



## **Powfoot Golf Club**

### **The BRS Competition Purse System**

#### **Frequently Asked Questions**

**Q.** What is the timeframe for the Competition Purse at Powfoot Golf Club?

**A.** We are introducing the Purse system for all club competitions for the forthcoming season. The system will be open from Friday 5<sup>th</sup> March 2021. Members will be able to access their Purse to open their accounts from today. The minimum amount to open the account is £10.

**Q.** I only play casual golf outside of competition times. How will the Competition Purse affect me?

**A.** The Competition Purse will not affect you in any way. You will be able to book your casual golf online as normal.

**Q.** Can I top up my account balance using my debit card or credit cards?

**A.** Yes. Debit card and credit card payments are supported by the new system.

**Q.** Other than online, is there a way for me to top up my Competition Purse account?

**A.** You can call to the Club Office and simply top up your account using cash or debit card/credit cards. (Subject to re-opening dates/times and normal operating hours).

**Q.** I don't have a debit/credit card so how can I top up my Competition Purse?

**A.** In exceptional circumstances, you will be able to use cash to top up your account in the Club Office.

**Q.** How do I top up my Competition Purse on-line?

**A.** All you do is log into BRS as normal and click on the 'Top Up' button. Then select the amount you wish to top up and follow the instructions to enter your credit card details. Your purse will be updated immediately. See; A Step by Step Guide to Topping Up your Competition Purse for more details.

**Q.** How much can I top up each time?

**A.** You will be able to top up between £10 and £100 online. You will also be able to top up between these amounts in the Club Office.

**Q.** My playing partner does not have a credit card. Can I top up his account online?

**A.** No. You can only top up your own Competition Purse on-line.

**Q.** If I am having difficulty topping up my account what should I do?

**A.** If any member is having difficulty in topping up their account they should feel free to contact the staff in the Club Office for assistance.

**Q.** How do I know how much credit I have in my competition purse account?

**A.** When you log into your online BRS account you will see your purse balance on the top of the screen alongside the "Top up" button. You can also view a history of all your transactions.

**Q.** Once I have topped up my Competition Purse, how do I book into a competition?

**A.** You will book into a competition in exactly the same way as you have been doing for social golf. The only difference is that the booking will be rejected if there are insufficient funds in your Purse to cover the entry fee.

**Q.** How will I pay my competition entry fee?

**A.** To enter a club competition you will enter your name on the BRS timesheet (as is currently the case). This will mark your account to be debited with the appropriate entry fee. The fee will only be deducted from your account once the competition has been marked as completed by the Match Secretary. The competition monies will then be transferred from your account to the Club account.

**Q.** Will I be able to book myself into a competition online if I do not have credit in my Competition Purse?

**A.** No. The booking system will automatically reject your booking if you (or someone on your behalf) try to book into a club competition when you have insufficient funds to cover the entry fee. You will, however, get a message warning you of this and inviting you to top up your account online. When you have topped up, you can then make your booking.

**Q.** Will the Office staff be able to book me into a competition if I do not have credit in my Competition Purse?

**A.** No. The booking system will automatically reject the booking if anyone tries to book you into a club competition when you have insufficient funds to cover the entry fee.

**Q.** Will I be able to book my playing partners into a competition if they do not have sufficient funds in their competition purse accounts?

**A.** No. Competitions will be set up to charge the members that are playing so each individual must have sufficient funds to cover the entry fee otherwise the booking will reject the partner that does not have sufficient funds in their account.

**Q.** If I forget to book online and arrive at the Club to play in a competition, can I enter a club competition?

**A.** The Office staff may be able to enter you in the competition (subject to a slot being available) provided you have credit in your Competition Purse. If there are insufficient funds in your account you can top up there and then.

**Q.** I don't use computers or smartphones, how can I top up my Competition Purse?

**A.** Call the Club Office and staff will do it for you. Remember to have your payment card ready to give the required account details.

**Q.** What if I put my name down for a competition and something comes up that means I can't play?

**A.** Competition entries **close** at 12 noon on the day before the competition. If you cancel **before** that time you will not be charged for the competition entry. Anyone who cancels after that will be charged.

**Q.** What happens if I make a booking and forget to play?

**A.** Members who make a booking and do not cancel before the closing time will have their account debited when the competition is completed.

**Q.** Is the entry fee deducted from my account at the time of booking?

**A.** No. Whilst you must have funds in your account to make the booking, the entry fee will only be deducted **after** the competition has been completed. This allows time for members who are unable to play to cancel without being charged and then refunded (subject to the closing time as previously outlined)

**Q.** Can I cancel my booking and make another booking for the same competition before the closing time without being charged.

**A.** You can make as many amendments as you wish before the closing time and you will only be marked for payment once.

**Q.** How do I know the entry fee and the closing time/cut off period by which I should cancel for each competition?

**A.** This information will be displayed on the BRS online booking page for each competition.

**Q.** If a competition is cancelled do I get my money back?

**A.** Monies are only transferred from your Competition Purse account once a competition has been completed. If a competition is cancelled then no money will be taken from your account.

**Q.** What is the position of the Competition Purse monies for a member?

**A.** The purse monies remain the property of the member. The relevant monies are deducted and transferred to the club only after the completion of a competition. The purse monies are carried forward into a new year.

**Q.** How do I enter the "Two's" "?

**A.** The entry fee will include "Two's" if applicable.

**Q.** I do not use the online booking system and I do not have an email account. Someone else books for me. What do I need to do?

**A.** Even if you do not use the BRS system for timesheet bookings you are still set up on the system and a Competition Purse account can be set up by the Office for you. You can then top up your account to allow you to enter competitions. You can do this in the Office. Whoever books you in for competitions at present can continue to do so. If you do not have an email account you will not get confirmation of your competition bookings or your Competition Purse transactions. Therefore, you will need to keep an eye on your account balance to ensure that you keep your account topped up.

If you have any additional queries please feel free to contact the office.