



THE COUNTRY CLUB  
JOHANNESBURG



# PRE-FUNDING: Frequently Asked Questions

## **What is pre-funding?**

Pre-funding means that a member must have a credit in their pre-funded account to transact at the Member outlets.

## **When will implementation be?**

*The Changeover to pre-funded member account is on the 1st October 2019.*

## **How do I benefit if I pre-fund my account?**

The pre-funding of Members Club Accounts will enable members to enjoy a discount on standard Food and Beverage purchases in the member outlets. The discount will initially be 15% but may be subject to review. Please note that the current Food and Beverage offerings will be repriced as a result.

## **How much do I need to pre-fund my account with?**

Your pre-funded account must contain sufficient funds to cover your intended purchase.

## **What is the minimum amount that I can pre-fund?**

There is no minimum amount. As long as there are sufficient funds to make a purchase in the member outlet from the pre-funded account.

## **Why is the Club doing this?**

To create a 2-tier pricing structure, where members pay lower prices than guests and functions.

## **What happens if I arrive at the Club and there is no money in my account?**

Simply top up your pre-funded account from your debit/credit card. The amount can be the amount that you anticipate spending.

## **How do I put money in my account?**

Hand your membership card and debit/credit card to a receptionist, F&B staff member or golf check-in attendant and inform them how much to add to your pre-funded account. Alternatively, you can use the online payment portal from your computer, kiosk or mobile phone to pay funds into your account which reflects within 2 hours. One can obviously pay funds into your account via EFT but remember this can take up to two business days to reflect in your account.

## **What happens if I don't have my membership card?**

Settlement of the bill will have to be by debit/credit card and you will forego the discounted price.

**For further information contact:**

Nikki Espley-Jones  
nikki@ccj.co.za | 011 710 6406



THE COUNTRY CLUB  
JOHANNESBURG

**What happens to money left in my account, do I earn any interest on that amount?**

No interest will be earned on credit balances.

**I intend having a function at the Club, do I need to pre-fund with the anticipated amount the function is going to cost?**

At this stage the Club will not require member functions to be pre-funded. Functions will be billed to the Club Account and must be settled 30 days from Statement.

**How does it work if I book for a Club event?**

A Club event will be booked as usual. The event will be billed on the day/night of the event on the Point of Sale, together with the bar bill. This bill will either be settled to the Member's pre-funded account or by debit/credit card. There will be no discount on the ticket price of the event. However, the beverage bill will be discounted if settled to the pre-funded account. The Member's pre-funded account can be topped up prior to arrival or at the event.

**Is the "Purse" still in effect, how does this work now?**

The "Purse" system will cease when pre-funding is implemented, All credit balances will be transferred to the pre-funded account.

**Can I allocate miscellaneous charges to the pre-funded account (sports kit, comp fees etc.) including Pro Shop purchases?**

Yes, all charges can be allocated to the pre-funded account provided there are sufficient funds in the account at the time of settling the bill. If not, the pre-funded account must be topped up to make the purchase.

**Anything else that I need to know?**

Yes, the Club will be increasing all of its Food and Beverage selling prices subject to review. When paying via your pre-funded member account the discount will be deducted. Thus, only members will be able to enjoy the Club's F&B pricing and all visitors will have to pay the higher price. This will make our F&B pricing similar to our green fees where members pay less than visitors.

**Is that it?**

Just one more thing: as the membership card has changed from being essentially a credit card to a debit card, **all members will be required to produce their membership card to initiate any purchase.** This is to safeguard the member's pre-funded account from having any erroneous amounts being deducted from their credit balances.

**For further information contact:**

Nikki Espley-Jones  
nikki@ccj.co.za | 011 710 6406