



Dear New Member,

On behalf of Canongate Golf Clubs, we would like to welcome you to our membership family. We are delighted that you have decided to join us, and we look forward to providing you with an exceptional private club experience for years to come.

For your convenience, we have assembled a Member Orientation Packet that will familiarize you with important club policies and pertinent information about your new membership. Enclosed, you will find:

- Canongate Golf Clubs Car Decal
- Club Contacts Reference Guide
- Golf Course Usage and Etiquette
- Golfing Rates and Tee Time Information
- Club Locations
- Frequently Asked Questions
- Member Referral Cards – Make sure your friends don't miss out!
- Understanding your Monthly Statement Reference Form

For more information regarding our Houston properties, please visit [www.canongatetexas.com](http://www.canongatetexas.com). If you are curious about any of our properties in the Atlanta, Georgia area - please visit [www.canongategolf.com](http://www.canongategolf.com). We also feature Canongate clubs in the Denver, Colorado area. For more information visit [www.canongatecolorado.com](http://www.canongatecolorado.com).

Our staff is dedicated to ensuring that your membership experience is enjoyable. We will do our best to create an atmosphere where you are proud to entertain your family, friends, and clients at any of our properties.

Thank you so much for your support, we look forward to meeting and exceeding your expectations over the course of your membership. Should you ever have questions, comments, or feedback, please do not hesitate to contact me at (281) 882 – 3000 or email me at [jschoenbeck@canongategolf.com](mailto:jschoenbeck@canongategolf.com)

Sincerely,

John Schoenbeck  
Canongate Golf Clubs



# Canongate Golf Clubs

## Contact Information Reference Guide

### NORTH HOUSTON

Canongate at The Woodlands Tee Time & Pro Shop Number - (281) 882-3000

Canongate at Lake Windcrest Tee Time & Pro Shop Number - (281) 259-2279

	LAKE WINDCREST	CANONGATE AT THE WOODLANDS
<b>General Manager:</b>	Bob Kirkelie	Jim Larkin
<b>Food &amp; Beverage Manager</b>	Dee Hanvold (281) 259-2279	Jeff Vercher (281) 882-3000, Ext 1228
<b>Canongate Performance Center</b>	Roger Stebbins (281) 259-2279	Brenda Stewart (281) 863-1420
<b>Membership Sales</b>	Meghan Goss (281) 740-2355	Meghan Goss (281) 740-2355
<b>Accounting/Billing</b>	Veronica Colbert-Merbs (281) 362-0010	Veronica Colbert-Merbs (281) 362-0010
<b>Catering Sales</b>	Aimee Hume (281) 863-1407	Aimee Hume (281) 863-1407

### SOUTH HOUSTON

Canongate at Magnolia Creek Tee Time & Pro Shop Number - (281) 557-0555

Canongate at South Shore Harbour Tee Time & Pro Shop Number - (281) 334-0525

	MAGNOLIA CREEK	SOUTH SHORE HARBOUR
<b>General Manager/Head Pro:</b>	Kenn Depew (281) 825-1830	Kenn Depew (281) 825-1830
<b>Canongate Performance Center</b>	Matt Stano (281) 557-0555	Matt Stano (281) 557-0555
<b>Membership Sales</b>	Terry Nelson (281) 726-4293	Terry Nelson (281) 726-4293
<b>Accounting/Billing</b>	Jeri Roznovak (281) 334-0521	Jeri Roznovak (281) 334-0521
<b>Catering Sales</b>	Victoria Jenkins (281) 334-0521 Ext 7	Victoria Jenkins (281) 334-0521, Ext 7

# Golf Rates & Tee Time Information

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## Home Club Tee Times

Members can begin reserving tee times eight days in advance at their "home clubs".

## Other Houston Area Club Tee Times

Members can begin making tee times at other Houston area clubs 8 days in advance for weekday reservations and 7 days in advance for weekend tee times.

## Golf Privileges at Other Canongate Locations

Lake Windcrest/Canongate at The Woodlands members have seven day a week access at Lake Windcrest Golf Club and the two Canongate at The Woodlands courses, The Oaks and Panther Trail located at The Woodlands Resort. In addition, these members will also have complete access to 23 additional clubs in the Atlanta and Hilton Head areas, and two in the Denver area. Reciprocal Golf is provided at an incredible value. A list of clubs, corresponding member and guest fees, and directions to each golf club can be found at [www.canongategolf.com](http://www.canongategolf.com). To make a reservation at any Atlanta, Denver or Hilton Head area club, please contact your home club Pro Shop and they will assist you with scheduling the tee time.

**Lake Windcrest Tee Time Line: (281) 259-2279**

**Canongate at The Woodlands Tee Time Line: (281) 882-3000**

**Magnolia Creek Tee Time Line - (281) 557-0555**

**Canongate at South Shore Harbour Tee Time Line - (281) 334-0525**

If your Home Club is Magnolia Creek or South Shore Harbour, your rates are as follows at any of the North Houston clubs:

### NORTH HOUSTON

Course Name	Location	Weekday / Weekend	Phone Number
The Oaks	The Woodlands	\$24 / \$26	(281) 882-3000
Panther Trail	The Woodlands	\$24 / \$26	(281) 882-3000
Lake Windcrest	Magnolia	\$24 / \$26	(281) 259-2279

If your Home Club is Canongate at The Woodlands or Lake Windcrest, your rates are as follows at either of the South Houston clubs:

### SOUTH HOUSTON

Course Name	Location	Weekday / Weekend	Phone Number
Magnolia Creek	League City	\$23 / \$25	(281) 557-0555
South Shore Harbour	League City	\$23 / \$25	(281) 334-0525

[WWW.CANONGATETEXAS.COM](http://WWW.CANONGATETEXAS.COM)

# Canongate Golf Clubs

## Member Cross-Play Rates

The following rates are available to Canongate members. Tee times may be made at all facilities up to seven days in advance.

- For Hilton Head area locations, please call the phone numbers listed directly and identify yourself as a Canongate Member when booking your tee time.
- For all other Canongate locations listed, your home club Pro Shop staff will call and make your tee time arrangements so that you may receive the listed member rates.

### GEORGIA COURSES | WWW.CANONGATEGOLF.COM

Course Name	Location	Weekday / Weekend	Course Name	Location	Weekday / Weekend
Bentwater	Acworth	\$24 / \$26	Mirror Lake	Villa Rica	\$23 / \$25
Braelinn	Peachtree City	\$23 / \$25	Olde Atlanta	Suwanee	\$24 / \$26
Canongate I	Sharpsburg	\$23 / \$25	Planterra Ridge	Peachtree City	\$23 / \$25
Cateechee	Hartwell	\$30 / \$30	River Forest	Forsyth	\$23 / \$25
Chapel Hills	Douglasville	\$23 / \$25	Smoke Rise	Smoke Rise	\$23 / \$25
Eagle Watch	Woodstock	\$24 / \$26	Summergrove	Newnan	\$23 / \$25
Flat Creek	Peachtree City	\$23 / \$25	Sun City Peachtree	Griffin	\$23 / \$25
The Frog	Villa Rica	\$33/\$33 (after 12 pm)	Traditions	Jefferson	\$24 / \$26
Georgia Natl.	McDonough	\$23 / \$25	White Oak	Newnan	\$23 / \$25
Hamilton Mill	Dacula	\$24 / \$26	Whitewater Creek	Fayetteville	\$23 / \$25
Heron Bay	Locust Grove	\$23 / \$25	Windermere	Cumming	\$24 / \$26
Healy Point	Macon	\$23 / \$25			

### HILTON HEAD AREA COURSES

Course Name	Location	Weekday / Weekend	Phone Number
Crescent Pointe	Bluffton, SC	\$39 / \$39 (May-Feb); \$49 / \$49 (Mar-Apr)	(843) 706-2600
Eagle's Pointe	Bluffton, SC	\$39 / \$39	(843) 757-5900

### TENNESSEE & OHIO

Rates for Tennessee and Ohio courses are available all day on weekdays and weekends/holidays after 12:00 pm.

Course Name	Location	Weekday / Weekend
Royal Oak	Cincinnati, OH	\$17 / \$25
Kings Creek	Spring Hill, TN	\$29 / \$39
Temple Hills Country Club	Nashville, TN	\$35 / 35

### DENVER AREA COURSES

Course Name	Location	Weekday / Weekend
Blackstone	Aurora, CO	\$35 / \$35
Black Bear	Parker, CO	\$35 / \$35

*\*All Information subject to change as needed.*

# Club Information

## **Dress Code**

All golfers are expected to dress in proper golfing attire. Golf clothing of the type displayed in the golf pro shop is recommended. No jeans, denim, running or jogging shorts, swimwear, tank tops, or t-shirts are allowed on the course or practice facilities.

## **Food Minimums**

There is a food minimum of \$10 per calendar month. The \$10 does not include tax and gratuity and must be charged to your member account. If a member does not charge this amount during the month, the unused balance up to \$10 will be charged to the next billing statement.

## **Monthly Statement**

A detailed statement of charges will be mailed to the member's designated mailing address approximately five days after the close of business each month. Member Statements reflect charges made to the account during the month and dues for the next month. The due date for remittance is the 30th of each month. Members who fail to submit payment by the 30th are subject to a \$25 late charge.

Example: Your June statement will reflect your July dues and the charges you made to your account during June. You will receive it in early July, and it will be due by the 30th of July.

All members that are currently signed up for the Automated Payment Program will have their account debited on the 25th of each month. Your Canongate charges will show up as Sequoia Golf on your credit card statements—this is our parent company.

## **Special Events**

The club will sponsor various social and recreational events in which all members and their families are invited to participate. Activities will be publicized in the monthly newsletter and signage in the club. Reservations are required for most social events and are taken on a first-come, first-serve basis. Cancellations of reservations after the published deadline may result in a surcharge.

## **Catering**

Our beautiful locations inspire grand occasions and create memories to treasure for a lifetime. We hope that you will think of us first when planning your next special event. In addition to offering spectacular venues, we feature delicious cuisine, stress-free planning, and a staff dedicated to your every need. Our elegant clubhouses and breathtaking golf course views create the perfect setting for a lively reception of 200 or an intimate gathering of 15. For more information please contact our Catering Director at (281) 863-1407.

## **Children**

The club welcomes family use. Children under the age of 12 can use the facilities when accompanied by a member or guardian. Children under 12 years of age should never be left unattended at the club. The club also asks that parents be courteous of other members and ensure that their children are not disruptive while at club facilities.

## **Mistreatment of Others**

A membership may be revoked and the rights of any Person or Persons entitled to use of the club may be terminated for any physical or verbal abuse or harassment of staff, family members, guests, or other members.

# Frequently Asked Questions

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## **What is “Canongate?”**

“Canongate” is a very special collection of private golf clubs that provides a quality membership experience at an affordable price. Canongate is also known for its unique reciprocity privilege that allows members to play all courses in the portfolio. Canongate represents quality, variety and value.

## **Has the Canongate concept proven to be successful and stable?**

The Canongate clubs have operated under the same structure for over 45 years and currently serve thousands of families. The club's golf courses are known for quality and host prestigious events such as U.S. Open qualifiers, State Amateur qualifiers and the Georgia Women's Open. Member satisfaction and loyalty is high due to the system's unique benefits and value.

## **How does club reciprocity work?**

Canongate Members have weekday and weekend access to The Oaks, Panther Trail, and Lake Windcrest, as well as Magnolia Creek and South Shore Harbour - plus complete access to 25 additional Canongate Private Clubs located in Atlanta, Denver, and the Hilton Head areas. Canongate also plans to continue adding additional courses in the Houston area that all Canongate members in Texas will have access to.

A list of included clubs outside of Texas, and corresponding fees, are included with this packet. For directions to Atlanta area clubs, visit [www.canongategolf.com](http://www.canongategolf.com). To make a tee time at any Atlanta or Hilton Head area club, please contact your home club Pro Shop and they will assist you with scheduling the tee time. We hope you get the chance to play them all!

## **Do family members have club privileges?**

All membership categories include the primary member's spouse and any children that are under the age of 23 and living at home. This means the entire family can enjoy golf and access to the restaurant and social functions.

## **What is the difference between the Associate, Full, and Unlimited Golf membership categories?**

The only difference is that Associate members are charged lower monthly dues and pay a member greens fee when playing golf at their “home club”. Full members' greens fees for golf (played at their home club) are included in the dues structure. Unlimited members pay no fees when playing at their home club. All three categories are charged member green and cart fees when playing outside their “home club”.

## **Where can I practice?**

Each club has a quality driving range, practice short game area and practice putting greens. All Golf Members are enrolled in the Annual Driving Range Program. This program provides the entire family with unlimited access to range balls at all locations. Members can choose to pay for the range program with one \$199 annual payment or four quarterly payments of \$60. Both pricing options are subject to sales tax.

## **Does the club host member golf events?**

The club hosts many golf events throughout the year including club championships, member-members, member-guests, pro-amateurs and more. The format for most events is set up so that players of all skill levels can compete and have fun. Serious competitors will also find plenty of opportunities to test their skills against other talented golfers.

## **Does the club have member leagues and Golf Associations?**

League play is a great way to meet other members and participate in a regularly scheduled game. The clubs have several different types of leagues including ones designed specifically for men, ladies, couples and seniors. The Canongate Golf League is also a great opportunity to meet and compete with members from other clubs. Please contact the Membership Director at your home club for specific information.

## **How do I play the other Canongate Clubs in Texas?**

All you have to do is call to set up your tee time. Weekday tee times can be made 8 days in advance, weekend tee times can be made 7 days in advance.

## **How do I play other Canongate Clubs in Georgia and South Carolina?**

A limited number of tee times will be made available to Canongate Texas members at the Atlanta and Denver area Canongate golf courses up to two weeks in advance. If you would like to make a reservation, please contact your home club Pro Shop, and they will make the reservation for you.

## **Does the club offer golf instruction?**

YES! The Canongate Performance Centers provide a one of a kind learning experience for players of all skill levels. For the beginner, we introduce the game in a non-intimidating and fun atmosphere. For the experienced player, our facilities boast state-of-the-art technology and world-class instructors with experience teaching at the highest competitive levels. For junior golfers we offer a multitude of programs designed to take them to the next level of competitive play. For more information please visit [www.canongatetexas.com/pd](http://www.canongatetexas.com/pd).

**Is golf merchandise available at the clubs?**

The Pro Shops stock a wide variety of golf apparel, equipment and accessories year round and will beat any advertised price. The club's PGA Golf Professionals also offer complimentary custom equipment fitting and allow members to demo the newest technology on the range and on the course.

**What types of social events do the clubs host?**

The clubs host many member social functions including cocktail parties, dinner dances, holiday celebrations and family oriented events. Functions are announced in the monthly member newsletter and via weekly e-mails.

**What type of restaurants do the clubs have?**

All Canongate members have access to a comprehensive array of amenities to meet and exceed all of their expectations. In addition to the championship golf courses, the clubs offer superb dining and social amenities.

Members are also invited to dine at The Royal Mile and experience the wonderful views of the Canongate at The Woodlands courses. The Royal Mile is open for lunch daily, selected evening and weekend breakfast dining. The Lake Windcrest Grille is also open for member dining, as is the Magnolia Creek Grille and South Shore Harbour Grille.

**Can members bring guests to the club?**

Members can bring guests to any Canongate club on a limited basis. Guest rates at The Oaks and Panther Trail are \$56 on weekdays and \$71 on weekends (including cart). Guest rates at Lake Windcrest are \$46 on weekdays and \$56 on weekends. Guest fees at Magnolia Creek and South Shore Harbour are \$55 on weekdays and \$65 on weekends.

**Can members walk the course when playing golf?**

Most Canongate courses allow walking during the week and on the weekends after 2 pm. The clubs requires that carts be used on weekend mornings and holidays. No push carts are allowed on the course. If you have questions about walking, please just ask in the Pro Shop, as they will be more than happy to explain the policy.

**Do members have a club charge account?**

Members can charge just about any club fee to their membership account. The club mails a statement at the first of each month that outlines the applicable charges for the period. At this time, members cannot charge when they are visiting the Canongate clubs in other cities, although, we hope to add this feature in the future.

**How will the Canongate charges show up on my credit card statements?**

When you receive your credit card statement, your club charges will show up as Sequoia Golf—this is our parent company.

**Is there a food and beverage minimum?**

Members have a small \$10 monthly food and beverage minimum. The \$10 does not include tax and gratuity and must be charged to your member account. If a member does not charge this amount during the month, the unused balance up to \$10 will be charged to the next billing statement. Members may charge at the restaurant or the snack bar, and may also charge when out on the course, from the beverage cart.

**Can I change membership categories at a later date?**

Yes; however, once you choose a membership category, you may not downgrade your category for at least a year. Please note that a change to some categories may require payment of an entry fee.

**Can I transfer my membership if I resign?**

Canongate does offer an option to transfer your membership to a friend or family member if you must resign. Along with your notice of resignation, call the Membership Director with the contact information of the friend or family member interested in resuming your membership benefits. If you leave the club in good standing, you may transfer your membership to the interested party, enabling them to join without entry fee as an Associate or Full Golf member. Should they wish to upgrade to the Unlimited Membership category, an additional entry fee will be required.

**What is the Club's resignation policy?**

After one year of membership, members can resign by simply providing the club with a 30 day written notice requesting resignation. Members are responsible for applicable dues and charges during the 30 day notice period, and no refund of any pre-paid fees, including dues, will be made if a member elects to resign. If a member resigns within the first twelve months, a \$300 cancellation fee applies. Should you decide to rejoin at a later date, a full initiation fee, current to the date you rejoin will apply.

# Understanding Your New Member Statement

## **When can I expect a statement?**

The average time for paper statements to arrive after the first of the month is 7 – 10 days. The quickest way to get your statement, however, is electronically. If you have provided us with a valid email address, you will receive your statement on either the 2nd or 3rd day of the month. All payments are due by the 30th of the month in which you receive your statement.

## **What will be on my bill?**

Your statement will show the charges made (green/cart fees, food & beverage) in the previous month & the dues for the current month.

Ex. Your September 31st bill will show October dues with September purchases.

## **What does F&B followed by a number mean?**

Line items noted as F&B 1, 2, 3, or 4 refer to Food and Beverage purchases made in the restaurant, on the course, or in the snack bar areas.

## **Why do email statement and my paper statement look different?**

Email – Charges are broken down into charge, service charge, and sales tax.

Paper – Charges are shown as one complete charge.

## **What is a service charge?**

Service charges are tips or gratuities in the restaurant.

## **I didn't eat in the restaurant, why do I have a \$10 charge on my statement?**

There is a \$10 Food and Beverage minimum associated with all memberships. You must charge at least \$10 in actual food or drink purchases (excluding tax & gratuity) each month to avoid paying the minimum. Cash and/or credit purchases do NOT count toward the minimum.

## **When will I be charged my range fee?**

Annual Option – Billed every February 28 (covers March of current–February of the next year)

Quarterly Option – Billed every February 28, May 31, August 31, November 30

\*\*Amount will be prorated on the first bill that you receive.

## **I made a payment and I don't see it on my statement?**

Statements show activity through the last day of the previous month. If you made a payment or requested an adjustment after the last day of the statement period, it may not be reflected on your current statement.

## **What happens if I make my payment late?**

Finance charges are assessed by our home office, not the club accounting office. To ensure that you are not charged a \$25 late fee, please make sure to pay your bill by the 30th of every month. We also offer automatic credit card billing and/or checking account drafts through EZ Pay. There is no additional charge for this service, and you will still receive your statement each month.

## **How can I pay my bill?**

Payments can be made in the Pro Shop or the accounting office during regular business hours. If you enrolled in our EZ Pay program when you joined, your payment will automatically occur on the 25th of each month.

## **Can I check my statement online?**

Yes, please see the following page for instructions.

# View Your Member Statement Online

[WWW.CANONGATETEXAS.COM](http://WWW.CANONGATETEXAS.COM)

Please contact an office manager to set up a user name and password.

To view your statement online:

1. Go to **www.canongatetexas.com**
2. Select **Member Services**
3. Select **View Your Statement**
4. Enter **User Name** (Please use the e-mail address you gave us on your membership application)
5. Enter **Password** (If you did not set up a password when you joined, please call our accounting department as follows:
  - Jeri Roznovak; (281) 334-0525, option 1, ext. 2807
  - Veronica Colbert; (281) 362-0010, option 1, ext. 1050

Mozilla Firefox

https://webres.goibs.com/WebResNext/WebMember/WMDefault.aspx

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**The Woodlands**  
COUNTRY CLUB

**Sequoia Golf Online Member Statements**

Enter your User Name and Password to view your Balance Information and Statements.

Username:

Password:

Save User Name

**Login**

[Email Password](#)

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*\*All Information subject to change as needed.*