

Memorandum For: Golf Patrons

USERNAME:

Subject: Tee Time Policies and Procedures

PASSWORD:

1. The Links at Redstone is now able to utilize the Tee Time reservation system in our Point of Sale software. This system is comprised of two individual processes; one for the WEB (WEBTRAC) and the other for Phone (TELETRAC). Effective with tee times for 18 October, 2014, these systems will become our primary means for making tee times.
2. Procedures for implementing the new systems are outlined in the following pages. We will have three categories of patrons. Each will have their priority for making tee times; Active duty, Retired and All Others, and Guest.
3. Our current active duty members will need a new pass to receive their proper priority in the system. Please stop by the Pro Shop at least one week prior to the start date to receive your new pass. All other Patrons will continue to use their current pass. All pass holders must contact the Pro Shop at 256-842-7977 to receive their initial User Name and Password. With your first use of the system you will be prompted to enter a User Name and Password of your choice.
4. We are excited about this advancement in our system and hope that you will embrace it. We know there will be challenges as the program is implemented. Please give us your understanding and feedback as the system comes on-line.

Jon Samuelson, PGA

Activity Manager, The Links

WebTrac -Tee Times can be selected by accessing the Redstone WebTrac website.

<https://webtrac.mwr.army.mil/webtrac/Redstonerectrac.html>) Members must be registered in WebTrac to book by priority. Current pass holders should contact the Links at 256-842-7977 or stop by the clubhouse to obtain their initial User Name and Password. All other patrons should simply join the WEB site and sign in as a guest. Active duty personnel that are currently members please stop by the Pro Shop to have a new pass issued. This is necessary to give you the correct priority in the system.

Patrons may book a tee time for two or more persons. If you book for two, you should be aware that someone else may book the other two positions for that time. If the other two positions are not booked, the starter will draw from the available waiting list to fill the remaining positions. In a case where no one is waiting, a twosome maybe held until the group can be filled. Tee times booked but not used will become a club time. The system will be monitored for abuse. Any person or group deemed to be abusing the system will first meet with a warning from management. A second infraction may result in the loss of tee time privileges for 30 days.

Patrons requiring multiple tee times must contact the Pro Shop after 1300 five days out to make those arrangements. As a rule, Pro Shop personnel will not take tee times earlier than 1300, five days prior to the desired play date; i.e., Monday 1300 for the coming Saturday.

MINIMUM DAYS FOR RESERVATIONS:

Active Duty Personnel:

Seven days in advance (Saturday for Saturday)

Authorized Annual Patrons

Six days in advance (Sunday for Saturday)

Other Authorized personnel/Guest

Five days in advance (Monday for Saturday)

TeleTrac – Golf members can dial 256-955-1539/1537 to book tee times. The Pass number from the golf membership card is required to access the system. This number is located on the left side of the member pass card. Guest do not have access to the TeleTrac system. A patron who plays regularly at The Links that would like to use TeleTrac will have to obtain a guest pass from the Pro Shop.

Once the system has accessed, simply follow the menu prompts to make a tee times. The same rules apply for TeleTrac tee times as those of WebTrac

We hope everyone will find this system easy to use. Our staff has been playing with the system for several weeks and so far have found it to be user friendly. Some growing pain is expected. We solicit your patience and input with any problems you might encounter.

Tee Times are first come, first serve at the Links Golf Club

