



ClubHouse Online

One platform, infinite possibilities.
Website, Email, Mobile App & Integrated Tools.



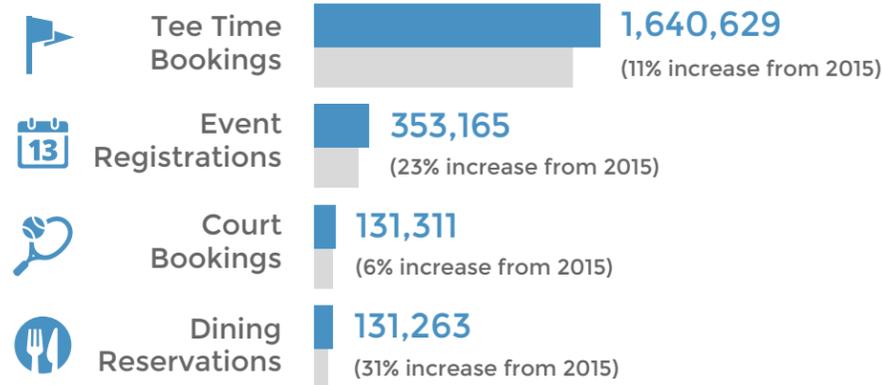
1,440

ClubHouse Online websites in over 13 countries

38,562,515
178,998,483
5:05

Visits (10% increase from 2015)
Page Views (8% increase from 2015)
Average Session Duration (97% of 2015)

Online Bookings



Uninterrupted Online Services

Website Usage, Tee Time Bookings, Dining Reservations, Court Bookings and more ...

100%

Uptime in 2016 (Not including pre-scheduled maintenance)

50+ Staff to help you succeed



ClubHouse Online Service Level Agreement

OUR COMMITMENT TO CUSTOMER SERVICE

Priority	Severity	Definition	Response
1	3 flames	System-wide failure to perform mission critical functions.	15 Minutes
2	2 flames	Primary functionality is substantially restricted or has failed.	60 Minutes
3	1 flame	Functional area or process is restricted.	180 Minutes

INDUSTRY LEADING
Customer Service & Support



(Based on 2016 Survey Results)



A successful website *captures* and *keeps the attention* of the viewer.



Custom Crafted Designs

One look at your club website, and the viewer should feel like they know you better.

Every ClubHouse Online website is designed with special attention to what makes each club unique. Before the first hand drawn mockups are started, we work to understand your club culture. Only then do we translate that culture into your new website design.



Manage Your Content

Take control of your content with an integrated ClubHouse Online website. Easily update your website with fresh content, recent event photo galleries, blog posts, public calendars and social networking.

Not an HTML expert? No problem! Work with our designers to create pre-defined styles for your website. Then, when you update content, everything stays consistent. No messy content. No hassle.



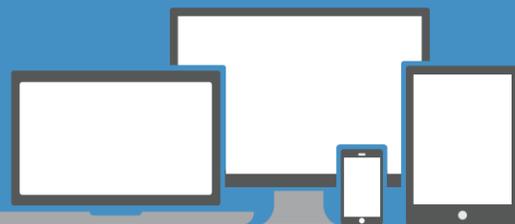
Enrich and Engage

Promote your club's unique identity and engage prospects.

Our S.E.O. friendly websites put you in front of the right people. With easy to create galleries, webforms, automated email responses and analytic integration, your club can create value and capture important information.

First impressions only happen once. What is your website saying about your club?

Create an impact



The Future Is Mobile. One Website, For All Sizes.

Embrace the fluidity of modern responsive websites. With ClubHouse Online, your website will automatically adjust to the user's screen size. Graphics, text and navigation always remain legible and deliver a truly mobile friendly experience.



Emails that deliver results

Engage your members with beautifully designed and personalized communications.



Build Gorgeous Emails

Create pixel-perfect, branded emails in minutes that look great on any device. With hundreds of professionally designed templates PLUS ClubHouse Online's intuitive drag-and-drop tools, your emails are guaranteed to look amazing, every time.



Personalized Emails

Have an overstock of left-handed golf clubs? Send a clearance sale email to left-handed, male golfers. Our custom data fields allows you to target exact demographics with segmented email campaigns.



Track Your Success

See in-depth email metrics at a glance (delivery, engagement, contact loss and more). Monitor and measure the performance of your email marketing campaigns to prove impact and effectiveness.

Intelligent, dynamic email campaigns

Create automated workflows based on contact and behavioral data. Trigger follow up emails based on actions. Simply set it and forget it.



A new member joins your club.

One week later, they receive a welcome email from your GM.

Three days later, they receive an email from your Chef inviting them to make their first dining reservation.

If they click to make a reservation, another email is sent from the Chef letting them know that they can also enjoy a free bottle of wine with their first reservation.

If they don't click to make a reservation, a follow up reminder is sent a week later reminding them to do so.



Tee Time Reservations

With integration to the back office, the Online Tee Time Reservations application enables members to view available tee times, create individual bookings, and book a round for themselves with a group of friends. They even receive an automatic follow-up email to confirm their reservation.

Event Registration

Give your members the ability to quickly create a reservation at any of your club's dining facilities. Members simply select their preferred time & party size, and a list of available reservations is displayed for their choice. Once the reservation is made, an email confirmation is automatically sent.

Court Booking

Online Court Booking is as simple as viewing a list of available court times on a preferred date, clicking to reserve the desired court time, and receiving a confirmation email.

Roster

Allow your members to share as much or as little personal information as they wish. It's easy to quickly search members custom information including Phone Number, Email Address and even their Profile Picture. Members can also update custom fields in their own profile such as allergies and shirt size.

Statements

With Online Statements your members can quickly access their current, as well as previous month's statements. Members are able to view their individual charges (down to specific chits) as well as their monthly minimum, credit book and loyalty balances.

Payments

Online Payments provides a fast and secure process with which your members can pay their monthly statements. Online Payments also reduces time consuming and laborious staff processes such as depositing member payments into your bank account almost immediately.

Lessons Management

From personal training to golf, tennis and more, Online Lessons Management enables members to select and instantly book lessons with their favorite provider. Staff and service providers can also manage lessons & schedules using their own online interface.

Dining Reservations

Give your members the ability to quickly create a reservation at any of your club's dining facilities. Members simply select their preferred date and meal period, and a list of available times is displayed for their choice. Once the reservation is made, an email confirmation is automatically sent.

Social Networking

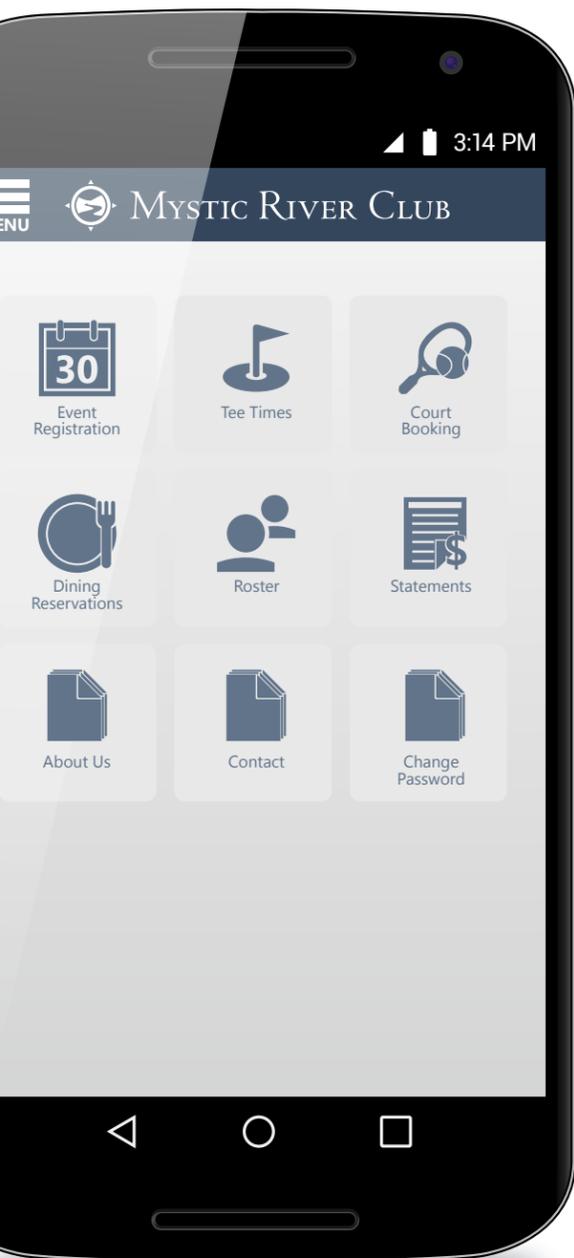
Offer your members a feature rich online communication experience within the secure environment of your website. Members can create their own custom profile, complete with personal information and a photo, and connect with other club members.

Integration your members will love

The most robust online tool set available.



Download. Tap. Engage.



The club app that delivers integrated bookings, reservations, club content and much more.



Club branded

Your club's app is an extension of your club in every way. Branded with your club logo, images, and color scheme, the app can be downloaded from both the Apple and Google Play stores directly to your members phone or tablet.

A better way to keep your members engaged

All the interactive features of your club website available at the tip of your members' fingers.



Book a Tee Time



Register For An Event



Make a Dining Reservation



Schedule a Court Booking



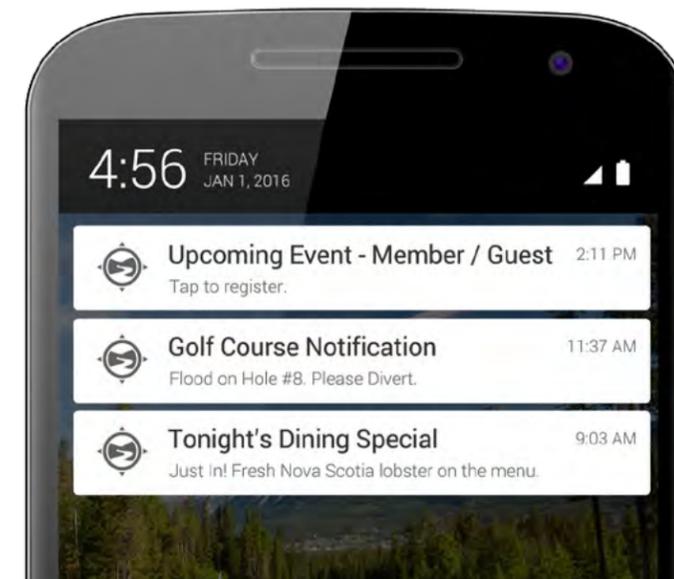
View Statements



Search the Club Roster

Instant communication with your members

Using instant push notifications you'll never be further away from your members than their mobile phone or tablet. Send targeted alerts based on member type, member status and even messages to individual members!



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