

River Bend 2011 Membership Plan FAQ

Q: What kind of membership is best for me?

A: Obviously that depends on how much golf you play, but here are some guidelines. These are based on the assumption that you play in the morning with public prices of \$ 30-45 depending on season. Rates are subject to change and the average member savings per round will vary slightly throughout the year, so make sure to do your own math also. Remember that these assumptions do not reflect the value of your early joining or friend referral discounts, which only increase the memberships cost effectiveness.

Single Year Round Players

Associates – The average per round savings for an associate should be between \$ 6 and \$ 10. So, if you play 50 or more rounds you save money. Most members will also spend an average per round of \$ 10 on other items such as food and pro shop merchandise, increasing their discount by \$ 2 per round and making an associate membership a good buy with only 38 rounds. **Therefore, year round players who play .7 to 1.8 rounds a week or at least 38 rounds should be associate members.**

Full – The average per round savings for a full member should be between \$ 15 and \$ 28. So, if you play 100 or more rounds you save money. Most members will also spend an average per round of \$ 10 on other items such as food and pro shop merchandise, increasing their discount by \$ 2 per round and making a full membership a good buy with only 88 rounds. **Therefore, year round players who play 1.9 or more rounds a week or at least 88 rounds should be full members.**

Single Snowbirds (based on January-April play)

Associates – The average per round savings for an associate should be between \$ 8 and \$ 10. So, if you play 38 or more rounds you save money. Most members will also spend an average per round of \$ 10 on other items such as food and pro shop merchandise, increasing their discount by \$ 2 per round and making an associate membership a good buy with only 30 rounds. **Therefore, 4 month snowbirds who play 2.5 rounds a week or at least 30 rounds should be associate members.**

Full – The average per round savings for a full member should be between \$ 23 and \$ 28. So, if you play 65 or more rounds you save money. Most members will also spend an average per round of \$ 10 on other items such as food and pro shop merchandise, increasing their discount by \$ 2 per round and making a full membership a good buy with only 60 rounds. **Therefore, 4 month snowbirds who play 5 or more rounds a week or at least 60 rounds should be full members.**

Unlimited Cart – The average cart fee should be around \$ 16. **Therefore full members who play more 94 rounds should pick up the unlimited cart option.**

Family Year Round Players

Associates – The average per round savings for an associate should be between \$ 6 and \$ 10. So, if your family plays 75 or more rounds you save money. Most members will also spend an average per round of \$ 10 on other items such as food and pro shop merchandise, increasing their discount by \$ 2 per round each and making an associate membership a good buy with only 56 rounds. **Therefore, year round families who play 1.1 to 2.6 rounds a week or at least 56 rounds should be associate members.**

Full – The average per round savings for a full member should be between \$ 15 and \$ 28. So, if your family plays 160 or more rounds you save money. Most members will also spend an average per round of \$ 10 on other items such as food and pro shop merchandise, increasing their discount by \$ 2 per round and making a full membership a good buy with only 141 rounds. **Therefore, year round families who play 2.7 or more rounds a week or at least 141 rounds should be full members.**

Family Snowbirds (January-April)

Associates – The average per round savings for an associate should be between \$ 8 and \$ 10. So, if your family plays 56 or more rounds you save money. Most members will also spend an average per round of \$ 10 on other items such as food and pro shop merchandise, increasing their discount by \$ 2 per round and making an associate membership a good buy with only 45 rounds. **Therefore, 4 month snowbird families who play 3.8 rounds a week or at least 45 rounds should be associate members.**

Full – The average per round savings for a full member should be between \$ 23 and \$ 28. So, if your family plays 104 or more rounds you save money. Most members will also spend an average per round of \$ 10 on other items such as food and pro shop merchandise, increasing their discount by \$ 2 per round and making a full membership a good buy with only 96 rounds. **Therefore, 4 month snowbird families who play 8 or more rounds a week or at least 96 rounds should be full members.**

Q: What does it cost me to be an associate single member in 2010?

A: \$ 300 or less. \$ 275 if you pay before January 1st and \$ 300 from January 1st on. In addition you receive a discount of \$ 25 off your membership price for every new member who joins on your recommendation(see below for restrictions on the recommendation credit).

Q: Who pays the initiation fee?

A: For right now, nobody. Beginning June 1st it will apply to new members only.

Q: What time does the membership cover?

A: It lasts from January 1, 2010 to December 31, 2010. If you pay after January 1 it begins on the day you **pay and sign the contract.**

NOTE: This year we are running a special that will begin the 20% discount on October 1st for those who pay early. This means if you do not have a membership now you can receive the main benefit of membership, discounts on golf and purchases, immediately by paying early.

Q: Do the rates include taxes?

A: Yes, all rates published for membership and add-ons are tax inclusive prices.

Q: What about temporary or seasonal memberships?

A: We will not be offering memberships for less than the full year. After long and careful review we have determined that this is the best option available to us in balancing the needs of our snowbird and year round members. We believe that the combination of a reduction in price and an expansion of benefits makes our membership the best value in golf for all our members.

Q: How does the 20% work?

A: Very simple, you just pay 20% less than a member of the public for all covered purchases from River Bend Golf Course. Covered purchases include everything at River Bend that is not either restricted by an outside agreement, such as a manufacturers minimum pricing, or is a transaction between individuals, such as private golf lessons. You must show your membership card to get the discount, even though we know you.

Q: What if you run a golf coupon that is better than my rate?

A: Your price for golf is 20% off the best rate, mean you would pay 20% less than the coupon or special. The only exception would be special group rates, such as charity fund raising tournaments, because these are set by the event holder not the golf course.

Q: What if the price goes up?

A: Your price, after applying your 20% discount, can go no higher than the guaranteed rates listed.

Q: What about merchandise sales?

A: From time to time we may offer special terms on merchandise, such as close out deals, that will exceed your 20% discount. In those cases you will receive the lower of the prices.

Q: What about Manufacturer restrictions on pricing?

A: Where our minimum prices are restricted by the manufacturer or distributor of a product preventing us from giving you a full 20% off, you will instead receive our best allowed price, even if that is our cost. The pro shop will maintain a list of products with restrictions and you will be notified before you purchase an item with restrictions. We intend to minimize the number of such products as much as possible.

Q: I take lessons at River Bend and pay in the Pro Shop. Do I get 20% off on them?

A: No, lessons are a transaction between individuals and are not covered, even if the lesson giver is employed by the course in another capacity. We have agreed to handle the credit card processing for such transactions but River Bend makes nothing on the transaction.

Q: Does the 20% apply to the cost of the membership itself?

A: No, but you can lower its cost by recruiting new members and paying early.

Q: How does Membership Spending Credits work?

A: Each time you spend money at River Bend, on anything your discount covers, you sign

the receipt and turn it in to the pro shop by the end of each month. The Pro Shop then totals your spending and gives you a pro shop credit equal to 3%(5% for full members) of that amount. They also take the same amount off of your next years membership. Some important things to remember about the membership spending credits:

- You are responsible for keeping up with receipts, until you turn them in to the Pro Shop. We simply cannot go back through every transaction in the month for every member.
- Receipts turned in later than the 15th cannot be accepted for credit that month.
- Credits earned through the end of November will expire at the end of the year. Credits earned in December carry over, expiring at the end of the next year.
- We have just introduced this credit and will be building experience with it as we go. Please be diligent with your receipts and understanding with the Pro Shop as we learn how best to implement this benefit for you.
- Knowingly abusing the system is theft and will end your membership without a refund.

Q: What can I do with my credit?

A: Since it is a Pro Shop credit you can spend it on any eligible pro shop merchandise. It is the same as credits earned for tournaments. It cannot be cashed out or used on golf or food.

Q: Can I use my discount on golf for other people?

A: No, you may have 1 guest who receives either a 10% discount on his greens fee or half off his rental clubs. If he needs a greater discount, convince him to be a member and you both save \$ 25 on your memberships.

Q: What about food or merchandise?

A: If you pay for your guests food or buy him something in the pro shop your discount does not apply. You would however still receive your spending credit on the amount spent.

Q: What do I do with these certificates?

A: Use one each month to bring a guest out to play golf at River Bend for only the price of a cart fee.

Q: I am an Associate Member, does that mean my guest pays less than I do?

A: Yes it does on the one round a month to which the certificates can be applied. Remember we all benefit when more people play golf at River Bend and the certificates are just a tool to help you introduce the course to your friends and family.

Q: How does the Membership Rate Cap work?

A: We guarantee that if you are a member in 2010 your 2011 starting price (before applying any discounts) for the same level of membership will not be more than 10% higher.

Q: What if I let my membership lapse but join again at a later date?

A: You would be charged the full current rate when you return.

Q: What if I change my membership level?

A: The membership rate cap only applies to the same type of membership.

Q: My family membership includes 3 Junior Riders, can my grand kids count?

A: Yes. Anyone 15 and under regardless of their relationship to you is eligible. They do not have to reside with you. Remember you must have one adult driver to ride with each junior.

Q: What does my 14 year old child pay for golf under our family membership?

A: The current public greens fee. The basic family memberships include riding privileges, but not greens fees, for children. Depending on the season we may have a junior greens fee posted, but if we do not the adult rate is used. *Families with children 15 and under who play regularly need to speak with the Pro or General Manager about their needs.*

Q: Are the charging privileges automatic or do I need to activate them?

A: You must activate them but putting a credit card on your member account.

Q: What can I charge to my River Bend Charge Account?

A: All River Bend products and services, including greens fees and food may be charged.

Q: As a full member does the 20% apply to my cart fees?

A: No, but full members enjoy the 20% discount in all other respects. Because the public does not pay a separate cart fee there is no point in setting up a “public” cart fee that would never be used, merely to discount it again. Remember we have guaranteed maximum cart fees that serve to maintain the value of your cart fee only full membership.

Q: But what if your public rate drops below the cart fee amount?

A: Should we run a coupon or special that would give the public to get a better rate, the same 20% member guarantee still applies. Thus if the cart fee is \$ 17 and a coupon went out for \$ 20 the full member rate would drop to \$ 16 (20% off of 20).

Q: Do I have to buy a range membership to use the chipping green ?

A: No, members are allowed access to the chipping green as long as they check in with the pro shop first and are respectful of the need for space when lessons are being given.

Q: Do I still get my \$ 25 discount if I recommend someone for membership ship after I have already paid my membership?

A: Yes, you would receive the \$ 25 as a pro shop credit if your membership is already paid.

Q: To get my free round for joining the RBMGA or RBLGA what do I have to do?

A: Merely attend two (2) of their official functions, such as monthly tournaments, member-guest, VIP, etc... A function must be an official RBMGA or RBLGA event not just a gathering of members.

Q: My spouse and I have a full family membership. Can we buy just one unlimited cart and share it?

A: No, you must declare who bought the unlimited cart and only that person receives the free cart fee privilege. Unlimited carts cannot be shared or swapped in any way.