

**Minutes of the Carnoustie Golf Links Season Ticket Sub-Committee Meeting held in the Carnoustie Links Office on Monday 19<sup>th</sup> August 2013**

Present: J McLeish, G Paton, W Thompson, R Reyner, P Sawers

In Attendance: C McLeod (Golf Services Manager)

Meeting began 1945 hours.

**1. Apologies**

L Gordon, G Wilson

**2. Season Tickets-Discussion Document**

C McLeod talked through a general discussion document that would remove several years of waiting lists, improve Members facilities and also improve the business cashflow. This idea was based on certain assumptions and P Sawers was concerned that this would be a big step and suggested that feedback should be gained from current season ticket holders. After much discussion over the document it was agreed that C McLeod and J McLeish would come up with pertinent questions to put to Season Ticket holders who play on Tuesdays, Thursdays and the weekends on both the Burnside and Buddon. From there a more accurate picture would be gained to either dismiss the ideas or to progress them. It was agreed that the questions be emailed to the Sub Committee then put to the Full Committee for approval. The Discussion Document should also be shown to the Full Committee as there were many excellent ideas within it.

**3. Member Weekday Lunchtime tee time intervals on the Championship Course**

C McLeod suggested that 10 minute intervals were more appropriate in the lunchtime slot because on days that the tee sheet is full the extra 2 tee times causes issues for those playing behind. R Reyner had advised that this was correct and a pace of play symposium that he had attended confirmed this thinking. Despite this W Thompson suggested that no changes should be made. The Committee agreed and this would not go forward as a recommendation.

**4. Evening Ballots**

C McLeod advised that the present process for evening ballots was inefficient and did not provide the best level of service for Season Ticket Holders. The reason for this was that there was rarely a situation where requests were unsuccessful so suggested that Members could request tee times up to 8 days in advance ie Monday for the following Monday etc. R Reyner asked why the timescale couldn't be longer and it was explained that this would prevent someone getting the same time months in advance. The Committee agreed that the move would be a positive one and recommended this to the Full Committee.

## **5. Winter Starting Processes**

After last year J McLeish advised that he had received complaints about the process of checking in at the Pro Shop and also the way the ballot had been undertaken. A discussion took place to the extent that the consensus was that checking in at the Pro Shop should not be an issue for golfers over the winter period but the admin was better handled by the Starters. It was suggested that there were 2 options either going back to all checking in being done by Starters or checking in at the Pro Shop for the Buddon and Championship Courses with all calls and admin being completed at the Burnside. C McLeod was asked if the latter would be an issue and he considered that it would be very onerous on the Burnside staff to do all the calls, all the ballots and serve too. The Committee agreed to recommend the latter suggestion of all calls and admin being done by Burnside staff for the period similar to last year i.e. 16 weeks.

## **6. AOCB**

J McLeish asked if there was a way in which a local member could have her ticket suspended as she was going to be at College in the US and would not get back to play often. R Reyner pointed out that we have many ticket holders who live far away and this would simply set a dangerous precedent. The Committee agreed.

There being no other business the meeting closed at 2125 hours