

MEMORIAL PARK GOLF COURSE - TEE TIMES FAQs

1. How do I get a tee time at Memorial Park Golf Course?

You start by creating your account on our automated reservation system. You can access the system using the web site, www.memorialparkgolf.com, or by calling the automated phone system at 713.559.2000.

When you create your account, use your 10-digit phone number as your login ID. Also, you will create your own password. Your password is a 4 to 10 digit number. The same login ID and password is used on both the web site and the phone system.

If you create your account on the web site, you are required to enter your name and e-mail address. If you create your account on the phone system, you are required to record your name.

It is recommended that you create your account on the web site, then login to the phone system to record your name. However, you are not required to use both methods of access; you may choose to use just the phone system or just the web site. There is no advantage to using the web site over using the phone system.

2. How far ahead of time can I book a tee time?

The automated phone system provides you complete access to the system. There is no advantage to using the computer instead of the phone.

Tee times are allocated by an automated lottery process. Using the web site, or the automated telephone reservation system, requests for tee times may be entered starting 6 days prior to the desired date of play, and ending at 6:00a.m. 3 days prior to the date of play. The automated lottery will assign tee times to the requests, and the results will be available on the web site or telephone system shortly after the 6:00a.m. entry deadline. Also, if you are a web site user, the results will be e-mailed to you. After the lottery runs, any remaining tee times will be available for immediate confirmed reservation.

There is no advantage to making your lottery requests early or late in the process; lottery entries are chosen at random. Also, please note that you are only allowed to have one tee time per day.

Premium tee times can be made 60 days in advance of the desired date of play. Premium tee times are confirmed reservations and cost an additional \$15 per player. Please note that once the lottery request process begins, you may no longer make premium tee times. We offer up to seven tee times per day as premium tee times. Caution: If you make a premium tee time, cancel it, and later book a tee time on the same day, you must still pay the premium fee.

If you would like to play today, you must appear in person and identify yourself to the starter. You will be served on a first-come first-served basis based on availability.

The pro shop reserves 2 to 3 tee times per day as 'starter times'. These tee times are filled at the starter's discretion, from the walk-up list. The starter may not be able to fill these times depending on the pace of play.



How to Make a Tee Time at Memorial Park

Web site reservations:
www.memorialparkgolf.com
Phone reservations: 713.559.2000

Desired Date of Play	Lottery Entry Time Range
Monday	Tuesday 12:00a.m. to Friday 6:00a.m.
Tuesday	N/A (course closed)
Wednesday	Thursday 12:00a.m. to Sunday 6:00a.m.
Thursday	Friday 12:00a.m. to Monday 6:00a.m.
Friday	Saturday 12:00a.m. to Tuesday 6:00a.m.
Saturday	Sunday 12:00a.m. to Wednesday 6:00a.m.
Sunday	Monday 12:00a.m. to Thursday 6:00a.m.

3. How Does the Automated Lottery Work?

Tee times are allocated by an automated lottery process. This process starts when you make a "Tee Time Lottery Request". You identify your desired time to play, and the range of times that are acceptable to you.

Each lottery request can be thought of as a piece of paper, with your name, requested tee time, and range of acceptable times. The system randomly selects a piece of paper, one at a time, from all of the requests. The system then assigns the available tee time that is closest to the requested tee time. If there are no times available within the time range specified on the request, the request is denied, and your group will not get a tee time (this is why it is important to make your time range as large as is acceptable to you). If you identify the other players in your group, you get additional entries - this is like having additional pieces of paper in the pool of lottery requests (see below).

4. When making a lottery entry or a reservation, the system asks if I would like to identify other players in my group. Why should I do this?

When you identify players in your group, there are two advantages:

- If you are making a lottery request, your chances of winning the lottery are much higher than if all members of your group make individual requests.
- The other members of your group can use the system to check on your scheduled tee time. If they have used the web site, an e-mail will automatically be sent to them keeping them up-to-date on the status of your tee time. This simplifies communicating and coordinating your golf game with your friends.

5. How are my chances of winning the lottery affected by identifying the members of my group?

When you identify the members of your group, your chance of winning a tee time increases compared to all members of your group individually making tee time requests. Players that you select will be sent an e-mail immediately indicating that you have placed them in your group. If a player does not wish to be in your group, the player may remove himself from your request. This feature is intended to make the lottery system more efficient by eliminating one group winning multiple tee times. You must know the Login ID (10-digit phone number) of the players that you want to add to your group, and they must have an account on the system.

If you are making a reservation for a foursome, and you identified all four people in your group, then you will get 7 entries with your request. This greatly increases your chance of getting drawn when more times are available. Of course, if you have already been assigned a tee time, and your 'extra' entries are drawn, these extra entries are ignored (you don't get multiple tee times!).

Identified Players	Lottery Entries
1	1
2	3
3	5
4	7

6. Abuse of System

Anyone who repeatedly makes and then cancels tee times, or participates in activities that attempt to artificially increase their chances of getting tee times (like creating multiple accounts for the same person), runs the risk of having their account disabled, and losing the right to use the tee time system.