

Place
Stamp
Here

Loveland Parks & Recreation
Golf Division
500 E. 3rd Street
Loveland, Colorado 80537

When can I make my tee time?

- Advanced reservations for players will be accepted as follows:

Daily fee players:

8 days in advance starting at 7:00 p.m.

Annual Pass holders:

8 days in advance at The Olde Course and Cattail Creek starting at 7:00 p.m.

5 days in advance at Mariana Butte starting at 7:00 p.m.

- No more than one reservation for up to three consecutive tee times per day per course per access cardholder will be accepted.
- During the summer the first available tee time will be at 5:24 a.m. The last available reservation will be at 7:00 p.m. Throughout the rest of the year, reservations will depend on available sunlight.
- No-Show golfers may be charged for their tee times. A no-show golfer is defined as: anyone not canceling their tee time in advance, showing with fewer than the number of players reserved for without contacting the pro shop in advance, or if **the Golf I.D. cardholder who made the reservation does not appear to play with their group.**

Additional Considerations

- You must use a push button phone, set on tone, that generates a touch tone signal.
- **You may press the * key to start over anywhere from within the reservation process.**
- Listen to the time offered very closely. To illustrate, some players have mistakenly heard an 11:38 tee time as two individual times, one at 11:30 and one at 8:00.
- All players are requested to report to the pro shop cashier 30 minutes before the tee time to confirm and pay for reservations. Tee times not paid for 30 minutes prior to reservations could be subject to sale or charge.

- If you do not respond to a prompt, or if you enter a number that the system cannot process, your call will be terminated and you will need to begin again.
- All Non-Golf I.D. cardholders must schedule tee times by use of a valid credit card.
- If you need to cancel or modify your reservation, call the system or the pro shop of your selected course as far in advance as possible. This allows other golfers to make use of that time.
- The availability of tee times may be limited by special events.

Getting More Info on Loveland's Courses

This reservation service includes an information line which is intended to help you learn more about the many features of our City golf courses.

For the information line, dial the Automated Tee Time Reservation Service at (970) 669-5800 and press 3 to learn more about:

- Advanced tee times, press 1
- Directions to each course, press 2
- Telephone numbers for each golf course pro shop, press 3
- Green fees, press 4
- Golf carts, rental equipment and driving range fees, press 5
- Hours of operation, press 6
- Unique features of each course, press 7
- To return to the top level, press star (*)
- To back up one level, press pound (#)
- To exit press 0

Challenging yet relaxing, the City of Loveland golf courses offer enjoyment for golfers of all abilities.

The City of Loveland reserves the right to revise the reservation system and policies at its sole discretion with notice as necessary.

FORE
THE *Love* OF
GOLF
AUTOMATIC TEE-TIME SERVICE
(970) 669-5800
Golf Loveland

**The Olde Course
At Loveland**

Cattail Creek

Mariana Butte

Hello!

The City of Loveland's convenient automated reservation system provides you with a quick and easy way to reserve, review, modify or cancel your tee time reservation 24 hours a day, 8 days a week, at *Mariana Butte*, *The Olde Course at Loveland*, and *Cattail Creek* golf courses.

There are two ways for you to access this free reservation service.

First, by obtaining a GOLF I.D. access card by returning the application attached with this brochure, or by calling (970) 962-2643. Your GOLF I.D. access code will be valid for use 5 business days after receipt of your application.

Second, for our patrons who do not wish to register for a GOLF I.D. access card, by utilizing your VISA, MasterCard or American Express Card you can secure your reservation.

This useful service is being provided to you as a way to thank you for your support of our golf courses. **There is no fee for using the service.**

Say good-bye to constant busy signals and long lines and hello to ease and convenience. Now with one simple phone call, you are able to reserve up to 3 consecutive tee times at any one of Loveland's three outstanding golf courses.

Tee Time Reservation System Help Line

Help Line Phone Number (970)962-2643

Golfers who need assistance or further information on the City of Loveland Tee Time Reservation Service or persons with disabilities who need special accommodations can call (970) 962-2643 between 8:00 a.m. and 5:00 p.m. Monday—Friday. In addition, pro shop personnel at your selected course are available to assist you.

How do I make a tee time?

1. Using your touch tone phone, dial (970) 669-5800. You will be connected to the automated reservation service and will be walked through the system by verbal prompts. **It is not necessary to listen to the entire prompt before making your selection.**
2. Press 1 to make a reservation, 2 to cancel, modify or confirm a tee time, or 3 to obtain general course information.
3. Enter your GOLF I.D. access code number or if using a credit card, enter your phone number (not including area code). Press 1 if correct.
4. Which golf course would you prefer? For the Mariana Butte golf course, press 1; for The Olde Course at Loveland, press 2; for Cattail Creek golf course, press 3.
5. On which day do you wish to play? Please enter the 4 digits representing the month and day. (example, for July 4, press 0-7-0-4)
6. What time of day would you like to play? Please enter 4 digits followed by the star (*) key for a.m. and the pound (#) key for p.m. (example, for 8:15 a.m., press 0-8-1-5*). **Please keep in mind:** The search will go back in time 10 minutes and ahead the rest of the day. **TIP: Select the earliest possible time you would consider playing as your starting time, then move forward through the day.**
7. How many holes would you like to play? 18-Holes, press 1 9-Holes, press 2
8. Please enter the number of golfers in your group by pressing 1, 2, 3, or 4. Please note that singles will be provided a tee time only if they can be paired with a twosome or threesome currently holding a reservation.
9. Do you want to book back-to-back or consecutive tee times?
Yes, Press 1 No, Press 2
10. The service will now recite the earliest tee time available based on your request.
Confirm tee time by pressing 1. If no, press 2
11. If you have obtained a City of Loveland GOLF I.D. access card, the service will now indicate that your tee time has been reserved.

12. ...OR...if you are not a registered GOLF I.D. access cardholder, you will be required to enter a credit card number before your reservation can be scheduled. Please enter your Visa/MasterCard number, then press the pound (#) key. Press 1 if the number is correct.
13. If you are using a credit card: Enter the expiration date of your credit card by entering 4 digits (example, for December 2008, 1-2-0-8). Press 1 if correct.
14. **Do not hang up.** Wait on the phone until your reservation has been guaranteed to your credit card (Please note that the amount due will not be charged to your credit card at this time; unless you no-show without cancelling). If you hang up too soon, your tee time will not be entered in the reservation system. Please wait to hear, **"Your reservation has been confirmed. All golfers in your group must report to the cashier at least 30 minutes prior to your tee time."** YOU **MUST CONFIRM** your reservation by pressing 1 after the confirmation prompt.

How do I cancel or confirm my tee time?

1. You may cancel, modify or confirm your tee time by dialing (970) 669-5800 and pressing 2.
2. Enter your personal GOLF I.D. access number or phone number (not including the area code). Press 1 if correct.
3. Enter the course on which you are holding a reservation. (1=Mariana Butte, 2=The Olde Course at Loveland, 3= Cattail Creek).
4. The system will now read back the first tee time you are holding.
To cancel this tee time, press 1
To modify this tee time, press 2
For the next booked reservation, press 3
To exit, press 4

All tee times must be canceled by 2:59 a.m. of the day of play. For example, to cancel a tee time, you must call prior to 2:59 a.m. on Friday morning for a Friday reservation.

Loveland Parks and Recreation—Golf Division AUTOMATED TEE TIME SUBSCRIPTION FORM

Name			Zip
Address			Home Phone
City	State	Ext.	Birthdate
Work Phone	Social Security Number (Optional)		

If you choose not to use your social security number, leave blank and a number will be assigned to you. The social security number is being requested on a voluntary basis and will only be used by the system for the express purpose of identifying guests. You may elect to have the Loveland Parks and Recreation Department assign you a 9-digit number.

Please return this form to: Loveland Parks and Recreation, Golf Division, 500 E. 3rd Street, Loveland, CO 80537.

You will receive your golf identification card with your personal identification number and will be able to use the Automatic Tee Time Reservation System within 5 business days after receipt of your application.

