online tee times?**

*No, Golf Genius is a tournament-management software and it does not synch to our online booking engine.*

**What happens if I am caught not following Club policies within the online tee time booking engine?**

*A warning will be issued followed by a possible suspension of your online tee time privileges.*

**If the power is out at the clubhouse, can I still make a tee time online?**

*Yes, our online tee time booking engine is cloud-based and you should be able to make a tee time.*

**What happens if I have questions about online tee time bookings?**

*Please call the Pro Shop at 248-363-3335, extension #3 and a team member will assist you. Or email Brandon Reedy at [golfshop@twinbeachcc.com](mailto:golfshop@twinbeachcc.com).*

**Are the above guidelines subject to change?**

*Yes.*