



Tandridge  
GOLF CLUB

# Member Guide





There has long been a ‘Tandridge’ way of doing things. It is based upon generations of members who have played the game in a similar spirit and enjoyed their club in a time-honoured style.

This guide explains some of the practical points of the ‘Tandridge’ way. It is aimed primarily at our newer members, but is equally essential reading for all.

At Tandridge we have one guiding principle which is enshrined in our Vision and Values: we want to make our members proud.

We want you to be truly proud of your club, proud of your course, and proud of the fact that you are not just a member, but that you truly belong.





## General Information

### Opening Times

#### THE CLUBHOUSE

Opens at 07:30 each day and normally closes between 21:00 and 21:30 in the Summer and around 18:00 in the Winter, but this may vary according to planned events.

#### THE OFFICE

Open between 09:00 and 17:00, Monday to Saturday.

### The Office Team

**General Manager:** Luke Edgcumbe

**Operations & Finance Manager:** Chris Horseman

**Membership & Marketing Manager:** Emma King

**Accounts & Office Assistant:** Bonnie Kensit

### General Enquiries

Emma and Bonnie will invariably greet you in the office. If they are unavailable to assist you will be redirected to Chris or Luke.

### General Manager

Luke Edgcumbe and his staff will be pleased to help and offer advice on any matter. Luke should be the first point of contact with regard to any area of criticism or complaint, particularly if it relates to staff conduct, as members are not permitted to reprimand staff.

### Operations & Finance Manager

If you wish to discuss golfing matters, including competitions, tee-times or handicaps, contact Chris Horseman.

### Membership and Marketing Manager

Any general enquiries regarding membership and social events should be addressed to Emma King either in person, via telephone or email. She will be your first port of call and will deal with your requests as promptly as possible.

### The two Committees

**THE MANAGEMENT COMMITTEE** is responsible for the direction and strategy of the Club. The Officers of this Committee are elected by the membership at the AGM and consist of the following:

- **Chairman:** Steve Davies
- **Course Director:** Peter Allington
- **Finance Director:** David Smith
- **Marketing Director:** Graham King
- **Membership Director:** Greg Meekings
- **Property Director:** Tony Chalkley
- **Director without Portfolio:** Sian Johnson

**THE CAPTAINS' COMMITTEE** is responsible for golf and social. It consists of the following:

- **Captains:** Alan Hodge, Cathy Baillie
- **Committee:** Phillip Gray, Nikki Wood, Jeremy Willson, Simon Glastonbury, Richard Hill, Jake Chute

### Your Clubcard

You are given a Clubcard when you join. You can use it to make purchases in the bar where members enjoy a discount on most meals and drinks, or to obtain and pay for balls on the range. You must be in credit if you wish to charge range balls to your card.

It can also be used to access the men's locker room and to exit the front gates. You can then top it up at any time via the Club App.

### Keeping in Touch

Communication is important. The Club takes its responsibilities and obligations regarding GDPR very seriously so we will only communicate with you in a way which meets your approval. We do ensure that communications are timely and relevant, so it is in your interests to keep your details and consent up to date.

The Office sends a weekly newsletter from the GM, regular updates from the Course Manager and a quarterly newsletter from the Captains. You will also be notified of social events.

If you wish to be contacted by the Club Pro, please arrange this in the Pro shop. For GDPR reasons the Club and Pro databases are separate.

### The Club App

You will have been shown how to access the club app which, like many peer clubs, is operated on our behalf by Club VI. You will be able to look at the events Diary, look up members, make bookings, check on course conditions, enter competitions and knockouts and top up your Club card. The Club App also maintains a record of your handicap.





## Club Rules

Like any good organisation Tandridge is governed by a set of rules, these are detailed in the website members' area. Hopefully you will find that our rules are not onerous but are there to ensure everyone's enjoyment and the smooth running of the Club.

## Business Meetings

It is neither appropriate nor acceptable to talk business on the ground floor of the Clubhouse.

## Staff Fund

Members at Tandridge are not permitted to offer staff gratuities. It is therefore an important and long-established tradition that members contribute to the Staff Fund. All staff from the office, bar, catering and course are rewarded for their contribution to the success of Tandridge throughout the year. An appeal is launched in November each year with a view to distributing the fund over the Christmas and New Year period to staff. Contributions are not compulsory but are much appreciated.

## Playing Sections

The Club is split into three sections: Men's, Ladies' and Juniors. We enjoy, and encourage, a lot of mixed golf at Tandridge. The very popular Red and Yellow Tee stablefords are open to all. We would encourage you to participate in mixed golf.

### THE MEN'S SECTION

A thriving section with regular knockouts and testing club championships. The Spring and Autumn meetings are highlights. There is also a very active Seniors section with competitive matches against other clubs throughout the year, and several senior knockouts.

### THE LADIES' SECTION

A regular Tuesday morning Competition is held for this Section. The vast majority of competitions are administered via HowDidIDo. As well as the Club Championship, Invitation Day, Spring & Autumn Meetings, the Ladies' Captain may arrange a Course Swap, Away Day & Tour. Details of all Ladies' competitions are in the members' section on the website and on the App/Club Diary.



## Women in Golf Charter

Tandridge Golf Club has been formally recognised as a signatory to the R&A Women in Golf Charter.

We fully support the stated aims of the Charter:

- Get more women and girls playing golf and joining clubs
- Inspire more families to enjoy golf as a leisure activity
- Encourage more opportunities for women to work in golf





## In the Clubhouse

We are justifiably proud of our Clubhouse. It's a proper, traditional golf clubhouse. It's a little quirky and sometimes it shows its age. However, for members, it's a home from home. There is even a long-standing unwritten rule that members show their respect and gratitude to the staff by bringing their own empties back to the bar.

It's a tiny thing. But it's part of what makes Tandrige special.



## Food and Beverage

### BAR FOOD

Hot food is served until 15:00 in the Harry Colt Bar and the Gallery Bar on Mondays - Saturdays. Sandwiches are available until 16:00 every day including Sunday. Members wishing to have sandwiches after 16:00 should pre-order them at the bar before commencing play.

### SUNDAY LUNCH

The famous Tandrige Sunday Lunch with all the trimmings. Reservations for Sunday lunch in the dining room must be made in advance via the bar. Members' guests and their children of all ages are welcome. Lunch is free of charge to children under the age of 7. Dress code is the smarter end of 'smart casual' and many members choose to wear Jacket and Tie.

### BANK HOLIDAYS

Catering may change on Bank Holidays – please check with the bar.

### LUNCH ON SOCIETY DAYS

If the Club is hosting a society which has ordered the Tandrige Carvery, members may also book a table in the dining room. This should be done by contacting the bar and making a reservation. Dress code on such occasions may vary and members should check with the office and/or the Head Steward.



## Lockers

Men's lockers are limited in number and are allocated by the Head Steward who maintains a waiting list. The Ladies' Lockers are located upstairs, in their Locker Room and also adjacent to the Trolley Store. The Office administer the charge for the lockers which is added to the annual subscription.

## Private Functions

Members are encouraged to use the Club's facilities for private functions; e.g. weddings, special anniversaries, birthdays and funerals, subject to availability. Members should talk to the General Manager, Head Steward/Head Chef to book and arrange such functions.

## Social Events

There is a full social calendar throughout the year, ranging from the famously fiendish Tandridge Quiz to Summer parties and Bridge events. Events are well publicised, so watch out for posters in the hallway or details in Luke's weekly newsletter.



## Television

Members are invited to view the 65" TV in the Gallery Bar (restricted to terrestrial TV and certain apps).

## Smoking

Smoking is not permitted in any part of the clubhouse.

## Mobiles

Should be used responsibly so as not to disturb others and calls should only be taken/made in the Car Park.

## Suggestions Book

The suggestions book is available on the table in the lounge for members to make suggestions for the Management Committee to consider. Replies are entered in the book by the General Manager. This book should not be used to register complaints, which should be referred directly to the General Manager.

We are genuinely interested in any suggestions you may have to allow us all to be even more proud of our Club. Perhaps you have seen a tiny thing at another club which has made a huge difference. We'd appreciate any thoughts.

## Dress Code

We wish to maintain responsible standards of casual but smart dress in keeping with golfing traditions. We are not an old-fashioned club, nor do we wish to appear fuddy-duddy. However, we believe people choose to join Tandridge because they expect certain standards to be maintained.

As a member we would ask that you respect those standards and, to avoid any possible embarrassment, we request that you make your guests aware of the dress code.

On the Golf Course and Practice Ground we ask all golfers to wear the type of golf clothing that can be purchased in quality golf shops.

Smart, casual wear is requested in and around the Clubhouse, including the lounge and dining room.

Appropriate footwear should be worn both on and off the Golf Course.



## We allow

Tailored shorts on the course, the patio and in the Clubhouse

Clean golfing shoes and clothes in the Harry Colt bar

Smart jeans in the Harry Colt Bar and Gallery Bar only

## We do not allow

Headgear in the Clubhouse

Tracksuits, t-shirts, cargo or combat trousers, rugby and football shirts

Changing clothing in the car park, wet/muddy clothing or shoes in any bar area

## We ask that

Shirts are tucked-in at all times, unless designed to be worn outside shorts or skirts

Short socks, when worn with shorts or skirts, should be predominantly white or the same colour as the bulk of the shoe

Athletic trainer length socks are allowed but must be white

Changing rooms are used to change shoes

Players change into clean clothing after an inclement or hot day



## Before you Play

### Your Handicap

As a member at Tandridge you will be expected to have already reached a certain level of golf. However, it is worth reiterating the recent changes to the World Handicap System.

#### HANDICAP INDEX

A Handicap Index allows you to play golf on an equal footing with everyone else who has a handicap, regardless of your ability or the course you play on.

#### HOW TO OBTAIN A HANDICAP INDEX

To obtain a Handicap Index you need to play and record scores from a total of 54 holes. This can be from any combination of 9 or 18-hole rounds (for example, 3 x 18 holes, 6 x 9 holes etc). You can enter your round as casual golf on the Club app. Your card should be marked by a full member and both yourself and your marker should sign the card.

Once you have submitted cards covering 54 holes, these scores will then be made into 3 x 18-hole scores to allow a Handicap Index to be calculated. This will be based on your score for the lowest 18 holes, minus 2 shots.

Your Handicap Index will be calculated by computer using the WHS (World Handicap System), operated by England Golf. You will be given a unique CDH (Central Database of Handicaps) number which will stay with you for life.

Once you have a Handicap Index you can submit more scores for handicap, either by playing in a competition or by playing a casual round.

#### HOW TO DEVELOP YOUR HANDICAP INDEX

Your Handicap Index will continue to develop until you have 20 scores recorded. The more cards you submit, the quicker you will get a fully developed handicap index that is a more accurate reflection of your ability.

### COURSE HANDICAP

Before playing a round of golf, you will need to convert your Handicap Index to a Course Handicap. This will change from course to course, depending on the difficulty of the course. When you play on a more difficult golf course, your Course Handicap may be higher than your handicap Index. Handicap Index conversion tables are available online and at all courses to enable you to calculate your Course Handicap. At Tandridge when you sign in to play a competition or pre-register to play a casual round for handicap purposes, your Course Handicap will appear on the app alongside your Handicap Index.

### PLAYING HANDICAP

When playing in a competition, your Course Handicap may be further adjusted depending on the type of competition you are playing in. For example, in a singles stableford or stroke play competition your Playing Handicap will be 95% of your Course Handicap. Your Playing Handicap will be given to you by the competition organiser or will show on the app when you sign in.

## Getting a Game - a note for new members

Some people who are new to the Club already know lots of members, but most don't. Don't worry, there are lots of ways of meeting new people and getting a game. You'll find Tandridge is a friendly place with a welcoming crowd.



### THE ROLL UPS

These are incredibly popular events which take place on many Wednesday, Friday and Saturday mornings. There's an ongoing competition for the 'Roller of the Year' but you can play as often or as rarely as you like.

Contact one of the organisers and they'll add you to the email list and relevant WhatsApp group.

#### Wednesday Roll ups:

Martin Murch  
Whatsapp - 07870 801 441

#### Friday morning Roll ups:

Gavin Marsh  
gmarsh1554@aol.com  
Whatsapp - 07770 685 665

#### Saturday morning Roll ups:

Roy Milne  
roymilne@hotmail.com  
Whatsapp - 07765 976911

### SPACES ON THE TEE TIME BOOKING SYSTEM

Any member is welcome to join any group at any time. If there's space, it's a great way of meeting new people. Of course, in your early days if you have a relatively high handicap, you may not want to join a party of three playing off scratch. If in, doubt, have a chat with one of the Pro staff. They will also know of people who would welcome a game.

## The Club V1 App

The Club App is the go-to place for daily interaction with the club. It takes a little setting up but we'll help you through the process. Once it's on your phone it's really easy to use.

### You can do any of the following:

- Make a competition booking or knockout entry
- Make a casual booking with other members or guests
- View competition results, latest club news, and course status
- View your Club's diary and latest events
- Manage your ClubV1 user profile
- View and contact fellow members through the member list
- View your account balance and transaction history on multiple purses, and add cash to your account
- View your golfing stats and handicap certificate
- View important member documents uploaded by the club

ClubV1 members Hub uses HowDidiDo Passport for authentication. If you haven't already, you can register through [passport.howdido.com](https://passport.howdido.com) on any internet-enabled device. You must also be a verified member of a golf club that is subscribed to the ClubV1 members Hub service.

Requires a verified HowDidiDo user account connected to HowDidiDoPassport. ClubV1 members Hub app will attempt to automatically create and connect a new HowDidiDo user account for you if you are not a user already.



The Club V1 App is downloaded from Apple Store or Google Play

## Booking a Round

The App makes it easy to book a round with friends or to enter a competition. General tee times open 14 days before the date of play. They become available at 7.30pm in the evening. Competition open dates differ. You will be informed of the dates in the GM's weekly newsletter.

## Green Fees

Green Fees must be paid in the Professional's Shop BEFORE play commences, and the visitor's tag must be clearly visible on their golf bag.

## Members' Guests

You are entitled to invite up to three guests at a time at preferential green fee rates. However, the same guest may not be introduced as a guest on more than six occasions in any year, irrespective of which member signs him/her in.

If guests are immediate family of a member, they may be invited up to twelve times a year.

Members may bring up to seven guests by prior arrangement with the office under the following conditions:

- Monday to Thursday - pm only
- By giving at least seven days' notice
- Three guests are charged at the guest green fee rate and up to four further guests are charged at a special rate available from the office.

A booking of more than three guests will be noted in the golf programme to make other members aware.



## Professional and Coaching

Chris Evans and his assistants provide a teaching service for members and visitors. Lessons can be booked in the Professional's Shop.

The Professional and his assistants run junior coaching programmes, but they can also be employed for individual coaching. They generally run a Saturday session for a small charge which is open to junior members and non-members. Structured coaching programmes for juniors are run in the school holidays and are advertised by letter to the juniors.

## Club Buggies

The Club has four single seat buggies available for hire by members or visitors with a medical condition where a buggy is deemed necessary for them to play golf. These can be reserved via the Professional's Shop and insurance/waiver documents must be completed before use.

## Members' Buggies

The number of members' buggies that can be accommodated at the Club is limited by storage space. Use of a buggy is restricted to members with a medical condition where a buggy is deemed necessary for them to continue to play golf and must be approved by the Management Committee. Certain documentation is required and this is available from the office.

Once approved, if no storage space is available, the member will be added to the waiting list which is administered strictly in order of approval by the Committee. A charge is made to members for buggy storage.

## Club Trolleys

Pull and electric trolleys are available for hire from the Professional's Shop.

## Members' Trolleys

Subject to availability of space, members can store their trolleys in the trolley shed adjacent to the Professional's Shop for a small fee and a tag is issued by the office.

## Practice Facilities

### THE RANGE

We have recently installed a superb practice facility, the cost of much of which was funded by individual members' generous donations.

We have 6 new covered bays, a fantastically equipped studio and a great outside teaching area. Members can use their Bar Card to pay for balls. Visitors can obtain a bar-coded voucher from behind the bar.

The bay next to the studio has a retractable net, so if you hit your driver or any club over 200 yards, you should use this bay, with the net closed.

Chris Evans and his team offer lessons both in the studio and the teaching area, so pop into the shop or give them a call to make a booking. The studio will also be available for hire if members wish to enjoy a couple of hours playing pretty much any course in the world. Again, enquire in the Pro Shop.

### PRACTICE HOLE

Located to the left of the drive, before the car park. This operates in two parts: from the mats to an area before the practice green, and on the higher level around the practice green for chipping and bunker practice. Please DO NOT hit from the mats to the practice green.

### PUTTING GREEN

By the terrace, this area is to be used only for putting and for short chips from the fringe.

### PRACTICE NETS

These are located on the right of the pathway to the first tee.



## On the Course

## Etiquette

Having successfully negotiated a playing-in round you clearly know what's expected at Tandridge. However, it's worth reiterating the fundamentals of etiquette.

Arrive at the tee 5-10 minutes before your tee time and check in with the starter if there is one on duty. Take time to confirm your Playing Handicap with your partners.

On the tee, watch your partners' drives. If they lose sight of their ball, help direct them to it and avoid any searching.

If you are unsure whether your ball has come to rest out of bounds, or may be lost, hit a provisional ball so that you won't have to return to the spot to replay the shot.

If you are searching for a lost ball and are willing to spend up to three minutes looking for it, consider allowing the group behind to play through if you will be holding them up.

When waiting on the tee or the fairway for the group in front to clear the fairway or green, don't be strict about order of play. Let the short hitter - who can't reach the group ahead anyway - go ahead and play.

Be ready to play your shot. Check your yardage, pick your club and choose your shot while the other players are playing. **BE READY TO PLAY!**

Be aware of your position with regard to the group in front and try to keep up with that group, if you feel that your group is losing ground, tell the other players in your group. If you have lost ground try to catch up.

If it is obvious that the group behind are far quicker than your group, maybe they are a 2 ball and you are a 4 ball - don't rush to stay in front, invite them to play through.

A public footpath runs through the course. Signage on appropriate tees will remind you where/when caution must be applied.





At the green, speed up your exit by positioning your bags on the way to the next tee

Begin reading the green and lining up putts as soon as you reach the green. Don't wait until it's your turn to putt to start the process of reading the green. Do it as soon as you reach the green so that when it's your turn you can step right up and putt.

Mark your scorecard after reaching the next tee, not while lingering on or near the just-completed green. If it's your honour on the tee mark the scorecard after you have hit your tee shot.

## Divots

Please ensure that all divots are replaced firmly and that divot marks on tees are filled with sand and seed, where provided.

## Pitch Marks

Please repair not only your own, but ALL pitch marks you see on all greens. A pitch mark immediately and properly repaired will recover immediately. This is vitally important.

## Bunkers

Please rake all bunkers after use and leave the rakes inside the bunker BUT with the handles outside.

## Dogs at Tandridge

Our four-legged friends are more than welcome at Tandridge. However they must be well behaved and they must, at all times, be on a short lead, both on the course and on the terrace. Dog owners are expected to check with their playing partners that no one has any objections.

Dogs, apart from guide dogs, are not allowed in the clubhouse.

We would ask that members take waste bags with them and dispose of them at home or away from the course.



## Putting in Cards

Golf is unique in having a handicap system. The aim of which is to allow players of different ability to compete on level terms. For it to be effective though, the handicaps of the players must be an accurate reflection of their current ability. This is especially important when it comes to club competitions.

In the past, the requirement for 3 scorecards to be entered during the year in order to be eligible for club competitions gave some assurance of accuracy, but really 3 was too low a number. With the introduction of the World Handicap System (WHS) it is now much easier for players to enter qualifying scores during the year. Given this increased ability to enter scores, Tandridge Golf Club will require players to have a minimum of 10 scores on their record during 2023 in order to enter club knockouts and the 'majors' in 2023. This affords a greater level of protection to the underlying principle of the handicap system, that handicaps should be a genuine reflection of current playing ability.



In addition to the official Strokeplay competitions run by Tandridge, WHS allows players to enter strokeplay and Stableford scores from casual golf at Tandridge, golf trips, rounds played on holiday at home or abroad, Society rounds, rounds played at second clubs where you may be a country or full member, Open competitions run by other clubs, Charity days, 9-hole rounds, club rollups. These are nearly always so-called Casual Play rounds and in England can be entered via the app from England Golf – MyEG.



To be a qualifying score you must pre-register your round, play your own ball to the rules of golf and mark a score for each hole. These can include no-scores or "blobs" and the system will still compute the necessary gross score for your round by assigning a score of nett double bogey to those holes.

You can even miss out up to 8 holes completely in an 18-hole round if, say, you feel unwell during the round and have to leave the course.

There are some restrictions on what counts as a Qualifying Score:

In theory, scores in 4BBB contests or Bowmaker or best 2 of 3 or Texas Scramble are not qualifying scores because you may get an unnatural score, e.g. 'going for' a long putt where you would normally lag up. Scores in such Club Competitions will be non-qualifying, but there is nothing to stop you entering scores for Casual Play friendly rounds played in this format.

For a Matchplay round to be a qualifying round you should putt out (or record a zero) and if there is a rules infringement, the penalties for Strokeplay must be accepted. For example, the Strokeplay penalty of 2 strokes for teeing off outside the tee box rather than no penalty as in Matchplay.

## Competitions at Tandridge

Details of competitions are provided in the Club VI golf app and in the members' section of the website. The majority are bookable via the app.

### MIXED COMPETITIONS

Mixed competitions are generally held on Sundays and Bank Holidays but also include midweek, and details together with dates are available in the golf programme on Club VI.

### KNOCK OUT COMPETITIONS

After the closure date for knockout competitions, the Operations & Finance Manager makes a draw which will be displayed on the app. Dates by which matches should be played are noted on the draw sheet. The onus is on all players to make contact with their opponents as early as possible and offer available dates to ensure each round is completed on time. Any disputes should be referred to the General Manager.

Formats of casual play on competitions days will vary with the competition format determining availability and play both before and after the competitions start sheet.







Tandridge  
GOLF CLUB