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## CLUBMASTER SOFTWARE SOLUTIONS

Dear Club Manager

Thank you for considering Clubmaster as your SAGA Service Provider and a technology partner in the running of your business. Below you can find information on the product. If anything is unclear, or if you have any questions, please do not hesitate to contact our office at (044) 873-5381 or by e-mail at [admin@clubmaster.co.za](mailto:admin@clubmaster.co.za).

Clubmaster is the Largest SAGA service provider in South Africa with more than 150+ active installations using the Clubmaster management software. We have seen phenomenal growth over the past 10 years and are proud to say we have not had any club moving from Clubmaster to another provider in this period. We believe the key to success in this market lies in the support that is provided to our customers.

### 1. THE CLUBMASTER SOFTWARE MODEL

Buying software has become a very difficult process. There are many rules and fine print, and you are seldom 100% sure of what you are buying. You can always add modules which were not included in the initial package but obviously at a cost which in many cases is not affordable.

Clubmaster has very clear-cut solutions and the system always includes all functionality irrespective of the package you purchase. The only separation is linked to several departments at the club. The software is split into modules for:

- Membership Module
- Pro shop Module
- Food & Beverage Module
- Financial Accounting Module
- Banqueting / Events Module
- Online Reservation and Member Portal

Those are the only choices in terms of the software the club has to make and having the peace of mind that they have all the functionality available for the specific modules.

**The Clubmaster license is a blanket license for the club. There is no limit on the number of computers at the club or restrictions as to how many computers can operate a certain module at any given time. As the club grows or adds and changes computers there are no additional costs involved to extend the software to the new computers.**


It is important for us that the customer receives what they expect and that there are no hidden costs involved for the solution purchased.

### 2. LOCAL IS LEKKER

Clubmaster is a 100% local product. The software is developed, programmed and supported in South Africa by South Africans. Input and features for developing the system were given by PGA professionals and club managers from various clubs in South Africa to suit specific local needs.


#### General/Sales Enquiries

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#### Admin

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#### Technical/Training Support

André Roux

 [support@clubmaster.co.za](mailto:support@clubmaster.co.za)

### 3. SAGA SERVICE PROVIDER

Clubmaster is the only software with full SAGA/HNA integration available to the club. Both visitor and member SAGA handicap cards work seamlessly in Clubmaster, and no additional registration is needed. The system is fully integrated with the SAGA central handicapping database. The system also automatically opens 9 and 18-hole rounds as golfers pay for their green fees even if they do not have their cards present at the pay points.

Nearly all HNA admin is also done from within Clubmaster and no need to do duplicate work on the HNA admin site. When new members are added to Clubmaster, they are automatically added to HNA, and card orders are placed. You can also do transfers, blacklisting and member reconciliation to the HNA system to ensure that you are billed correctly for your annual fees from HNA.

Clubmaster is a truly integrated system with the HNA database that provides seamless management of your members and has more HNA integration than any other package on the market.

### 4. ONLINE VISITOR BOOKING PORTAL

Clubmaster has one of the, if not the only fully integrated visitor booking portals with pre-payments. Through widgets on our website, visitors can make reservations and pay upfront for their rounds. These reservations create all the necessary invoices and financial entries into the system and no additional work from club staff is needed. Many clubs are starting to use this Clubmaster feature to clamp down on the enormous amounts of money clubs lose due to no-shows.

### 5. ONLINE MEMBER PORTAL

Clubmaster provides a full online member portal where members can log in and view or manage their club profiles with features such as:

- Viewing of Subscription invoices
- Viewing of pre-paid balances and spending invoices
- Depositing Money into a Pre-paid account or paying Subscription invoices online
- Making Online reservations on the club teesheet and managing buddy lists for easy reservations

### 6. SOFTWARE LICENSING

Once the software is purchased, the fee provides a blanket license to the club. There is no limitation on the number of POS or back office terminals covered under the license. The club may install and operate as many systems as they require.

### 7. SOFTWARE COST

- Installation staff will more than likely make use of as many working hours as possible and are not bound by normal working hours. It might be necessary for some staff or the club facilities to be available after hours to ensure the completion of the project. This also holds for training and handholding of bar and restaurant staff after hours for the first week.

### 8. MONTHLY SUPPORT

The monthly support cost includes all online and telephonic support as well as free remote software updates. Escalations ranging from 0% to CPI will be negotiated with clubs on an annual basis. To date, we have not escalated the software for the past **ten years** at any of our clubs. We feel that it is a large monthly commitment and by constantly escalating the cost, many clubs can quickly run into a situation where they cannot afford a computerized system. For that reason, we try our best to keep the software at a constant cost as far as possible.

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## 9. ADDITIONAL SERVICES

The following additional services are available on request.

- Printed membership cards with magnetic strips for purchases in cashless POS. Black or Full Colour
- Daily Cloud Backup of database
- DigitalPersona U.r.U 4500 Biometric Fingerprint Readers for User Access, Time and Attendance etc.

## 10. SUPPORT

Telephonic and internet remote support is included in the monthly fees. For remote internet access, it is advised that the club has a Fiber or ADSL internet connection.

## 11. CONTRACT

As a general rule, we do not go into long-term binding contracts with clubs that we support and supply. We must deliver a product that suits your needs and provide a level of service following our agreement. Should we fail to deliver such a service you should be able to suspend our services and choose another supplier.

## 12. PAYMENT TERMS

50% on confirmation and balance after installation.

Monthly support fees are payable on a month-to-month basis in advance, all fees payable before the 7<sup>th</sup> of the Month. Clubmaster will forward invoices to clubs each month. We prefer it if a club signs a debit order for payment as it makes our administration easier, otherwise, electronic transfers are accepted.

## 13. GENERAL ENQUIRIES

Any enquiries can be addressed to: [admin@clubmaster.co.za](mailto:admin@clubmaster.co.za)

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