Welcome to Quail Hollow Country Club

WELCOME TO THE CLUB
We Are Glad You Are Here!

The pleasure and privilege of private club membership is yours from the moment you become a Member. Our membership roster reflects the most esteemed and recognized individuals in their respective fields. As a new Member, you will enjoy the camaraderie and networking that has become the hallmark of our Club.

As a premier, private Country Club, we combine the unique spirit of our city with the finest Club traditions. You can always expect exceptional service and personalized attention from our professional staff. Through our ClubCorp Network and distinctive benefits, membership becomes a game changer for your business, your travel and your life.

Welcome to the Club!

We hope that Quail Hollow Country Club will be a Club you are proud to belong to for years to come.

We believe the following to be important and we will dedicate our time to making it all happen for you.

We're ready to:

1. Help you establish relationships with other Members
2. Help you get to know our staff and let them get to know you and your preferences
3. Facilitate avenues for you to get involved in areas of interest and introduce you to our committees and clubs within the club
4. Facilitate a sense of “this is my Club” through strong Board leadership, committees and communication
5. Create a Club and image that fosters pride in belonging

By direction of the Board of Governors, membership is by invitation only. The invitation process – inviting your friends, family and colleagues to become part of your Club – is the foundation for recruiting new Members. As Members of Quail Hollow Country Club you are the foundation of the Club. It is through your invitation that future Members will enroll.

All memberships provide equal privileges to the Member’s spouse and dependent children under the age of 23. Memberships are designed to meet and accommodate the social, business and recreational needs of our Members.
GETTING STARTED

Four Easy Ways to Communicate with Your Club!

Please put our information in your phone so making reservations or calling for information is at your fingertips.
Club phone number: 440.639.3800. Golf Shop number: 440.639.4000

For your traveling needs, you must call ClubLine: 800.433.5079 or go online at clubline@clubcorp.com

1) MEMBERS ONLY WEBSITE
Club website: www.quailhollowcc.com
As a new Member, you will need to register to gain access to our private section of the website. Create a username and password. Follow these simple steps:
Step 1: Go to the Club’s website: www.quailhollowcc.com
Step 2: In the upper right corner, just above the main number, click Member Sign In
Step 3: Click Create Account
Step 4: Enter your information in the New Users section and click Submit

Note: When setting up your web account, please enter your FIVE-DIGIT Member number, remembering to include any zeros. For instance, Member number A1 would be A0001 in this case, with the number zero, not the letter “O.”

Once you are logged in the private section of the website, the following is some of the information that is now at your fingertips:
- Make dining reservations
- Make tee times
- View up to the minute announcements
- Review your Member statement
- Review calendar of events and make reservations
- Benefits Finder – find out where you can golf, dine, play and so much more
- Club Connections, our online Member roster and group lists
- Find Hotels – an online hotel platform, featuring savings of up to 40% on overnight accommodations
- My TicketLine – an online ticket platform exclusive for Members with My Community (O.N.E.) benefits
- View photos of recent events
- Edit interests, preferences and contact information
- Book an event
- A pdf version of this Member Handbook

Now that you have logged in, be sure to keep this information where you keep other important password information. If you experience any problems logging in, please contact the Club for assistance at 440.639.3801.

2) MY CLUBMOBILE
From your mobile device, go to m.myclubmobile.com and log in with the same login you created above.
Mobile services include:
- Tee Times and GHIN – make tee times and post scores
- Private Clubs iMag – read our quarterly magazine
- Member Directory – our online Member roster
- My Profile - update your preferences
- Benefits Finder – find out where you can golf, dine, play and so much more
- eStatements – View your current charges or past statements

3) SOCIAL MEDIA
LIKE US ON FACEBOOK
Facebook highlights our vibrant Member community where Members post photos and comments about what is happening at the Club. Be sure you “like” us on Facebook so you don’t miss out on the fun. www.facebook.com/QuailHollowCC

4) TEXT MESSAGING
From your cell phone, text the word “join” to 440.827.2244. The system will prompt you to register. Receive up to the minute updates on frost delays, upcoming events, pool closures due to weather, make a reservation and more!
GETTING STARTED

Member Directory

WANT TO CONNECT WITH MEMBERS IN A SIMILAR INDUSTRY?

NEED TO FIND A REALTOR?

LOOKING TO CHEER ON YOUR FAVORITE TEAM WITH YOUR ALUMNI?

There are many ways to meet and connect with other Club Members including participating in a committee or in our clubs within the club. Our Member Directory provides you a tool to search for people in your Club, and it is found in the Members Only homepage.

Our Member Directory is for Club Members only. Club Members are licensed to use the information provided in this directory for each Member's individual, non-commercial use. Any other use of the directory is strictly prohibited including without limitation, modification, distribution, uploading, posting, reproduction, redistribution, or any other dissemination without the express written permission of the Club.

The Member Directory may not be used for telemarketing, direct marketing, commercial mass emails or by agents or representatives of email spammers.

The information contained in the Member Directory is provided by individual Club Members and the Club does not verify the accuracy of the information provided and is not responsible for the information provided.

The Club is not liable for the actions, practices or resulting damages of its Members, nor for the people who use this directory. To be removed from the Club directory, you may adjust your privacy settings.

Please review the Communication Policy online.
BOARD OF GOVERNORS

Learn about our Board, Member Committees and Clubs within the Club

The role of the Board of Governors is to serve as ambassadors of the Club in both the Club and the community. Through their pride and commitment to Quail Hollow Country Club, Members of the Board involve themselves in promoting the ongoing success of the Club through the sponsorship of friends and colleagues for membership. They work hand-in-hand with Club management in establishing policies and procedures. They assist Club management in gaining Members’ acceptance of the dues, fees and other policies necessary to fulfill the financial obligations of the Club. They enthusiastically participate in events that will ensure Member satisfaction in the Club. They work to enhance the membership roster and recognize the importance of aligning the Club as a good steward in the community.

We encourage you to get involved and become a leader within the membership through Board service. Please contact the General Manager for additional information on applying for a position on the Board of Governors.

John Fauth      Board Chair
Ben Arnold      Golf Committee Chair
Gary Gerard    Greens Committee Chair
Rachael Whiting Membership Committee Chair
Carolyn Kueba Social and Fitness Committee Chair
Scott Carty    Board Member
Gary Estadt    Board Member
Bridget Germo  Board Member
David Glass    Board Member
Tammy Glover    Board Member
Doug Simek     Board Member
Mike Zappitello Board Member

Larry Lester    Founding Board Chair
Robert Leach    Board Chair, Emeritus
Dave Stefko     Board Chair, Emeritus
Thomas Ferguson Board Chair, Emeritus

All Committee Chairs serve on the Executive Committee
Quail Hollow Country Club has four Member Committees, each serving a different purpose and having a specific mission. Each Committee reports to the Board of Governors. The Committees are listed below. Members who wish to serve on a Committee are encouraged to contact Member Services at 440.639.3801 or General Manager Sam Leatherberry at 440.639.3805.

**MEMBERSHIP COMMITTEE**

The purpose of the Membership Committee is to have an influential group of Members who will help in the Club’s growth and continued satisfaction of its Members. They will work together to provide an ongoing strategy involving current Members in the prospecting and sponsorship process, help identify new membership opportunities in the community and help sponsor individuals that will be an asset to the Club. This Committee is instrumental in the success of the Club.

**GOLF COMMITTEE**

The Golf Committee will be the liaison between the Membership and the Club Management to provide a superior golf experience by establishing traditions and building relationships.

**GREENS COMMITTEE**

The Greens Committee will serve to provide advice and assistance to the Director of Golf Course Maintenance regarding various golf course conditions. The Greens Committee is to support the Golf Course Maintenance Team and Membership by creating the finest golf experience possible.

**SOCIAL AND FITNESS COMMITTEE**

The Social and Fitness Committee works together to expand the social experiences and enhance the fitness programs for all Members.
What makes Quail Hollow Country Club so special is the tremendous array of programs and events offered each month that provide Members opportunities to meet around educational, cultural, business and fun activities and programs. The weekly email sent to all Members will be your guidepost alerting you to what is scheduled, and links will provide you with details and information for making reservations. You can expect programs to include:

**WEEKLY TRADITIONS**

- Daily happy hour
- Saturday breakfast buffet during golf season
- Sunday á la carte brunch menu
- Taco Tuesday
- Wednesday nights get a choice of heart healthy menu options and men’s night buffet during league play
- Wednesday is 50% off dining extended to guests of O.N.E. Members
- Thursday nights are theme buffet nights. Enjoy pastabilities, Greek, Mexican, Southwestern cuisine to name a few
- Thursdays are half-priced bottles of wine

**SOCIAL EVENTS**

- Family Events: Fireworks Family Day, Drive-In Movies on the Range, Ice Cream Socials, Poolside Cookouts, End of Summerbration, Pool Parties, Superheroes Breakfast and more!
- Holiday Celebrations: Valentine’s Day, Mardi Gras, Christmas Eve Candlelight Dinner Buffet, Easter Sunday Brunch, Breakfast and Lunch with Santa, Mothers Day Brunch, Kentucky Derby, Thanksgiving Dinner Buffet, Kids Halloween Party, Kids Sweets N’ Treats, Cookie Exchange and more
- Quail Bar Specials: St. Patrick’s Day, Cinco De Mayo, Tequila, Margarita and Wine Tastings
- Member Events: Spring Fling, Summer Nights on the Verandah with Live Entertainment, Harvest Night, Little Black Dress Party, Martinis, Massages and Manicures and more
- Fundraisers: Annual ClubCorp Charity Classic

**CLUBS WITHIN THE CLUB**

- Book Club
- Cooking Classes
- Wine Tasting
- Networking
- LGA
- MGA

Watch for your weekly Email NewsFlashes! And be sure to check your Club calendar on the website
DINING AT THE CLUB
Enjoy our Unique Menus Featuring Member Favorites

SUNSET GRILLE HOURS

Off-season
Tuesday – Saturday: 11:00 am to 9:00 pm. Quail Bar open until 10:00 pm Friday and Saturday
Sunday: 9:00 am to 2:00 pm. Quail Bar open until 4:00 pm

In-season
Tuesday – Saturday: 11:00 am to 10:00 pm
Quail Bar open until 11:00 pm Tuesday – Thursday, 12:00 am Friday and Saturday
Sunday: 9:00 am to 8:00 pm

These hours are approximate and are subject to change. For reservations, call 440.639.3801.

MAKING ONLINE DINING RESERVATIONS

You may call the Club directly to make a dining reservation or go online. With online dining reservations you can easily book your reservations right from your computer.
- View available reservation dates and times through an easy online screen
- Make special requests in the “notes” section
- Add instructions for the staff, including requesting your favorite bottle of wine to be waiting at your table upon arrival or arranging a special anniversary or birthday surprise for one of your loved ones
- Review or cancel your existing reservations

HERE’S HOW

- Go to www.quailhollowcc.com and log in to the Members only section. If you haven’t already created a username and password, now is a great time to register. Check page 3 of this handbook
- Click Make a Reservation, located on the right side of the Members only homepage
- Tell us what day and time suits your schedule, along with any special requests you have, then click Send Request... and that’s it! We’ll send you an email confirming your reservation and you can also view all your booked reservations on your online Club calendar

MAKING ADVANCED RESERVATIONS FOR SPECIAL EVENTS

Life seems to be more last-minute these days, but when the Club is hosting a special event for the Members, it is important that we have a good estimate of attendance as far in advance as possible to ensure a successful event. Reservations well in advance of 5 days of the event are greatly appreciated. Also, remember there are several holiday events, such as Mother’s Day and Easter that are traditional sell-out events. We highly recommend you make your reservations in advance to ensure you are able to attend. Go directly to the Club calendar and click on that event’s “sign up” blue + button. You can even view who has already made reservations for that event. All reservations will be confirmed via Email provided that the Club has your e-mail address. If you don’t receive an email confirmation, call the Club to confirm.

MEMBER EVENT CANCELLATION POLICY – 48 HOURS

The cancellation policy for Member events is 48 hours in most instances. If an event cancellation is made less than 48 hours in advance, the Member is responsible for all the charges for the entire party.
FOOD ALLERGIES
If you, your spouse or significant other or any dependants on your Member account have any food allergies, please notify the Club. Please be sure and let your server know if you have any allergies to insure that the kitchen staff is aware to modify the meals, if possible. If you are participating in a club with in a club event, it is always best to notify the person coordinating the meals to ensure there is an alternate meal for you.

SPECIAL FOOD REQUESTS
Traditionally at Club sponsored Member events, the menus for the evening are prearranged and are usually consistent. If there is an item you or your Guests are allergic to or prefer not to eat, please let the Club know at least 48 hours in advance of the event. For instance, if the event’s main entrée is filet and lobster and you are allergic to shellfish or if your Guest is a vegetarian, let us know and we will prepare a different dish.

TIPPING
All food and beverage tickets and Member events reflect a 20% service charge.

DRESS CODE
The Board of Governors requests that all Members, Guests and Employee Partners adhere to the Club’s dress code, which is as follows:

FOR LADIES AND GENTLEMEN
- Proper attire is always expected, as described in detail below.
- “Country Club Casual” is generally expected. Additionally, dress jeans may be worn in the Quail Bar, Sunset Grille, Verandah and throughout the Clubhouse common areas but are not acceptable on the course, range or practice areas. Ripped, torn, frayed, or faded attire is never acceptable.
- Proper athletic clothing is permitted in the locker rooms and fitness center, but an appropriate warm-up or cover-up should be worn when traveling to and from these areas.
- Swimwear and athletic attire are not appropriate in dining areas, which include the Private Dining Rooms, Sunset Grille, Quail Bar and Verandah.
- From time to time Club Staff may designate and announce formal dress events and/or locations where dress jeans are inappropriate.
- The judgment and interpretation of Club Staff shall always prevail when applying the Club dress code.

FOR LADIES
- Ladies may wear blouses, sweaters, golf shirts or sleeveless shirts with collars with tailored skirts, shorts, slacks or Bermuda length shorts.
- Denim jackets are allowed, and a denim skirt or dress is allowed as long as it is not cut off or ragged. Short shorts, cut-offs, T-shirts, halter-tops, or sleeveless tops without collars (tube or tank tops) are not allowed in the Clubhouse. Sleeveless tops with collars are permissible as long as they do not bare the midriff or have an unreasonably low cut. A sundress with spaghetti straps is fine, if it is a conservative cut.

FOR GENTLEMEN
- Gentlemen may wear collared shirts, turtlenecks, mock turtlenecks, knit sweaters, golf shirts with collars, banded-collar shirts, denim dress shirts, and crew-neck designer shirts.
- T-shirts, hoodies and sweatshirts are not permissible attire except during specified Club sanctioned events.
- Hats are not allowed in the Sunset Grille or Private Dining Rooms. Hats are allowed in the Quail Bar and Men’s Lounge and must be worn with the bill facing forward.

NON-SMOKING POLICY
- It is unlawful to smoke inside a public facility in the state of Ohio and as such Quail Hollow Country Club is no exception. Smoking inside the Clubhouse is strictly prohibited. Designated smoking areas will be posted outside the Clubhouse for Members who wish to smoke. This also includes “vaping”
- During our winter months, a designated area will be made available outside on the Verandah
- During spring, summer and fall, smoking areas will be limited to the northeast end of the Verandah, the grassy areas towards the northeast corner of the Clubhouse, and the patio below the Verandah on the north side of the Clubhouse
HOUSE RULES

- The General Manager, or the person designated by the Manager, shall have full and complete charge and authority of the entire Clubhouse and grounds at all times.
- Quail Hollow Country Club Members in good standing have the privilege of signing for any charges incurred at the Club. Members and Guests may also use a major credit card for purchases in all areas of the Club. The Club will not allow the use of cash for payment with the exception of the Golf Shop, all halfway houses and beverage carts.
- The Club is not responsible for lost or stolen property.
- Dependent children are defined as those 23 years of age and under. Parents are responsible for the actions of all dependent children and their Guests while on Club premises. Dependents of Members 24 years of age and older are considered Guests and are subject to the provisions for Guest use of the Club facilities.
- Children age 12 and under must be accompanied by an adult at all times while on Club grounds. Minors under the age of 21 must be accompanied by an adult while in the Quail Bar. Children under the age of 21 may not sit at the bar due to Ohio State Law.
- Liquor law violations are prohibited on the Club premises. No alcohol can be served before 11:00 am on Sundays. Members must purchase all food and beverage from the Club and cannot bring outside food and beverages onto the Club premises with the exception of unopened bottled wine. A corkage fee of $12 per bottle will be assessed for any outside wine brought onto the Club premises.
- Eligible family Members will be issued Membership cards upon request. Parents wishing their children (under age 23) to have charging privileges may request additional cards at the Membership office. We request that Members carry their card when on Club premises. Members shall acknowledge receipt of food, beverage, merchandise or services by presenting their Membership card and signing a charge ticket with their Member number.
- Members shall be liable to the Club for the value of all property should it be damaged or removed by them or their Guests.
- Slow, unsatisfactory, or improper service should be reported immediately to the General Manager or Manager on duty so that responsibility may be assessed and the problem corrected. Other serious complaints should be made in writing to the General Manager.
- Members of the Club should not reprimand any Club employee partner under any circumstances. Complaints of improper employee partner conduct, service or demeanor will receive immediate attention by the General Manager.
- Members may not allow their dogs or other animals on Club property, including the golf courses.
- During the winter months, ice skating and sledding are not permitted at any times on the golf course property. Please abide by the “no skating/sledding” policy. It is for the safety of the Members and the Club.
- Members, officers and employee partners of the Club are requested to report any violation of the rules and regulations in writing with a signature. Members committing repeated violations will be subject to such action as deemed necessary in accordance with the rules and regulations, including an appearance before the Quail Hollow Country Club Grievance Committee.
The Club has a private events department that is available to accommodate all of your business and social events. Our private rooms are available for everything from a small business meeting or intimate dinner to an extravagant wedding, charity gala or corporate reception. Your Private Events Director is available to book rooms, organize your menu and event details and provide additional planning services such as arranging for entertainment or décor.

In addition, as you travel you may choose to host business and social events in our sister clubs. Your own private events department can assist with contacting the appropriate club and private events director.

**TYPES OF EVENTS**

The Club is available for all of your private event needs. We encourage you to host your business meetings, professional organizations, civic events, school and charity fundraisers, retirement parties, weddings and rehearsal dinners at Quail Hollow Country Club.

**BENEFITS OF MEMBERSHIP**

As a valued Member of the Club, there is no room rental fee to host events, as long as you have a food and beverage minimum.

**WHO CAN BOOK AN EVENT**

- You may choose to contact the private events department directly to make arrangements for your next private event. Your executive or personal assistant is welcome to contact the Club on your behalf
- If you would like to extend the private event benefit to a colleague or friend, they may contact the Club directly to host an event and may pay on a separate billing account
- The Club is also available to host professional, civil and social organizations. These organizations may also contact the Club private events department directly and may be set up with a billing account or a tax-exempt billing account

**HOW TO BOOK AN EVENT**

- To book an event, contact your Club Private Events Director. A non-refundable deposit and signed contract is required to book any private room. The initial deposit amount varies depending on the event type and must be paid by check or credit card. The contract for your event will detail when additional deposits, event details and counts are required
- Planning your event. Your Club Private Events Director is here to assist you with all your event needs
- Guarantees. The Club requires all event guarantees by 3 business days prior to the event
- Billing. The Club can bill you on your Club membership account or set up a separate billing account for an event. Your Member or event billing account must remain current at all times

**CATERING AND TO-GO**

The Club is available to cater to private residences. You may also contact the Private Events department to set up platters and catering orders to go.

Contact Matthew Swiger at 440.639.3806 or matthew.swiger@clubcorp.com to start planning today!
The Club prefers that Members use their Membership card for all charges at the Club. We can make arrangements for credit card usage for you and your Guests. Ask your server or the receptionist at the time you make reservations.

BILLING/STATEMENTS

Member statements are generated on the first business day of the new month. Dues for the month are billed in advance and charges in the rear. For instance, the statement received the first of the month has the dues for the current month and the charges from the previous month. Payments are due upon receipt of the statement. Payments received after the final day of the month are subject to a 30% late fee, with a maximum charge of $30 per statement.

CHARGE TICKETS

It is always best to review your ticket for charges prior to signature. Please be sure to sign all tickets and verify that the Member name and number are correct on the ticket and charges are accurate. Quail Hollow Country Club provides two tickets, one for your records and one for the Club. It is a good practice to keep your copy of the tickets on file until the next statement is received, to cross reference tickets and statement charges. These simple steps will ensure that your statements are accurate.

ASSOCIATE CLUB CHARGES

All charges from your visits to Associate Clubs will be billed back to your Member account at Quail Hollow Country Club. Your statement for these charges will be shown as a total charge and is not itemized. We recommend that you always keep copies of the charges from your Associate Club visits for 60 days. In most cases, charges for these visits are posted to your account within 30 days of your visit.

CHECK MEMBER NUMBER AND SIGN ALL CHECKS

Once you receive your receipt for service, please be sure to verify that the Member number and name are correct. The Club requires that all checks be signed by the Member at the time the check is presented.

GRATUITY (++)/SERVICE CHARGE

All food and beverage items and special events are ++, which means the base price plus tax and service charge. The current service charge for Members for à la carte dining and Club sponsored Member events is 20%, snack bar and beverage cart 18%.

DISPUTED CHARGES

If you believe a charge to your account is inaccurate, please contact the representative of the appropriate department. They will research the dispute and respond within 24 – 48 hours during normal business hours. This process proceeds more quickly when the representative has a copy of the disputed charge circled on your Member statement with an explanation in advance.

DELINQUENT ACCOUNTS

Member accounts that are not paid to a zero balance prior to the next billing cycle are considered delinquent. Member accounts that are delinquent for thirty (30) days or more are not allowed to charge anything to the Member account until the account is paid to a zero balance. If a Member account is delinquent for sixty (60) days or more, the account is suspended until the account is paid to a zero balance. If a Member account reaches ninety (90) day delinquency, the membership is then terminated until all charges are paid on the account. Please speak with the General Manager before it gets to this point.

MAKING PAYMENTS

Statements are payable by cash, check or credit card. We accept Mastercard, Visa and American Express. Check payments may be mailed to the Club in the envelopes provided with statements, or they may be dropped off in the Member payment slot in front of the receptionist’s area. Cash payments can be made only during normal business hours, as this requires a handwritten receipt of payment.
The Club has several methods of communicating with Members about key Club issues, policies, activities and events. It is our goal to strive for communication that is accurate, open, honest and consistent.

**EMAIL NEWSFLASHES**

Our primary form of communication is Email. You will receive at least two Emails from us each week. Emails include the following information:

- Upcoming social and golf events with registration information
- Fitness class updates
- Dining specials
- Club happenings
- Manager’s Message and much more

**SOCIAL MEDIA**

We also regularly update our social media sites. Like and follow us!
Facebook: www.facebook.com/quailhollowcc
Twitter:@QHCCOhio
Blogs:
Golf: www.qhccproshop.blogspot.com
Grounds: http://qhccgrounds.blogspot.com

**IN-HOUSE PROMOTIONS**

The Club will utilize bulletin boards, posters, cart signs and counter cards to promote planned events or promotions of interest. Private Clubs magazine also presents Member exclusives providing unique access to products, services and experiences that complement your lifestyle.

**MEMBER FEEDBACK THROUGH SURVEYS**

Periodically, Quail Hollow Country Club surveys its Members to measure Member satisfaction and highlight where we have an opportunity to improve our Member experience. We ask that every Member complete their survey when received. Survey score trends and specific Member comments are valuable tools for our Board of Governors and Club management when developing priorities. We appreciate your support.

**STAR CARDS**

As you visit the Club and other clubs in the ClubCorp family, you will notice STAR Recognition cards in the Club. These cards are designed to recognize employee partners who go above and beyond to create Magic Moments for Members and Guests. Two things result when you complete a STAR card:

1. The employee partner receives recognition for providing excellent service. They receive a copy of the card, which is also read at our daily line-ups. In addition, employee partners can earn a day off with pay when they achieve a high level of excellence
2. Members who complete the cards help the Club define service excellence. It helps all employee partners aspire to new levels of service and perhaps think of new ways to surprise Members and Guests with more Magic Moments as they enjoy the Club

We hope that when you experience excellence, you will recognize it with a STAR card!
THE CLUBCORP NETWORK
Enjoy Benefits Locally and When You Travel

Your membership can be enhanced with local privileges through My Community (Society/O.N.E.) and traveling privileges through My World (Signature Gold Unlimited/O.N.E.) Here are a couple of helpful hints to ensure you maximize your enjoyment of this benefit.

MAKING A RESERVATION

To enjoy your ClubCorp Network privileges, you have a staff of professionals standing by to help make your reservations. Simply call the ClubLine, your personal concierge. The toll-free number is on the back of your Member Card. ClubLine hours are 8:00 am to 8:00 pm EST, Monday through Saturday, or email clubline@clubcorp.com.

The ClubLine staff are experts on the Clubs and Alliances in the ClubCorp Network, as well as the worldwide benefits available to Members. ClubLine will reserve your golf, tennis and dining reservations and can also help with hotel accommodations, tickets to concerts, theater and sporting events and even limo transportation. ClubLine allows Members to book many aspects of their travel through one phone call.

Do not call the clubs directly to book your reservations. Clubs will direct you back to ClubLine so any golf and dining benefits you have are honored. Reservations made outside ClubLine will not qualify for the golf, dining or any other Network benefits.

UNDERSTANDING YOUR BENEFITS

Members have four easy ways to gain information about local and traveling privileges.

1. **Benefits Finder.** This is a “B” icon on the homepage of our Club’s website. You can search any city to explore the benefits available to you when you travel. Also available on myclubmobile.com

2. **Private Clubs Magazine.** This magazine contains a section called “The List,” a current roster of all properties listed by country, state and city. It also highlights the benefits you will enjoy at each Club. As this is updated with each publication, it is a great resource to identify new benefits as they are added

3. **ClubCorp Network Benefits Guide.** This pocket guide also contains a roster of all properties listed by country, state and city, with benefits highlighted. This is something you can place in your briefcase or keep at your home or office for easy reference. Ask your Club Membership Director for a copy

4. **ClubCorpNetwork.com.** Includes the most current listing of properties and benefits. It also provides links to other sites that will provide you access to more detailed information. You can search for a specific Club’s website, link to the ACCESS newsletter for seasonal travel specials or link to the Signature Gold page for detailed information about your traveling benefits. You can also link to these sites from our Club website

RADIUS RESTRICTIONS

My World benefits are intended to provide benefits when traveling for business or pleasure. The program benefits are not designed to supersede membership benefits where you live or work. A radius restriction is in place for Quail Hollow Country Club Members that governs access to area clubs. Radius restrictions are generally outside of the metropolitan area and encompass your Club, home(s) and business(es.)

Members who own more than one home, or maintain a business in another city, may be subject to radius restrictions in those other markets. My World, Signature Gold Unlimited benefits, does provide two (2) complimentary* green fees and two (2) complimentary* meals in the market where their second home is located. Please review the terms and conditions at www.clubline.com for more information, or discuss with your Club Membership Director.

Members are subject to all terms and conditions of the ClubCorp Network. Please refer to the ClubCorp Network Benefits Guide or your Club website for additional information about the privileges of Signature Gold Unlimited.
THE CLUBCORP ADVANTAGE

The ClubCorp Network, our premier Member benefit, is unmatched in the industry.

WE GIVE YOU ACCESS TO OUR NETWORK.
Membership extends access to a local and worldwide Network of more than 200 private clubs and more than 700 hotels, resorts and entertainment venues.

WE FOCUS ON RELATIONSHIPS.
Every day, we commit to fulfill our purpose of Building Relationships and Enriching Lives through our Three Steps of Service – Warm Welcomes, Magic Moments and Fond Farewells.

WE WELCOME FAMILIES.
Members can share the club life with extended family through a special membership invitation for parents, grandparents, children, grandchildren, siblings and in-laws.

WE OFFER UNRIValed GOLF AND DINING BENEFITS.
Enhanced membership programs include My World, with free* golf, free* dining and more.

WE INVEST IN OUR CLUBS.
In the past five years, more than $350 million has been invested in the ClubCorp family of clubs. Even better, there are no capital assessments.

WE ENHANCE THE CLUB EXPERIENCE WITH TECHNOLOGY.
Our clubs offer high speed Wi-Fi and state-of-the-art audiovisual technology. With online and mobile services, any club experience is only a click away 24/7.

WE CAN MOVE WITH OUR MEMBERS.
Whether they change jobs or move to a new city, under special terms, our club memberships can relocate with them.

WE GIVE BACK.
Since its inception, the ClubCorp Charity Classic has raised millions of dollars through our annual nationwide charity event.

WE HAVE FUN AND HOST THE BEST EVENTS.
ClubCorp hosts four annual national tournaments where Members can play, compete and have fun. Within each club, there are a variety of activities for adults and juniors, and our communities have larger “hub events” that include Members throughout the area.

WE BRING YOU UNIQUE EXPERIENCES, PREMIUM SERVICES AND SPECIAL OFFERS.
We establish relationships with complementary organizations that share our passion for excellence and our commitment to bringing the best to our Members.

*Restrictions apply. See club for details. © ClubCorp USA, Inc. All rights reserved. 21847 0913 KP
CLUBCORP NETWORK BENEFITS
We offer many fast and easy ways to access your benefits and make reservations.

CLUBLINE
ClubLine is your personal concierge. With one call or email, make reservations for tee times, entertainment, tickets, dining and hotels, or get information. 800.433.5079 | clubcorpnetwork.com

MEMBERS ONLY WEBSITE
Log in to the Members only section of your Club’s website for a variety of online services exclusively for Members.

MY CLUBMOBILE
From your mobile device, go to m.myclubmobile.com and log in to the Members only section of your Club’s website.

CLUBCORP APPS:

BENEFITS FINDER
Use the online tool to find out where you can golf, dine, play and so much more.

MY TICKETLINE
Access great tickets to your favorite venues: sports, theater, concerts and more.

FIND HOTELS
Enjoy up to 40% off* at hundreds of hotels worldwide.

CLUB CONNECTIONS WITH ONLINE BUSINESS CARDS
Connect with Members at your Club through this online networking roster. Search by name, alma mater, job title and more.

TEE TIMES AND GHIN
Make, change or cancel tee times online, plus track your golf handicap with GHIN. Call ClubLine for tee times outside your Home Club.

ESTATEMENTS
View current and past statements online.

For more information about ClubCorp Network Benefits, visit us online at clubcorpnetwork.com.

*Restrictions apply. See club for details. © ClubCorp USA, Inc. All rights reserved. 21847 0913 KP
MEET THE TEAM

Warm Welcomes, Magic Moments and Fond Farewells are Our Specialty

Sam Leatherberry  
General Manager  
sam.leatherberry@clubcorp.com  
Extension: 225

Brenda Caruso  
Membership Director  
brenda.caruso@clubcorp.com  
Extension: 224

MariaElena Barros  
Member Relations Director  
mariaelena.barros@clubcorp.com  
Extension: 221

Rich Stewart  
Office Administrator  
rich.stewart@clubcorp.com  
Extension: 222

Robert Harris  
Executive Chef  
robert.harris@clubcorp.com  
Extension: 232

Matthew Swiger  
Private Events Director  
matthew.swiger@clubcorp.com  
Extension: 226

Michael Collins  
Service Director  
michael.collins@clubcorp.com  
Extension: 223

Ann Marshfield  
Athletic Director  
ann.marshfield@clubcorp.com  
Extension: 234

James Paige  
PGA Director of Golf  
james.paige@clubcorp.com  
Extension: 231

Jeff Austin  
Director of Golf Course Maintenance  
jeff.austin@clubcorp.com  
Extension: 240
FITNESS CENTER INFORMATION

Welcome from the Athletic Director

FITNESS CENTER

HOURS OF OPERATION
SPRING AND SUMMER
Monday: 5:30 am to 9:00 pm
Tuesday – Friday: 5:30 am to 10:00 pm
Saturday: 7:00 am to 10:00 pm
Sunday: 7:00 am to 8:00 pm

FALL AND WINTER
Monday: 5:30 am to 9:00 pm
Tuesday – Friday: 5:30 am to 10:00 pm
Saturday: 7:00 am to 10:00 pm
Sunday: 7:00 am to 4:00 pm

Hours are subject to change. Please check the website for current hours of operation.

FITNESS CENTER POLICIES

• All persons using the fitness center, Members and Guests, must sign a liability waiver at the athletic desk before working out in the fitness center. Use of the fitness center is always at the user’s own risk
• Members must register their Guests at the athletic desk. Each Guest may use the fitness center up to eight (8) times per year and must pay the appropriate guest fee of $10
• Use of the fitness center is permitted only during open hours as established by the Club
• Suitable attire in the fitness center includes T-shirts, gym shorts, warm-up pants, socks, sweatshirts and sneakers
• Attire that is not permitted in the fitness center includes street clothes, denim blue jeans, flip flops, sandals, cut-offs, and clothing containing metal of any kind
• Members are required to change from street shoes to athletic shoes before entering the facility
• Clean and dry athletic shoes will protect floors and equipment from being soiled and damaged
• No food or beverage, with the exception of water bottles, is allowed in the fitness center
• No purses, bags, coats or other personal belongings are allowed in the fitness center – lockers are available for daily use
• All Members are encouraged to undergo a fitness center orientation with the fitness staff prior to using any exercise equipment
• Children under ten (10) years of age are not permitted in the fitness center. Children between the ages of 10 and 15 must be accompanied by an adult and under constant supervision when using the fitness equipment
• Towels are available for fitness and locker room use only. Club towels must remain in the fitness facilities and are not to be used for pool purpose
• All personal training in the fitness center must be led by certified Quail Hollow Country Club fitness employee partners. Outside personal training services are not permitted
• Please re-rack your weights and return all fitness equipment to the designated storage areas after your workout. Wipe down equipment with provided sanitary wipes after use
• Shirts/cover ups must be worn outside the locker room areas
• Horseplay, profanity, disruptive conduct, smoking and eating in the exercise areas is strictly prohibited
POOL INFORMATION

POOL

HOURS OF OPERATION

Memorial Day to Labor Day
9:00 am to 9:00 pm every day (weather permitting)

Quail Hollow Country Club is committed to providing every Member with a total Country Club experience at our private pool throughout the summer season. Parents, your children and your Guests are your responsibility while visiting the Club. We ask that everyone treat all people at the Club, including staff, Guests and fellow Members, with respect and follow the rules in all instances. Pool rules are provided to you in your May Member statement, posted at the pool as well as copies are available when signing in to use the pool.

Members must register themselves and their Guests at the desk. Guest fees are $5 per Guest on weekdays and $10 per Guest on the weekends and holidays, per visit.

During spring and summer, the pool is open from 9:00 am to 9:00 pm daily. A lap lane is in the pool at all times. We offer swimming lessons for children ages 4 and up, including adults. Our Members’ swim team, MHQH (Mentor Harbor Quail Hollow), is open to children ages 5 to 18.

For your convenience, we do have bathrooms, showers and diaper-changing stations in the pool building. The pool house prepares kid-friendly food including hot dogs, wraps, sandwiches and snacks.

Those using the pool may not enter the Clubhouse in their pool attire at any time. For your convenience the pool house has pool lockers, showers and toilet facilities.

PLANNING A POOL PARTY?

Our Private Events Director can help plan the perfect pool party. Pool parties are limited to 20 Guests at $5 per person on weekdays, $10 per person on weekends, including non-swimmers. Time restrictions apply. Pool parties may be booked after 3:00 pm.
GOLFING AT QUAIL HOLLOW COUNTRY CLUB

Welcome from the Golf Professional

GOLF STAFF

Director of Golf     James Paige PGA
Assistant Golf Professional     Drew Ward
Assistant Golf Professional     Toni DeSanto
Golf Shop Manager     Deb Monahan

Director of Golf Course Maintenance     Jeff Austin

All senior staff can be reached via email at firstname.lastname@clubcorp.com

GOLF COURSE MAINTENANCE

The Director of Golf Course Maintenance oversees the care and maintenance of both the Devlin and Weiskopf golf courses as well as the care of all other Club grounds. Our goal everyday is to make your golf experience enjoyable and provide the membership with conditions you would expect from an exceptional golf facility. If you ever have any questions or wish to contact him for any reason, please feel free to do so.

The maintenance leadership team has created a blog that details upcoming events, projects and the daily operations around the Club. We keep each post short with many pictures. You can subscribe to the blog by entering your email address on the site and it will send you an update every time we make a post. The link to the Quail Hollow Grounds blog is http://qhccgrounds.blogspot.com.

THINGS TO KNOW BEFORE YOU PLAY GOLF

DRESS CODE (applies to the course and all practice facilities)

- Only shoes with approved non-metal spikes, or tennis shoes are allowed. No turf shoes, cleats, high heels, pumps, etc.
- Shorts of Bermuda length only. No more than four inches above knee
- Men and boys must have collared shirts and sleeves
- Women and Girls shirts must have either a collar or sleeves
- No tank tops or T-shirts
- Blue jeans (jeans of any color) are not allowed
- Tights and or sweat pants are not allowed

TEE TIMES

- Reservations for tee times may be made up to fourteen days in advance
- Weekend and holiday times are drawn via lottery. Lottery requests are available online at our website. Request must be made before 9:00 am the Tuesday preceding the weekend or holiday
- Tee times drawn via lottery will be released on Tuesday by 12:00 noon
- Single players, twosomes and threesomes will be paired into foursomes
- Guests must be accompanied by a Member at all times unless otherwise approved by the Director of Golf
- Call the Golf Shop at 440.639.4000 to book tee times
- Register as a Member at www.quailhollowcc.com to book online
GOLFING AT QUAIL HOLLOW COUNTRY CLUB

GOLF SHOP HOURS OF OPERATION

In-season (April – October)
Daily: Half hour before first tee time to 7:00 pm
In-season hours are subject to change based on weather conditions

Off-season (November – March)
Sunday – Monday: Closed
Tuesday – Saturday: 9:00 am to 5:00 pm
Hours are subject to change. Please check the website for current hours of operation.

GOLF CARTS

Golf carts are for use while playing the course or to get to the practice facilities only. Golf carts may not be used for transportation to private residences. Driver must have a valid driver’s license to operate golf carts. Children without a license are not allowed to drive golf carts at any time!

GOLF CART FUNCTIONS

• The brake pedal includes a hill-brake. Hill brake should be set whenever the cart is left unattended
• The gas pedal is located to the right of the brake pedal and operates in a similar manner to an automobile
• Forward/Reverse switch is located on the dash. A warning tone sounds when cart is in reverse
• Please use the divot mix provided on each golf cart to fill divots. In wet conditions, replace your divots
• Beverages and snacks can be purchased at the halfway houses on both courses or via the beverage cart

GOLF SHOP SERVICES

BAG STORAGE

• Bag storage is available to all Members and is located in the cart barn
• Bag storage fee is $120 per year. A second bag is $60
• Bag storage sign-up is available in the Golf Shop
• When tee times are made 24 hours in advance, clubs in storage will automatically be placed on a golf cart

LOCKERS

• Locker fee is $120 per year
• Please check with the Golf Shop staff to sign up for all lockers

HANDCAPS

• If you need any assistance, please contact a member of the Golf Shop staff
• Handicap season for our region runs from April through October
• $40 for men, $20 for ladies
• Must have a USGA handicap to participate in MGA, LGA and Club sponsored events
• Handicap committee monitors Member score entries
• Post all rounds of 13 holes or more
• Post consecutive 9-hole scores
• 18-hole handicaps are available
• Scores should be posted immediately following each round played for handicap accuracy
• Contact the Golf Shop staff to establish a handicap
• Golf Shop staff will demonstrate how to post scores and utilize handicap PC
• EQUITABLE STROKE CONTROL should be used while posting scores:

<table>
<thead>
<tr>
<th>Handicap Range</th>
<th>Highest Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Below 9</td>
<td>Double Bogey</td>
</tr>
<tr>
<td>10-19</td>
<td>7</td>
</tr>
<tr>
<td>20-29</td>
<td>8</td>
</tr>
<tr>
<td>30-39</td>
<td>9</td>
</tr>
<tr>
<td>40 or more</td>
<td>10</td>
</tr>
</tbody>
</table>
## GOLFDING AT QUAIL HOLLOW COUNTRY CLUB

### GUEST AND CART FEES

**Guest Fees**

<table>
<thead>
<tr>
<th></th>
<th>In-season</th>
<th>Off-season</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily weekday</td>
<td>$50</td>
<td>$30</td>
</tr>
<tr>
<td>9 hole weekday</td>
<td>$25</td>
<td>-</td>
</tr>
<tr>
<td>Weekday twilight (after 2:00 pm)</td>
<td>$30</td>
<td>$15</td>
</tr>
<tr>
<td>Daily weekend and holiday</td>
<td>$60</td>
<td>$30</td>
</tr>
<tr>
<td>Weekend and holiday twilight (after 12:00 pm)</td>
<td>$30</td>
<td>-</td>
</tr>
<tr>
<td>Monday special (all day)</td>
<td>$30</td>
<td>-</td>
</tr>
<tr>
<td>Junior guest fee (17 and younger)</td>
<td>$20</td>
<td>$20</td>
</tr>
</tbody>
</table>

**Cart Fees - Members and Guests (not including tax)**

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Per rider 18-holes</td>
<td>$23</td>
<td>$23</td>
</tr>
<tr>
<td>Per rider 9-holes</td>
<td>$13</td>
<td>$13</td>
</tr>
</tbody>
</table>

### CART LEASE

Golf carts may also be leased for use throughout the season. Lease agreements can be found in the Golf Shop, online on the Club's website or can be emailed upon request.

- **Individual cart lease**: $975 + tax
- **Couple cart lease**: $1,797 + tax

### CARE OF THE GOLF COURSE

It is each Member’s responsibility to make the proper effort in caring for the golf course. Members are also responsible for their Guests. Please assist the maintenance crew while you are playing in the following manner:

- **Divots**: Replace all divots or use seed mix provided for divots taken in the fairway or from the teeing ground. The seed mix is provided on the golf cars.
- **Ball Marks**: Please use ball mark tool or a tee to repair your ball mark and at least one other. To repair ball mark, insert tool at the outer edges and bring edges together with a gentle twisting motion. Please do not lift the center of the ball mark. Tap down with putter.
- **Tees**: Please use divot mix provided on holes where provided.
- **Bunkers**: Please rake footprints and divots. Try to leave the bunker in better condition than you found it and place rakes in bunkers when finished.

### GOLF ASSOCIATIONS

The purpose of the various associations (Men’s Golf Association and Ladies Golf Association) is to promote the interests of its members through the conducting of golf tournaments and golf related events and to establish a conduit for contacts and discussion with management of Quail Hollow Country Club.

Membership is available to all adult dues paying Members in good standing with Quail Hollow Country Club. Dues for the MGA are $75 annually and $95 for the LGA, billed in February. The associations are gender specific depending on the sex to which one was born.
GOLFING AT QUAIL HOLLOW COUNTRY CLUB

PRACTICE FACILITIES

The practice facilities at the Club include the driving range, pitching/chipping green, green side bunker and a putting green. Practicing on the course is prohibited at any time.

DRIVING RANGE

- Hit between the ropes only when grass tee is open
- Please help in preserving turf by placing balls behind divots
- Divot pattern should form a line, but never a square or rectangle
- When grass tee is closed, hit from mats only

<table>
<thead>
<tr>
<th>Monday – Thursday</th>
<th>Hotel Side Range</th>
<th>Grass</th>
</tr>
</thead>
<tbody>
<tr>
<td>Friday – Sunday</td>
<td>Cart Barn Side Range</td>
<td>Mats</td>
</tr>
</tbody>
</table>

PITCHING GREEN AND PRACTICE BUNKER

- When using these areas please be aware of others around you
- Do not hit shots when someone is too close
- While hitting bunker shots, aim away from people even if they are on the other side of the pitching green
- From the closely mown area, please hit balls behind divots
- Hitting balls from the green itself is prohibited
- Please do not hit from the driving range tee towards the practice green – this is not safe, and leaves untidy divots on the driving range tee
- Be careful

PUTTING GREEN

- Putting and chipping only. No hitting shots that would create a ball mark
- Pitching is expressly prohibited. Maximum height of shot should not exceed eye level
- Please do not take divots from the green surface

GOLF LESSONS/CLINICS

Instruction in golf is offered under the supervision of the Club’s golf professional staff. There are numerous lesson packages available, including private and semi-private lessons, development programs, playing lessons and customized golf schools. Lessons are available by appointment.

Director of Golf James Paige  $65 / 45 minutes
Assistant Professional Drew Ward  $55 / 45 minutes

All facets of the game can be covered: full swing, chipping, bunker play, etc. Lessons include video analysis, cutting edge technology and drills to help students see, feel and understand the motion. Clinics are offered on a regular basis. Check with the Golf Shop for availability.

SUMMARY

Please, enjoy our beautiful golf course, respect your fellow golfers. Help us maintain the course by repairing ball marks and filling divots, and keep your pace up with the group in front of you. We all hope you enjoy your time on the golf courses at Quail Hollow Country Club. Please direct any feedback or comments to the Director of Golf or General Manager, or use one of the monthly In Moment surveys that are emailed to the membership following use of the Club.

We are excited to have you as a Member of Quail Hollow Country Club and look forward to sharing a great season with you!