

Pacific Pines Golf and Social Club – New Member Onboarding Guide

Welcome to the Club!

Welcome to Pacific Pines Golf and Social Club! We're excited to have you join our community. This guide will help you navigate the facility, understand the rules, and ensure you have an exceptional experience.

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1. Accessing the Facility

Doors:

- Always ensure the front door closes tightly behind you.
 - Do not let anyone follow you in. All members must badge in individually.
 - If the door isn't unlocking:
 - Check that your Bluetooth is turned on.
 - Ensure your app settings allow Bluetooth access.
 - Use the Pacific Pines app as a backup:
 - Go to Profile > Access > Unlock.
 - The back door is for emergencies only and will trigger a fire alarm if opened.
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2. Guests:

- You are responsible for your guests.
- Every guest must fill out a waiver:
 - Scan the "Member Support" QR code.
 - Select "Guest Registration."
 - The guest must create an account and agree to our club's terms.
- **Birdie Members:** Guest passes are \$15 each and must be purchased in the app before tee time.
- **Eagle Members:**
 - Receive 3 complimentary guest passes per month (non-rollover).
 - Additional guest passes are \$15 each.
 - Promo codes for complimentary passes are emailed on the 1st of each month.
 - Passes must be purchased one at a time using the promo code.
 - **Spouses and the member's kids between the ages of 5-17 are free with an Eagle member.**
 - **Parents must sign a waiver for their child.**
 - Scan the "Member Support" QR code.
 - Select "Waiver for Minors"

3. Using the Simulators

Turning Simulators On/Off:

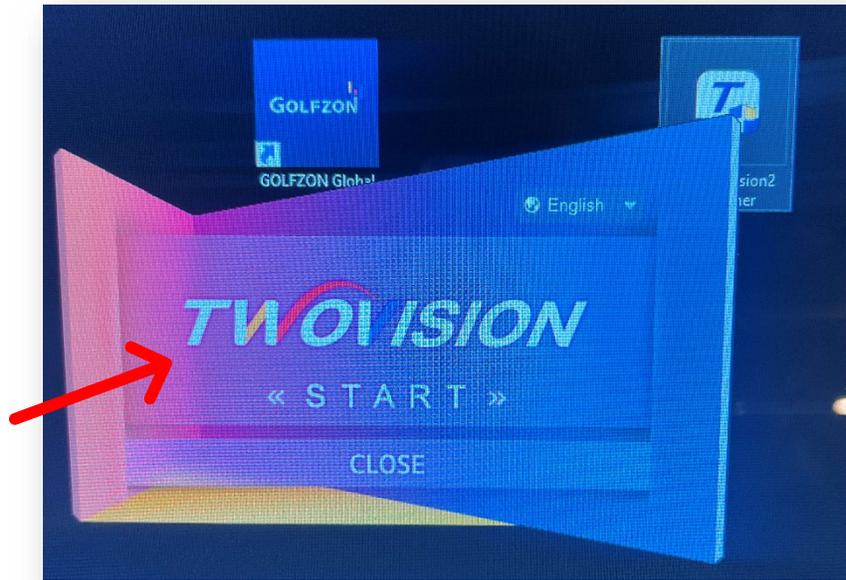
- The power button is located on the kiosk on the side closest to the screen.
 - Press it once to shut down.



- To turn the simulator on:
 - Press the power button.
 - After a few seconds, a welcome screen will appear.
 - Tap the screen to proceed to the desktop.
 - On the desktop (a black screen with three icons and a taskbar), double-tap the icon labeled Golfzon Vision2 Launcher.



- A small box will appear with a Start button—press it.



- After a few minutes on a black screen, the simulator will load and bring you to the home screen.
- **End of Day Protocol:** If your tee time ends after 7 PM and no one is waiting, please turn off the simulator.

Ball Bounce Backs:

- Bounce backs are most common when balls are stuck in the pocket of the screen.
 - To prevent bounce back, walk up and knock balls back down into the feeders.
- Low stinger shots can also cause bounce backs due to the taut bottom of the screen.

Auto Tee System:

- Only drivers should be used on auto tees to prevent damage.
- If balls aren't loading properly:
 - Walk towards the screen and check if balls are stuck in the gutter or feeder.
 - If the feeder is empty, manually move balls from the opposite side to your hitting side.
 - Press the ball button on the floor pad several times to help feed balls through the system.

4. Pacific Pines App

How to Book a Tee Time:

- Open the Pacific Pines app.
- Navigate to the "Book" tab.
- Select "+Appointment".
- Choose your desired Tee Time duration:
 - **Birdie Members:** Up to 2 hours
 - **Eagle Members:** Up to 4 hours
 - *Please ensure you can attend your entire Tee Time duration. Avoid booking the maximum hours unless needed.*
- Under Facility, select "No Preference" for maximum availability, or choose your preferred Bay.
- Navigate to your desired date and select an available time slot.
- Click "Pay Now" to confirm your booking.
- Click "Pay" to finalize your booking.
- Once completed, you will see a "Purchase Successful" message and receive an email confirmation.

Tee Time Information:

- You can only have one tee time booked at a time. Once your current tee time is completed, you can immediately book your next session.
- Tee times can be booked up to 14 days in advance.
- You can view or modify your bookings in the "Home" tab of the app.

How to Purchase Guest Passes and Merchandise:

- In the app, go to the "Shop" tab.
- Click "View" under the Products section.
- Select your desired item: Guest Pass, Hat, or Ball Marker.
- Choose your payment method, click "Pay", and you'll receive an email confirmation once your order is processed.
- **For Merchandise Pickup:**
 - You will receive an email with a code to unlock the display case.
 - Unlocking Instructions:

- Spin the 3 dials to match the code provided via text.
- Rotate the outer dial 180° to disengage the lock.
- Lift the latch and open the case.
- Retrieve only the items you purchased.
- Close the latch, rotate the dial back 180°, and mix up the numbers to secure the lock.

Please ensure the case is properly locked after use.

5. Facility Amenities

Bathroom:

- First Aid Kit is located in the bathroom cabinet.
- Extra toilet paper rolls are in the same cabinet.
- For cleaning requests, email blake@pacificpinesgolf.com.

TVs:

- The remote is on top of the refrigerator.
- One remote controls all 3 TVs.
- Return the remote immediately after use.
- The club uses YouTube TV exclusively.
 - If you purchase additional content (e.g., NFL Sunday Ticket), your card will be charged.

Complimentary Water:

- Available in the fridge for all members.
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6. Food & Drink Policy

- No outside food or drinks are allowed, except water bottles.
 - This policy helps maintain a clean and enjoyable environment for all members.
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7. Rules & Conduct

- No smoking, vaping, or e-cigarettes inside or within 25 feet of the facility.

- Members are expected to clean up after themselves and respect shared spaces.
 - Follow all club rules and report any issues promptly.
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8. Support & Contact Information

- For assistance, scan the Member Support QR code located on the coffee tables. Through this code, you can:
 - **Contact Staff:** Reach out via WhatsApp or the chat feature on our website.
 - **Guest Registration:** Ensure every guest signs a waiver.
 - **Simulator Manual:** Find basic instructions and button functions.
 - **Member FAQs:** Get answers to common questions about the club.
 - For general inquiries or feedback, email blake@pacificpinesgolf.com.
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We hope you enjoy being a member and have an exceptional experience at Pacific Pines Golf and Social Club!

