

Hello to all Foothills and Meadows Leagues and Club members.

Foothills and Meadows golf courses is moving away from Golf Now (G1) and switching to a new company called Member Sports.

What exactly are the changes being made?

For the past 6 years we leased the services of Golf Now and the use of their point of sale (POS) system for our tee time reservation system. Without getting into specifics, we felt that our needs along with the needs of our customers were not being addressed properly. We decided earlier this year to look into different POS companies. We believe we found a great fit for us with this new company called Member Sports.

With this change, you will be seeing an email coming your way welcoming you to Member Sports. Please do not ignore this email. It will help you (and us) tremendously if you follow the following instructions.

First, all of our Club and League members from both Foothills and Meadows Golf Course should be receiving this email. You are the select few that we are transferring your profile over from G1 and put into Member Sports. The Clubs / Leagues included are: Foothills Men's, Ladies 18, Women's Working League, Monday lady 9 holes, Senior Exec 9 and Par 3, FWGA Par 3, FWGA Exec 9, FWGA Thursday 9, Meadows Men's, Ladies 18, Senior League and the Ladies 9ers.

As for the general public, we have decided to start fresh with having them create new profiles. Since over the years we get multiple profiles for one person, email, phone number and address changes, we felt it would be easier to start fresh.

With our leagues, we were able to get most everyone's information and now we can upload it into Member Sports. There are a handful of out of the 1000 or so members that are missing emails or phone numbers, but this should not be a big issue.

When you receive your welcome email, it means you are set up and now able to make a tee time not only at Foothills or the Meadows Golf course, but at every golf course that Member Sports serves. (For example, the City of Denver is now using Member Sports, The city of Aurora will be coming on soon, several courses in Utah, Arizona and around the country). Basically One customer profile for all golf courses. You will be able to set up ONE log in account with ONE password and you are set!

We ask that you PLEASE do the following when you receive this welcome email.

Log into Member Sports. You can log in by using your phone number or email, then click on the "forgot password" tab. You can then create your password and you are in. We ask that you to go into your profile and edit any information that needs to be changed. This will make things MUCH easier for you and for us when checking in or creating a tee time. Once this is done, you can then go into our website at www.foothillsgolf.org and start booking your tee times.

1. Check the spelling of your name
2. Include your phone number (This will be the easiest way for us to look up the correct person and issue the correct pricing on green fees (think of how many people that are named John Smith. Which John Smith are we trying to locate? The one that gets the senior rates, pays regular rates, junior rates, district resident rates...you get the idea). Since most everyone has their own phone number, it will essentially work as your personal account number for easy look up.

3. Make sure your email is correct and or updated. See above explanation for the phone numbers. This is also an alternative to helping us find the correct profile in the system.

If you have a shared email, we do have a solution for this. Say your email is johnsmith@email.com. The person sharing your email can put johnsmith+1@email.com. If you have a child with a profile you can put +2 and so on. Again this is for identification purposes when checking in. If an email ever does need to be generated

4. Date of Birth. This will help with Senior and Junior rates. The first time you come in using Member Sports, we will check your ID then click "on" your profile so you will get the appropriate green fee rate.

5. Put in your address. This is will be important especially if you are eligible for District Resident rates. Remember, if you live and inside the parameters and pay Foothills Parks and Recreation taxes you can receive the district resident discount.

6. Opt in to accept Text messages and email. This is very important. We are very cognizant of people not wanting to be bothered with advertisements. We use this mostly for information reasons. For example, confirmation of an upcoming tee time, reminders of an upcoming tee time, information about not allowing carts for the day, frost delays, or any other pertinent news for the day or upcoming week. Also, Member Sports is a company that is trying to go paperless. When you check in, rather than hand you a receipt, we can send it to your phone or email. If we sell you a bucket of range balls and you need the code, we can send that to your phone or email as well. Many features that are helpful for both you and the golf course.

7. If you belong to multiple leagues in our system: Do not worry, the system will not duplicate a second profile for you. Also, if you've made a tee time with the City of Denver for instance, your profile is already in the system.

8. Benefits of having your profile correct from day one: Once in, you will be able to go into your profile, look at any moneys you have on the books, outstanding rain checks, gift cards etc. No more calling the pro shop to see what your balance is. A person will be able to "gift" their book moneys from one person to another. That other person MUST be a member of Foothills or Meadows. It cannot cross over to other courses outside the Foothills district family.

9. Tee time bookings will can only be made online. With us leaving Golf Now, we will no longer have our call center answering phones, and as of now there are no plans to have a call center. To eliminate the massive amount of phone calls, the pro shop will only take tee times on the day of play. Member Sports has made it very simple to book online tee times so we ask that you please give this feature a fair chance. They even have an app that you can download to your phone so you can log in and book tee times.

Note that any monumental change like this will inevitably bring a few frustrations. We believe that by doing this changeover in December, any unforeseen issues that arise between now and spring will all be ironed out.