



Equitable Tee Time Management System (ETTM Lottery)

User Guide

(v1.0.1 - Nov 2022)

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Introduction

The purpose of this guide is to provide users of the ETTM Lottery a resource for understanding the system parameters and steps to requesting a tee time. Please also refer to the visual guide on our YouTube channel for additional assistance.

The ETTM Lottery is a product of EZLinks who also provide our website, tee sheet and online booking engine. It is designed to allow golfers time to request a desired tee time at their leisure within a pre-determined booking window. At the end of that window, the request will be analyzed and tee times allocated based on a weighted points system which considers the golfer's previous 14-day playing history and favors request from those who have played less often.

The ETTM Lottery is only available to Sun City Festival Residents. SCF Residents may include guests in their requests, however they will incur additional points for doing so. No public golfers will have access to the ETTM Lottery.

Implementation of the ETTM Lottery is meant to enhance the golfer experience by removing the stress and anxiety of past systems and giving all SCF Residents equitable access to the amenity.

Thank you for your support!

Copper Canyon Golf Club Team

Accessing the ETTM Lottery

ETTM Lottery Use Approval

Access to the ETTM Lottery must be granted by the Golf Shop. Only active SCF Residents with an activity card are eligible. To request access, individuals should visit www.coppercanyongolfclub.com/book_tt/ and fill out the “ETTM Access Form.” If approved, a golf shop staff member will contact you to confirm.

Request Portal

Once approved, you will have access to the Request Portal:
www.ezlinks.com/lottery/coppercanyonttrequest/Login.asp.

After logging in, you will be able to:

- View Upcoming Lotteries
- Submit Tee Time Requests
- View Pending Requests
- View a basic version of the upcoming tee sheets (no names)

Weighted Points System

How Points are Calculated

When a tee time is book through the lottery system, the players included in that time will each receive points on their account. The points are determined by the following criteria:

Each round booked through the ETTM Lottery (per person)	1 pt
Each guest that is associated with the member	0.2 pts
Adjustment for every 60 min of deviation from original request	-0.1 pts
Requests that do not result in a tee time	-0.1 pts
Cancelling a tee time made through the ETTM Lottery	0.2 pts

How Requests are Prioritized

Once the request deadline passes and the lottery is draw, the average point total of each request will be ranked from lowest to highest and will be fulfilled in that order. This means that a group of 12 would have the same sort of opportunity as a group of 4 given that only the average points of all players are considered. If requests have identical point averages, ties will be broken using a number that is randomly generated at the time of submitted the request. NO PRIORITY IS GIVEN TO REQUEST PLACED EARLIER IN THE WINDOW.

How Points are Reset

The ETTM Lottery will only consider the past 14-days of playing history at the time of the draw. Any playing history beyond that 14-day window will not be considered.

Mens and Womens Clubs

Golfers who participate in league play will receive one (1) point for any round played with the Mens or Womens clubs.

Timeline of the ETTM Lottery Process

Request Window

Requests can be made each day starting at 7:00am (local time), 14 days in advance through the request portal. All requests must be submitted by 5:00pm, 8 days in advance. There is no priority given to requests that are submitted earlier than others, so you can submit at your convenience during the window of opportunity.

Lottery Draw

All requests will be considered and tee times will be allocated at 7:00am, 7 days in advance. Each player will be notified of their result.

Cancellations

Any times requested through the lottery are subject to a penalty of 0.2 pts if cancelled. If the time is not cancelled within 24-hours of the tee time, that individual will be responsible for the full amount of any green fees that are due.

Visual Representation of Timeline: *January used only as an Example*

Jan 1 Requests Can Be Submitted at 7:00am	Jan 2	Jan 3	Jan 4	Jan 5	Jan 6	Jan 7 Deadline for Requests at 5:00pm
Jan 8 The Lottery is Drawn and Times are Allocated at 7:00am	Jan 9 All Lottery Times Subject to 0.2 pts penalty for cancellation.	Jan 10	Jan 11	Jan 12	Jan 13	Jan 14 Cancellations Must be Made 24-hours in Advance to Avoid Monetary Penalty
Jan 15 Actual Date of Play						

Submitting Requests

Choosing a Lottery

Once logged into the Request Portal, you will need to select the lottery that you wish to submit a request for. Given the timetable we have established golfers should expect to see around seven active lotteries at a time.

Selecting a Time/Course

When setting up a request, you will have the opportunity to select a desired time as well as a window of time you would still be willing to play in. The wider your window, the better chance of getting a time. *If you would like to play nine holes, please be sure to limit your window to only times when 9 holes is available. You will also be given the opportunity to select a desired course. Finally, you will choose whether to prioritize the desired time or course first when processing your request. In most scenarios, golfers will want to prioritize time over course for the best chances of getting their request fulfilled.

Entering Players

After selecting a time and course, you will then enter the member numbers for each golfer in your group. You will want to know who all the players are rather than filling in generic guest spots as those will give you additional points. There is a search function available to find players if you do not know their member number. If you would like to add guests to your time, you can simply enter your own number multiple times (up to 4 including yourself). Only one request needs to be made for each group.

*Entering multiple requests is not advisable as it may result in multiple tee times and many unwanted points being added to your account.

**Any spot in a request designated for a guest MUST pay a guest green fee regardless if they are a guest, resident or passholder.

Submitting Requests

Linking Groups

For groups with more than 4 players, a request can be made for up to six (6) consecutive foursomes. If draw, these times will all be booked together in a row. Doing this may make it more difficult for your request to be fulfilled as the space must be available. If there is not enough space for all groups, NO FOURSOMES WILL BE BOOKED AT ALL. The system will not partially fill a requests or separate linked groups. For groups that prioritize playing at all over playing together, it may be better to submit multiple foursome requests in the hope that at least some (if not all) get fulfilled.

Recurring Requests

Recurring requests can be made if you would like to do so. But, they will always include the exact same parameters.

Times to Avoid

There are times during the week and on days with group events that you may want to avoid in your request. For example, no times will likely ever be available mid-morning on a Wednesday due to Mens Club play.

Tee Time Draw/Allocating Times Based on Requests

Ranking Requests

All requests entered during the request window are ranked in order based on the average point total of all players in the group at the time of the draw. If point totals are the same, ties will be broken using a randomly generated number assigned to each request. The time at which each request was entered has no bearing on ranking.

Allocating Times

Each request will be considered in the order of rank and fulfilled based on the requests parameters and remaining available times. If a request cannot be fulfilled completely, it will not be filled at all. As an example: if you request a time between 10:00am and 12:00pm, but the next available time is 12:09pm, you will not receive a time. The case would be the same for linked groups where there are fewer consecutive tee times are available than requested.

Notification of Results

Shortly after the drawing is complete at 7:00am, 7 days in advance, an email will be sent to all players either confirming a booked tee time or giving notification that the request was not filled.

Points Allocation

Points will immediately be allocated to each golfer at the time of the draw. Adjustments can be made to those points by golf shop staff in the case of players changes after the draw.

Note: Any attempt to manipulate the points system will result in suspension of ETTM Lottery access privileges.

After the Tee Time Draw

Player Changes

After a draw is completed players can be switched through the golf shop with no penalty. A golf shop staff member will change the player name and adjust the points from the removed golfer to the new golfer. *If a slot was originally designated for a guest, the replacement golfer must still pay that guest rate for their green fee.

Cancellations

Requests may be cancelled by the golfer prior to the draw with no penalty. Golfers who cancel tee times booked through the ETTM Lottery after the draw will incur a penalty of 0.2 points. Golfers who cancel tee times booked through the ETTM Lottery after the 24 hour cancellation window will incur a penalty of 0.2 points and be charged for the full amount of their tee time upon checking in for their next time.

Booking Tee Times

After the draw is completed, the traditional tee time booking methods will be available (in person, online, or by phone). Any tee times booked through these channels will not be subject to the weighted points system.

Inquiries and Golf Shop Assistance

Checking Historical Data

Within the Request Portal golfers are able to view their pending and completed requests. For current points balances or any other details golfers can speak with a member of the golf shop staff.

Submitting Requests

For those who may not be able to access the Request Portal at the specific moment that they would like to submit a request, golf shop staff members can assist in placing a request on your behalf.

Other Questions

For any other inquiries regarding the ETTM Lottery process, specific scenarios, or anything else, please review the attached FAQs or speak to a member of the golf shop staff. You may also contact:

Al Larose, PGA General Manager:

alarose@troon.com

Jimmy Pullano, PGA Head Golf Professional:

jpullano@troon.com

Frequently Asked Questions

- **Q. Is there any way to get unlinked tee times closer together?**
 - A. No. You may shrink the size of your request window to ensure that, if filled, they will be closer. But, there is no way to ensure times are back-to-back without linking them.
- **Q. Do Indigo Annual Passholders receive priority?**
 - A. No. All SCF Residents have the exact same opportunity.
- **Q. Do public (non-resident) golfers have access to the ETTM Lottery?**
 - A. No. Only current SCF Residents and their guests can access the ETTM Lottery. Non-resident golfers can book 7 days in advance, after the draw.
- **Q. If I do not get drawn for a time, can I be put on a wait list?**
 - A. Yes. Our team keeps a wait list for each day and will contact you if a time comes available. Speak to any member of the golf shop staff to add your name to the list.
- **Q. If my tee time is delayed due to frost, will my points be adjusted?**
 - A. No
- **Q. If my tee time is cancelled due to a rain out or course closure, will my points be adjusted?**
 - A. Yes. We will remove points added from that request.