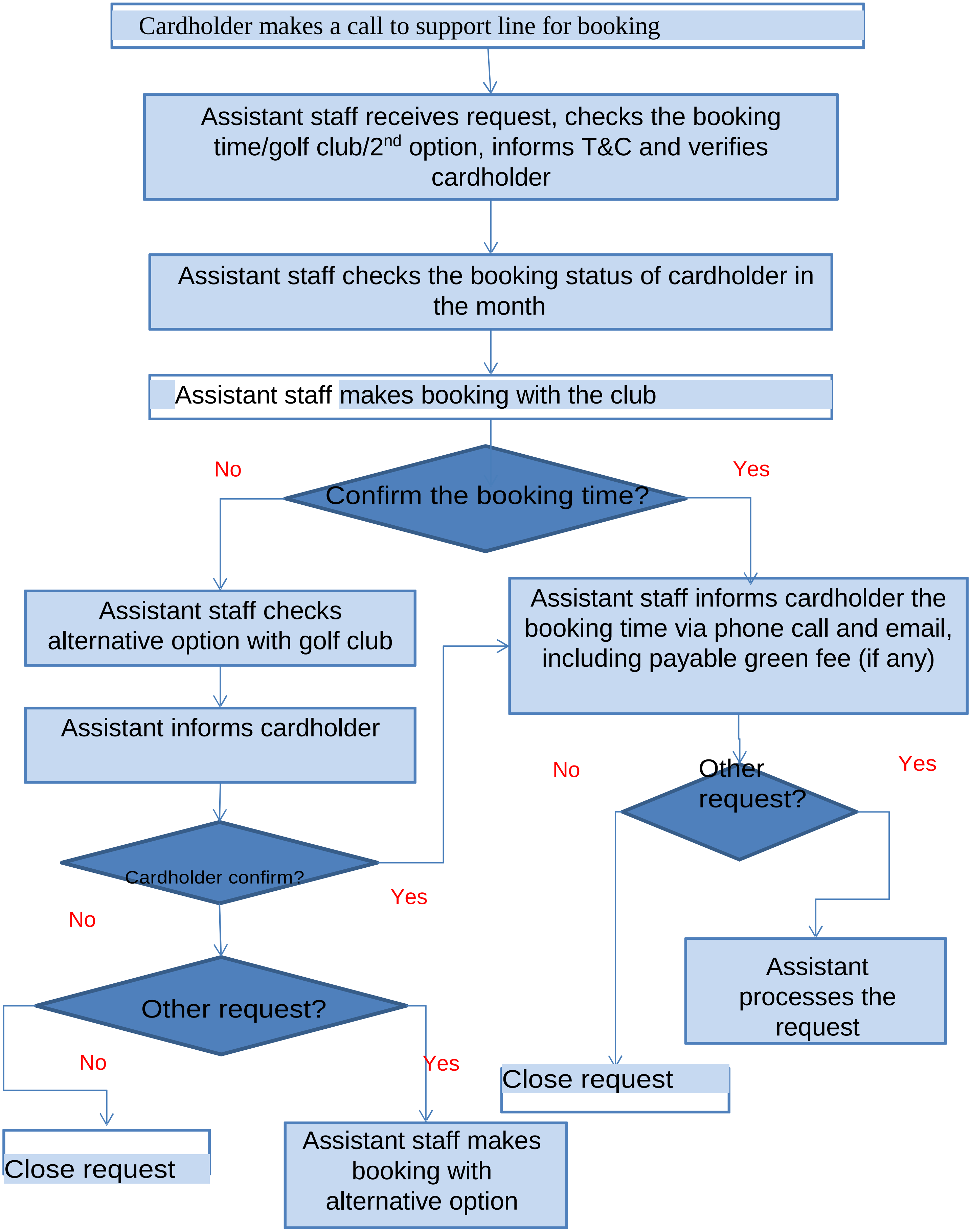
GOLF BOOKING VIA PHONE



Cardholder makes a call to support line for booking

Assistant staff receives request, checks the booking time/golf club/2nd option, informs T&C and verifies cardholder

Assistant staff checks the booking status of cardholder in the month

Assistant staff makes booking with the club

Confirm the booking time?

Assistant staff checks alternative option with golf club

Assistant informs cardholder

Cardholder confirm?

Other request?

Close request

Assistant staff makes booking with alternative option

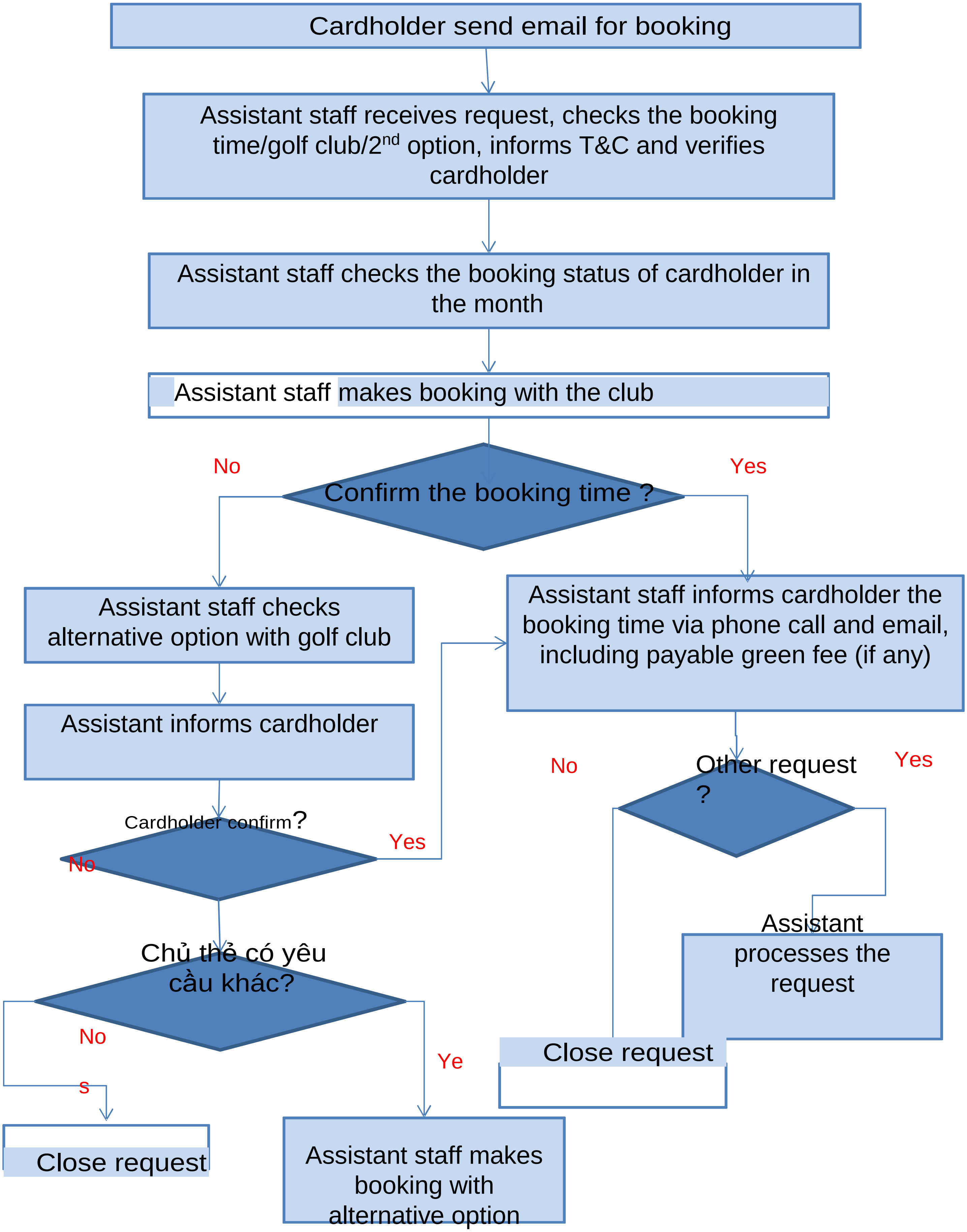
Assistant staff informs cardholder the booking time via phone call and email, including payable green fee (if any)

Other request?

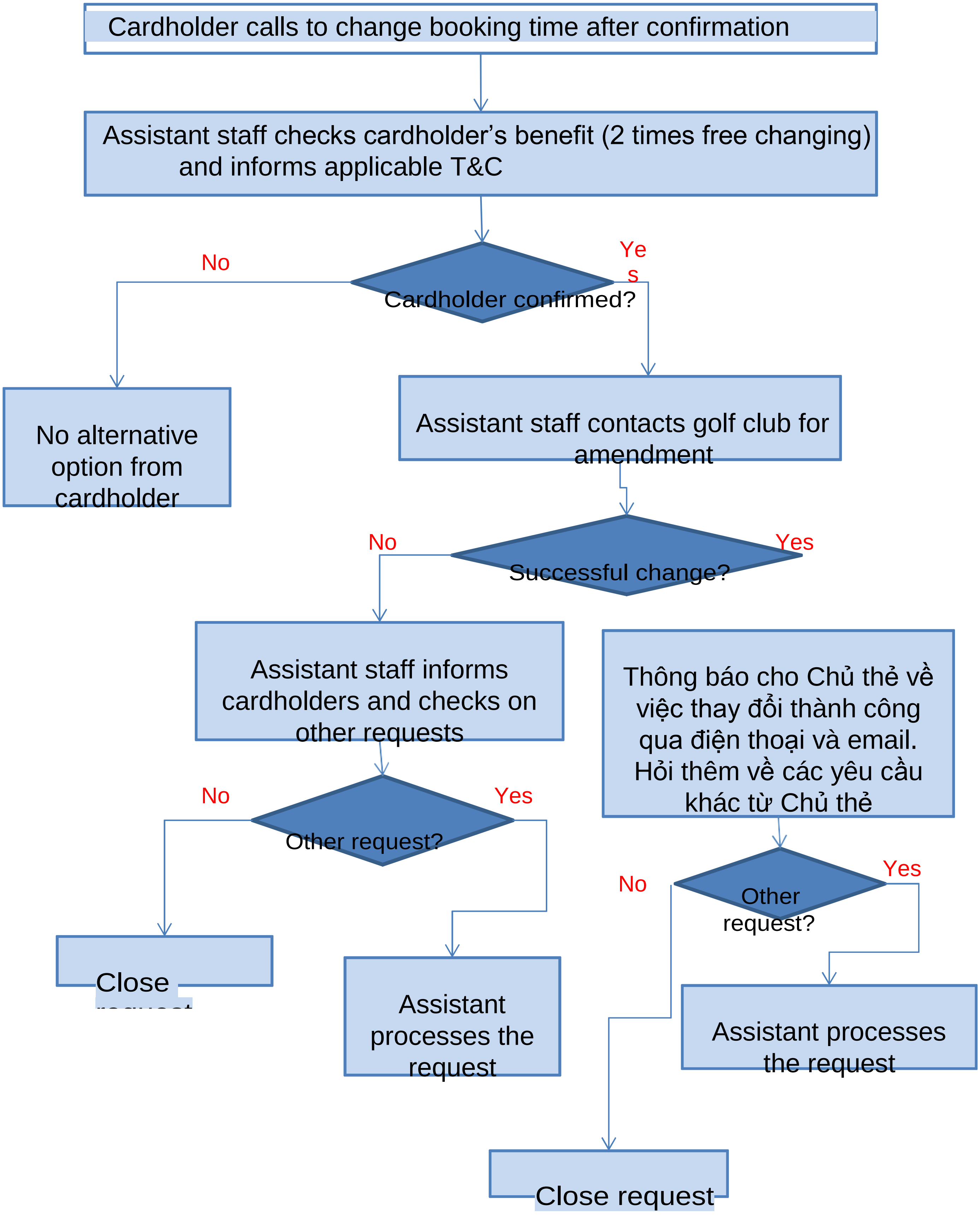
Assistant processes the request

Close request

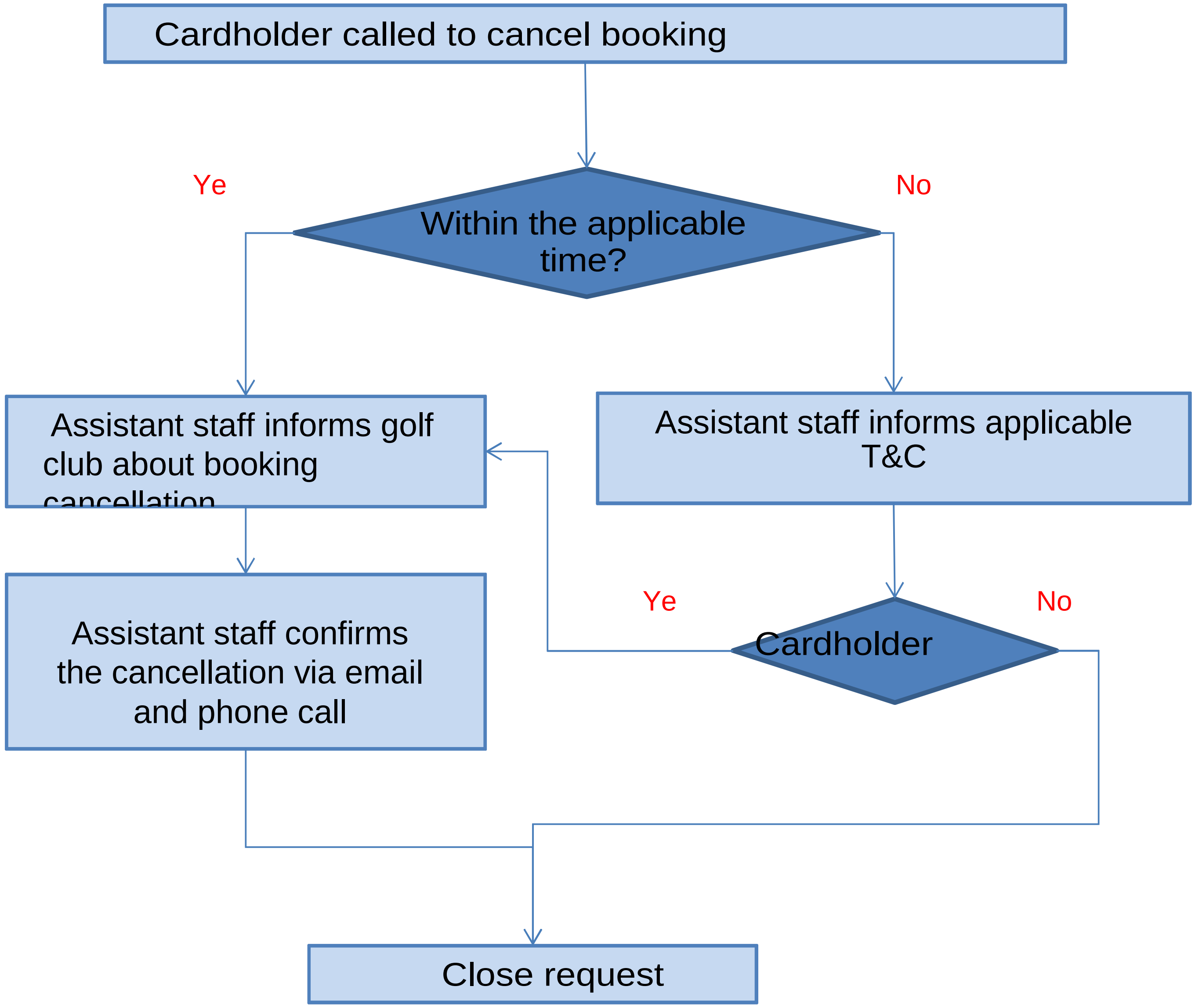
GOLF BOOKING VIA EMAIL


Cardholder send email for booking
Assistant staff receives request, checks the booking time/golf club/2nd option, informs T&C and verifies cardholder
Assistant staff checks the booking status of cardholder in the month
Assistant staff makes booking with the club
No
Yes
Confirm the booking time ?
Assistant staff checks alternative option with golf club
Assistant staff informs cardholder the booking time via phone call and email, including payable green fee (if any)
Assistant informs cardholder
No
Other request ?
Yes
Cardholder confirm?
Yes
No
Assistant processes the request
Chủ thẻ có yêu cầu khác?
No
Ye
s
Close request
Close request
Assistant staff makes booking with alternative option

CHANGE BOOKING PROCESS


Cardholder calls to change booking time after confirmation
Assistant staff checks cardholder’s benefit (2 times free changing) and informs applicable T&C
No
Yes
Cardholder confirmed?
No alternative option from cardholder
Assistant staff contacts golf club for amendment
No
Yes
Successful change?
Assistant staff informs cardholders and checks on other requests
Thông báo cho Chủ thẻ về việc thay đổi thành công qua điện thoại và email. Hỏi thêm về các yêu cầu khác từ Chủ thẻ
No
Yes
Other request?
No
Yes
Other request?
Close
Assistant processes the request
Assistant processes the request
Close request

CANCELLATION PROCESS


Cardholder called to cancel booking
Ye
No
Within the applicable time?
Assistant staff informs golf club about booking cancellation
Assistant staff informs applicable T&C
Ye
No
Cardholder
Assistant staff confirms the cancellation via email and phone call
Close request