

GERMAN COUNTRY CLUB

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MEMBERSHIP CARDS: POLICIES & PROCEDURES

POLICY

1. The German Country Club is a 'members only' establishment. As such only members are allowed access to the Club facilities.
2. **Members may bring guests.** However, these guests are to sign the guest register, giving Guest Name, ID Number, Physical Address, and Telephone Number. The member has to provide member number and counter sign the guest register.
(This is in terms of the Liquor Act governing the Club)
3. The Club issues EVERY active member an electronic membership card. This must be presented at the reception counter to enter the Club.
4. Members can ONLY pay for any food or beverages acquired from the Club facilities by charging their membership cards. The account (as per their membership card) is to be settled in full at leaving the premises at the end of the visit. **NO ITEMS ARE TO BE ACQUIRED FOR CASH.**
5. The account can be settled by: Cash, Bank Credit Card, or by EFT where a membership card is pre-loaded.
6. Rounded Tips have been pre loaded on the system. We request that an approximate 10% service fee be considered as a minimum unless the service was poor, in which we expect the poor service to be raised with the Club Manager.

PROCEDURES

ON ENTRY:

1. On entry, the member presents their membership card.
2. The membership card is scanned, and the system depicts the picture of the member.
3. The receptionist allows the member to enter.
4. A non-member will be requested to complete the Visitor Register. The receptionist must record the member number. The member is expected to sign the register to acknowledge the visitor (at any time during the visit).
5. Where a member has not previously received their membership card, they advise the receptionist accordingly. The receptionist will confirm the email address with the member and allocate a membership card to the member. The Club Manager will endeavor to take an electronic picture of the member in the course of the visit.

ACQUISITION OF FOOD, BEVERAGES OR ANY GOODS FROM THE CLUB:

1. The member must present the membership card for the waiter to charge the items acquired to the card. (It works like any hospitality business, for example you charge your room number in a hotel, and then settle the account when you leave. Instead, at the Club you charge your membership number)
2. When the member wishes to 'settle' to leave the Club, the member requests the statement of account. The member is requested to add the tip (denominated in R5's, ie R5, R10, R15 etc).
3. The account gets settled at the Bar counter by Cash or Credit Card.
4. Where a member does not have their card, they may advise the waiter their membership number against which the account will be run. Where the waiter does not know the member, the waiter is requested that the Club Manager confirm the membership number given.
5. Where a guest wishes to run their own account, instead of running it on the related members account, they may request a 'visitor card' on entry. A deposit of R50 is payable for the card, of which R40 is refundable on return – R10 is the related administration fee.