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## **Dining Reservation No-Show Policy**

Our recent member surveys have indicated that we need to make major improvements in dining reservations for members. We are tripling the number of Dining Reservationists to increase phone coverage and are returning all dining reservation messages and emails within four hours.

Dining Reservations are held for 15-minutes and then No-show Reservation Timeslots are given to others. If you need to cancel your reservation, please use the ClubNow App, or call 910-477-5010 or notify the club by email at [DiningRes@bhiclub.net](mailto:DiningRes@bhiclub.net) at least 2 hours prior to your reservation time.

All late cancellations and reservation no-shows will be charged \$25 per person per club policy. This cancellation policy allows other Members to enjoy Club restaurants, which are often full. Failure to show for two or more Dining Reservations in a month will result in the loss of Dining Reservation privileges for 30 days.

## **Golf Tee Time No-Show Policy**

### **Tee Time No Show Policy**

About 20% of members are not showing up for Tee Times, and with the increasing demand for the Golf Course, the Board of Governors is implementing the new Tee Time No Show Policy. Effective May 15, 2021, member accounts will be charged \$75 per player for members who do not call and do not show up for their Tee Time.

This policy only applies to members who do not call or email and cancel two hours before their tee time. Members who make advance efforts to notify the golf shop they will not be there, will not be subject to this policy. Failure to show for two or more Tee Times in a month will result in the loss of advance Tee Time privileges for 30 days.

### **Pool Reservation No-Show Policy**

The Club is preparing for a busy and exciting season ahead. We have been working on ways to improve availability for members for the Club's popular pool amenities. Although the majority of members who make reservations do show up on time for their reservations, we continue to have a significant number of no shows for all amenities, resulting in frustration by members who otherwise could have utilized the reservation slot had it been thoughtfully cancelled by the member versus not showing up. Therefore, the Board has approved for the Club to implement new no show procedures as follows for all Membership categories including Temporary Guest Members:

### **Pool Reservation No-Show Policy**

Member Pool Reservation no-show rates continue to climb. Some days the Club has as many as 40% of member reservations not come for their reservation and not call to cancel. These times go unused, and it prevents other members from being able to use the Aquatics Complex. The Board of Governors has approved a new Pool Reservation No-Show Policy. Beginning Saturday, May 15, the Club will start to charge member accounts \$25 per person for Pool Reservation no-shows. Members may cancel either on the ClubNow App or by calling 910-477-5015. Cancellations must be received at least one hour before the time of their reservation to avoid the No-show Fee. This will open the time slot for other members to be able to enjoy the Aquatics Complex. Failure to show for two or more reservations in a month will result in the loss of Pool Reservation privileges for 30 days.

### **Members-only Lap Pool**

The Members-only Lap Pool Area will have the following daily schedule to accommodate the most members and their families at appropriate times this season. Please note that all Lap Swimmers may use the Lap Pool from 7am to 10am each day. Please note that the Members-only Lap Pool and Pool Area are reserved for Adult Members-only for the late afternoon/evening time slot each day.

### **Spring (March 24 – May 21):**

7:00-10:00am

Pool Open for All Lap Swimmers

10:00-1:00pm & 1:15-4:15pm All members and children may enjoy seating in Member Pool Area. Children 12 and older permitted to swim in the lap pool. No loud or unruly children in pool area.

4:30-6:00pm Only Adult Members 18 and older may be seated in the pool area. No children 17 and under permitted in the Members-only pool or pool area.

**Summer (May 22-September 6):**

7:00-10:00am Pool Open for All Lap Swimmers

10:00-1:00pm & 1:15-4:15pm All members and children may enjoy seating in Member Pool Area. Children 12 and older permitted to swim in the lap pool. No loud or unruly children in pool area.

4:30-8:00pm Only Adult Members 18 and older may be seated in the pool area. No children 17 and under permitted in the Members-only pool or pool area.

**Fall (September 7- October 31)**

7:00-10:00am Pool Open for All Lap Swimmers

10:00-1:00pm & 1:15-4:15pm All members and children may enjoy seating in Member Pool Area. Children 12 and older permitted to swim in the lap pool. No loud or unruly children in pool area.

4:30-6:00pm Only Adult Members 18 and older may be seated in the pool area. No children 17 and under permitted in the Members-only pool or pool area.

We are looking forward to a sun-soaked summer of fun with our members at the BHI Club Aquatics Center.

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