



# On-Line Tee-Time Reservation System

## General Information:

- Shannon Lake has an on-line tee-time reservation system
  - The main public portal is on the front page of our web-site and shows what tee-times are available on any given day
  - The actual link for the on-line system is below
  - [https://secure.west.prophetservices.com/ShannonLakeV3/\(S\(zlmp4dj3jg1hz4klj5wdqzw4\)\)/Home/nIndex?CourseId=1,2&Date=2021-3-8&Time=AnyTime&Player=99&Hole=Any](https://secure.west.prophetservices.com/ShannonLakeV3/(S(zlmp4dj3jg1hz4klj5wdqzw4))/Home/nIndex?CourseId=1,2&Date=2021-3-8&Time=AnyTime&Player=99&Hole=Any)
- To log-in on the public site, you need to make sure you have a profile with an accurate e-mail address
- You can use the “Forgot Password” link to update and reset your password.
- **If you are having problems, contact the golf shop at (250) 768-4653 to confirm your profile information and email address**
- We generally use a generic password of “golf”

## Helpful Hints:

- **Searching for tee-times and making a reservation**
  - Please set the correct number of players when searching for a tee-time
  - Please set whether you are playing 9-holes or 18-holes
  - System defaults to include a cart seat for all players
  - You may ignore cart preference, if you wish
- **Note the various menu buttons in top right after you log-in**
  - Profile is where you can change your password and confirm we have your correct mobile phone number on file
- **Buddy Management**
  - Please note the “Buddy Management” tool
  - You can set up quick access to all customers in our database, members and non-members alike
  - **ALWAYS** use the buddy tool when booking with other members and regular customers

- **There are two “courses” set-up in our system (note options when you click on magnifying glass)**
  - Regular 18-hole course for 9-hole and 18-hole play starting on the #1 tee
  - Back 9 Breakfast course for play starting on #10 in the first 90 minutes of play on Thurs, Fri, Sat, Sun & Holidays
- **Tee-Time Blocks**
  - Many of the blocks that appear on our tee-sheets are unavailable to many of our customers. Please do not attempt to book in these times
  - Only members that have their preferences set by the golf shop are able to access these times
  - Examples of Blocks: Ladies Day, Ladies Night, Senior Mixed, Loonies Crew, Saturday Morning Blocks
- **Single Bookings**
  - Singles may book in the CPS software
  - Singles may only book in with a 2some or a 3some
  - Ensure you have set number of players to 1 if you are booking as a single
  - **If cancellations result in a single player being booked into an open tee-time, the golf shop will reserve the right to cancel the single with minimal notice**

## **Member Booking Policies:**

- **Shareholder members have a 14-day advance booking privilege**
- **Non-shareholder members have an 8-day advance booking privilege**
- **Junior members have a 2-day advance booking privilege**
- **All tee-times will be made on a first come, first served basis**
- **We encourage all members to make their reservations on-line**
- **Call in reservations are acceptable, as well**

**If you need further assistance, please contact**

**John or Ryan in the golf shop at (250) 768-4653!**