EZ LINKS LOTTERY RESERVATIONS

OVERVIEW – WHAT IS EZLINKS Lottery?

- The EZLINKS Reservation Tee Time System is an internet-based system that is designed to distribute requested tee times in a fair, equitable and consistent manner.
- It will prioritize member requests and will ensure equal access for all members based on the club's rules.

GETTING STARTED

- Members will be able to request or book tee times through a link on the club's website.
- To do so, please visit http://LakewoodNationalGC.com
    - Log in to the Member Portal
    - Click on the Golf dropdown menu and select LOTTERY REQUEST

REQUESTING A TEE TIME
Details

- Tee time requests will be accepted by the system 14 to 9 days prior to the day of the play.
- Placement will occur 8 days prior to the day of play.
- All requests between 14 to 9 days will go into the queue for that day's play. It is not a first come, first served system and tee times are not based on the date or time the request is made.
- Tee times may be linked together with up to two (2) foursomes per request per membership playing in consecutive order.

Making a Request

- Select the day you would like to play from the drop down list.
- Click on Create a request.
- Enter the players by typing in their member I.D. number.
- For guest use your member number.
- You can use Member Lookup to search for members.
- Enter the Parameters.
- Choose your preferred starting time
- Choose the earliest time and the latest time you would prefer to play (the larger the window the more likely you will be to receive a tee time)
- Choose which course you prefer
- Choose to prioritize Time First or Course First.
- Click on Save & Continue
- Review Tee Time Request Summary. If ok, click on Continue. If not ok, click on Edit Tee Time Request or Cancel Tee Time Request.
- Your Request has been submitted

View Your Tee Time Request (to edit or cancel a pending lottery request)

- Open the View Your Tee Time Request
- Select the Request and click the appropriate button.

Automated Emails

- EZLINKS Lottery will automatically send emails to each player on a request for the following actions/results:
    - When a new request is submitted
    - When an existing request is modified
    - If the lottery system rewards the group with a tee time
    - If the lottery system doesn't reward the group with a tee time
    - When a recurring request is unable to submit an entry for a specific lottery

TEE SHEET PLACEMENT

- Each member will have a rolling point total (Play History) over the last 14 days.
- Tee Sheets are processed 8 days prior to the date of play at 10:00am.
    - Sunday Tee Sheet > Processed previous Saturday
    - Monday Tee Sheet > Processed previous Sunday
    - Tuesday Tee Sheet > Processed previous Monday
    - Wednesday Tee Sheet > Processed previous Tuesday
    - Thursday Tee Sheet > Processed previous Wednesday
    - Friday Tee Sheet > Processed previous Thursday
    - Saturday Tee Sheet > Processed previous Friday
- Once placement has occurred and the tee sheet has been established, email confirmations will be sent to each member (provided the email address has been added on your profile) with the assigned date, time and course information.

PLAY HISTORY / PLACEMENT

- Points are based on the past 14 days for each player in the group.
- The EZ Links assigns one (1) point per player at the time of request.
- For every half hour after the requested time a group is placed, players will receive a deduction of .1 from a full point.
    - Example: Accepted Range – 8:00am – 3:00pm
    - Requested Time – 9:00am
    - Actual Placed Time – 11:00am
        - Each player would only receive .6 points at placement
- At the time of placement, the total number of points in each group is divided by the number of players in the group for an average team total.
    - Example:

        Member A   5 Points last 14 days
        Member B   2 Points last 14 days
        Member C   7 Points last 14 days
        Member D   6 Points last 14 days
        Average Team Total Points = 5

- The team with the lowest average team total will get placed first.
  - Example:
    - 2 Groups requesting 9AM.
      Group 1 Average Team Total   3 Points
      Group 2 Average Team Total   4 Points
    - Group 1 would be placed at the 9AM tee time, and Group 2 would then be evaluated against all others requesting a tee time before and after 9AM, provided it is within their requested range.
- When first requesting, all transfer members will assume the club average points. They will not start with 0 points.

GUEST POINTS
- When requesting a tee time, each guest (up to 3 per group) will assume the play history points of the member.
  - Example: Tee time request with 1 member and 3 guests.
    Member Points   4
    Guest 1 Points   4
    Guest 2 Points   4
    Guest 3 Points   4

    The Average Team Total Points for the group would be 4 points. It is not the members 4 points divided by 4.
- At placement, each member with an associated guest will receive one (1) point for each associated guest(s).
  - In the example above, the member would receive 4 points at placement for his/her tee time.

UNFULFILLED TEE-TIMES
- When the tee sheet is processed for a day and there are more requests than available tee times, groups with higher play history averages may not receive a tee time
- After placement and prior to the day of play, it is the member's responsibility to continuously check the tee sheets for available tee times or recently opened tee times. The EZLINKS Lottery does not automatically fill any unfulfilled requests
- **Any unfulfilled tee time requests will receive a -10 point reduction.**

RESERVING A TEE TIME

Adding a Reservation:
- Once the tee sheet has been processed and tee times are placed, members are able to add themselves to any open tee times available seven (7) days in advance on the tee sheet.
  - Open "MEMBER TEE TIMES" on the Lakewood National member home page:
    - Open the calendar icon and select the date going out up to seven days.
    - Available tee times for that date will pop up on the screen.
    - Select your preferred tee time

- HOA and Annual Pass will pop up on your screen. Select the choice that applies to you.
- Provide the "# of players" in the next screen pop up.
- Enter the names of the players in the next screen that pops up, click on "Continue".
- Review the information on the next pop up screen. You have an option to enter notes for the golf shop staff if you like.
- Click on "FINISH RESERVATION" to complete the process.
- Your confirmation will come up on the next screen. You have the option to print out hard copy at this point.

- The only exception to this process is the current day of play. The golf shop must make all changes and additions to the current day's tee sheet.

Making Changes to a Booking
- Once the tee sheet has been processed and you have received confirmation of your tee time, there are changes that can be made to the placed time. Please follow the instructions above and edit your information on the applicable screen.

CANCELLATION POLICY / NO-SHOWS
- Members are responsible for checking the EZLINKS Reservation System for their tee times.
  - Members are also responsible for notifying the golf shop a <u>minimum</u> of 24 hours in advance with changes or to cancel a scheduled tee time.
- **Failure to cancel a tee time within the 24 hour time period will result in the assessment of five (5) EZLINKS points and possible charging of fees associated with the booked tee time.**
- Further penalties up to and including the suspension of golf privileges may be assessed if it is found that a member is purposely falsifying tee time requests. See the club rules and regulations for policy on falsifying requests.
- There will be no charges for rain days or frost delays that result in play not taking place.

GUEST POLICY
- https://lakewoodnationalgc.com/golf/emailer2020/img/lakewoodnationalgc/EZ_LINKS_LOTTERY_RESERVATIONS_A.pdfAll guests are to be booked through the EZLINKS Reservation System.
- Each request/tee time can contain up to 7 guests and must contain a member of the club associated with said guests.
- Each member with guest(s) will receive one EZLINKS point per guest.
- Notice of cancellation must be given at least twenty-four hours prior to tee time. Anyone found not giving adequate notice of cancellation shall be subject to point penalties or their golfing privileges suspended.
- Member with Guest(s) or transferee with Guest(s) found not giving adequate notice of cancellation will be subject to point penalties or their golfing privileges suspended.
- Member with Guest(s) or transferee with Guest(s) cancelling on the day of their tee time or a No Show will result in 5 additional EZLINKS point per Guest.
- Unaccompanied guests will only be permitted by the golf shop or management based on space available.
- **Using guests to falsely fill a group or later replace with other members is strictly prohibited, and will be subject to certain offenses (see below).**

FALSIFYING REQUESTS

The use of the **EZLINKS** Reservation System is to promote fair and equitable play for all members at the Club. It is expected that no member should purposely use guests or anyone other than the intended players of their group. Should the golf shop staff find that any member is falsifying tee time requests in order to benefit themselves or their placement, they will be subject to the following procedure:

- FIRST OFFENSE: All members of the group will receive a warning on the day of play as well as any associated point penalties.
- SECOND OFFENSE: All members responsible for the falsification will have their golf privileges suspended for one week along with any associated point penalties.
- THIRD OFFENSE: All members of the group will have their privileges suspended for one week, along with associated point penalties, and the division of total green/cart fees originally placed on the tee sheet. Any further disciplinary action will be decided on by management.