

## MEMBERSHIPS

# FAQs

**Note:** These policies are subject to change

01. What are membership costs?

Intown Golf Club has been designed to deliver a premium club experience, the very best golf technology, and high quality community of passionate golfers in the heart of your city. We have been thoughtful and intentional about creating this experience at a price point that delivers an exceptional value and is as accessible as possible. [For pricing, please refer to our Pricing & Benefits one-pager.](#)

02. What's the best way to think about the differences between the individual memberships?

There are two main differences — golf bay reservation rights, and spouse privileges. If you plan to use the club in a very social way, and want the most access to bays during happy hour and peak times, you will want to consider the Plus membership. If you plan to use the club primarily during work hours, and for practice, you may want to consider the Individual membership.

If you want your spouse to have access to the non-golf aspects of the club without you, the Plus membership provides that access whereas the Individual membership does not.

03. Do you have food & beverage minimums?

No. Although we have a full service kitchen and bar that includes world-class cocktails and delicious seasonally-inspired dishes, we currently do not have minimums. We are confident that all members will regularly enjoy our offerings.

04. Is there a family membership?

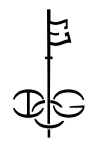
Yes. With the family membership option, both primary member and spouse are full named members with golf bay booking rights and all club benefits. Under this membership, children 23 and under are allowed to play golf for no additional charge.

05. Is there a corporate membership?

We are not currently offering any corporate memberships. We have many members who utilize their non-corporate memberships for business purposes and pay for all expenses through corporate expense accounts.

06. Can I upgrade or downgrade after I join?

We do offer the ability to upgrade or downgrade your membership upon the renewal date(s) of your annual or quarterly billing schedule. However, there will be a total limit on each membership tier at the club, so in certain cases you may be placed on a waitlist for the upgrade or downgrade.



---

MEMBERSHIPS

# FAQs

(CON'T)

---

07. Is the initiation fee refundable?

We are a non-equity membership club. Initiation fees are not refundable upon resignation from the club.

---

08. How are membership dues collected?

Membership dues are collected either annually (on your membership anniversary date) or quarterly. We charge an additional 5% for quarterly billing.

---

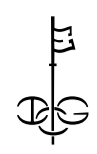
09. What are the payment terms of club expenses?

Non membership dues expenses such as food and beverage, instruction, pro shop, club fitting, and private events are billed through our club management system as they occur. We issue monthly billing statements that are payable within 30 days of receipt.

---

10. What happens if I move? or want to cancel my membership?

We would hate to see you go but understand everyone's needs change. We have a very simple club resignation process. You can cancel your membership upon the renewal date of your quarterly or annual billing schedule. You simply provide written or email notice that you want to resign your membership and we take it from there. We typically do not refund pro-rated annual membership dues except in extraordinary cases.



MEMBERSHIPS

# FAQs

(CON'T)

11. What is included in my membership fee and what are extra charges?

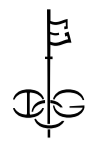
Unlike other indoor golf facilities, we have designed our membership levels to include all golf play and practice time at no additional cost. Annual membership dues cover all of the member's Trackman golf bay time as shown.

Some other fees to be aware of:

- When paying monthly dues or annual payments via credit card, there is a 3% processing fee. We encourage members to pay via ACH, which does not have processing fees.
- We charge a nominal monthly capital dues fee. This is invested directly back into the local club to be put towards capital projects and club improvements.
- 20% gratuity is automatically added to food and beverage purchases. This is to help us retain top talent and serve you to the best of our abilities.

Here are more details, which are subject to change:

	SOCIAL	INDIVIDUAL - ASSOCIATE	INDIVIDUAL CORE	FAMILY
Golf Bay Reservations	8 off-peak / year 5 day advance booking	Unlimited off-peak - no cost 2 advance peak / mo 7 day advance booking	Unlimited off-peak - no cost 6 advance peak / mo 10 day advance booking	Unlimited off-peak - no cost 6 advance peak / mo 10 day advance booking
Guest Golf	\$35 / booking	\$35 / booking	\$35 / booking	\$35 / booking
For a Fee	Private Instruction Club Fitting Tournaments Bag Storage	Private Instruction Club Fitting Tournaments Bag Storage	Private Instruction Club Fitting Tournaments Bag Storage	Private Instruction Club Fitting Tournaments Bag Storage
Included	Initial golf assessment Club rental Most community events	Initial golf assessment Club rental Most community events	Initial golf assessment Club rental Most community events	Initial golf assessment Club rental Most community events



MEMBERSHIPS

# FAQs

(CON'T)

12. What are the hours of operation?

	TUES - FRI	SATURDAY	SUNDAY
Hours of Operation	7 am - 10 pm	8 am - 10 pm	8 am - 5 pm
Off-Peak Hours	7 am - 4 pm	8 am - 10 am	8 am - 10 am
Peak Hours	4 pm - 10 pm	10 am - 10 pm	10 am - 5 pm

13. What is the membership process?

Intown Golf Club is an invite only membership club and is focused on building an amazing community of passionate golfers. We have a streamlined process that is modern and not pretentious and is focused on finding a diverse set of members that have our core values. We value a fun environment with great people to enjoy the premium club setting that we have designed.

14. Does membership provide access in other locations?

Yes, but there may be an additional fee. Intown Golf Club is a national membership club. As we open locations in new cities, you will have access to those clubs. More information on the next cities is coming soon.



## MEMBERSHIPS

## FAQs

(CON'T)

---

15. What is the spouse policy?

We encourage your spouse to use the club. With the Family membership, your spouse is a named member with full golf bay booking privileges. With the Individual - Plus membership, your spouse gets unaccompanied access for non-golf, and can make dining reservations. On the Individual membership, your spouse can only access the club with you as a guest.

---

16. What is the kids policy?

We encourage families with kids to enjoy Intown Golf Club. It's an outstanding environment to learn the game of golf. Kids are welcome at the club. With the Family membership, your kids (23 and under) can play golf free of charge. With the Individual membership, your kids can play golf as a guest at \$35 per booking.

---

17. What is the guest policy?

Guests are a very important part of the Intown Golf Club community. We encourage our members to bring guests to enjoy our facilities. If you want to bring a guest and visit the bar, lounge, food areas, and patio, there is no charge. We charge a \$35 fee per guest player on a golf reservation.

---

18. Is there a dress code?

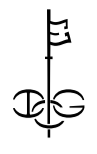
There is no formal dress code at Intown Golf Club. We are calling it "occasion appropriate." Use your best judgment given the high quality facilities, community of members you are a part of, and overall vibe.

---

19. Can we use our cell phones in the club?

Yes. We encourage co-working, business meetings, and being connected as you need to be. We have intentionally included several good areas for conference calls or private conversations. Use your best judgment here, we don't want to impede anyone else's fun. We believe that some conference calls are best taken with a 7-iron in hand.

---



---

MEMBERSHIPS

# FAQs

(CON'T)

---

20. Do you have food and drinks?

Yes, we have worked very hard to create high quality craft bar offerings along with a full food menu. This is an important part of the experience and value at Intown Golf Club.

---

21. Does the restaurant take reservations?

Yes, we encourage reservations for restaurant tables and bar tables. We will offer reservations by phone as well as through your member app and web portal.

---

22. Is there club storage?

Yes we offer limited club storage for \$125 / yr. Priority will be given to members in higher tiers.

---

23. What is the locker situation?

Our locker rooms are very well stocked and a key part of the premium club experience. We do offer day lockers that can be used on a first come, first served basis while you are visiting the club.

---

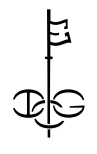
24. Are pets allowed?

No

---

25. Is there parking?

Yes. Our members are encouraged to utilize valet parking. Our host will stamp your valet upon your arrival as applicable.



MEMBERSHIPS

# FAQs

(CON'T)

26. What is the fitness aspect?

We will be offering the [Titleist TPI](#) golf fitness program at Intown Golf Club. TPI is the world's leading educational organization dedicated to the study of how the human body functions in relation to the golf swing. All equipment needed for TPI evaluations and ongoing exercises will be available to all members.

27. Is there space for co-working?

We encourage using the club for your business needs. We do not have dedicated co-working space but do offer many spots in the club to work by yourself, host business meetings, meals, and private events. We have designed several private rooms with full AV capabilities for any meetings that you may need to host. In addition, our Trackman golf bays are modular and can be converted into one-of-a-kind meeting spaces.

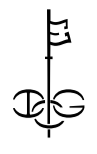
28. Do I need a reservation to play golf?

Yes. We offer golf reservations through our online portal and mobile app. Golf reservations are for specific Trackman golf bays and can be booked from 30 minutes up to 2 hours during off-peak hours, and 30 minutes up to 1 hour during peak hours. You can also walk in without a reservation and play on unreserved bays that are open.

Each Trackman bay is uniquely designed, creating an opportunity to pick a favorite and book it regularly.

29. What is the golf reservation cancellation policy?

We encourage you to cancel in advance so we can accommodate other member requests especially during busy times. You can cancel a reservation at any time. If you are 10 minutes late, the club reserves the right to give your reservation to someone else. Cancellations made within 24 hours of your reservation will be subject to the full reservation fees associated with the booking.



MEMBERSHIPS

# FAQs

(CON'T)

---

30. How long can I book a bay for? Up to 2 hours, in 30 minute increments per member golf reservation. If you'd like a longer period of time, we encourage you to pair up with other members and have them book the bay after you.

---

31. Do I need to bring my own clubs? No. However, the Trackman technology is extremely accurate so whether you are practicing or playing your favorite course we encourage you to bring your own clubs. There is space in each bay for your bags. We will also have top-of-the-line demo sets from all of the major manufacturers available at no additional cost.

---

32. Do I need to wear golf shoes? Golf shoes are not necessary. You can show up after work in loafers or wear tennis shoes. The most important thing is that you'll be comfortable playing golf.

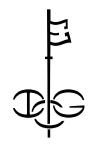
---

33. Do you offer instruction and clinics? Yes, we have a full-time PGA teaching pro golf staff available for instruction. We offer individual private instruction as well as group clinics.

---

34. Will you host tournaments, contests, and other community events? Yes. Community events and tournaments are a big part of the experience at Intown Golf Club. We will host several competitive tournaments each year. We will publish the tournament schedule at the beginning of the year and will include traditional events like Member-Member, Member-Guest, Season long match play, Ryder Cup style team games and many more. Additionally, we will be hosting community events centered around golf lifestyle that will include dynamic speakers and storytelling that you will not want to miss.





MEMBERSHIPS

# FAQs

(CON'T)

35. Do you offer any access to green grass golf?

We obviously love green grass golf and play as much as we possibly can. We will host great outdoor golf outings each year at courses like Sweetens Cove and other special places. We are also working on providing members access to golf courses in our network and will keep you posted on those partnerships going forward.

36. What do you sell in the pro shop?

We will have a highly curated offering of quality Intown Golf Club branded merchandise and apparel available in our pro shop. We have worked very hard on the logo, branding and story and know our members will be proud to wear it. See some of the items here in our [online shop](#).

37. How accurate is the simulator?

Trackman technology is the best, in our opinion, on the market. We've tested and used every golf simulator on the market, doing extensive research before making the decision to invest in Trackman for our clubs. Over 800 professional tour golfers trust and use Trackman to improve their games. This is a [sampling of data](#) that you will have access to.

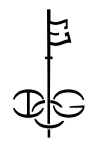
38. How long does it take to play a round?

If you are by yourself, you can expect to play 18 holes of golf in 45-60 minutes. Additional players will add marginal time depending on your game setup.

39. How does putting work in the simulator?

A full, realistic putting experience is available with the Trackman technology. The simulator will dynamically map the green showing you the breaks and you will putt the ball to the correct distance and line. Trackman also offers a full suite of putting analysis technology. See details [here](#).

Additionally, in our Charlotte location we will have a full outdoor putting green as part of our patio experience.



---

MEMBERSHIPS

# FAQs

(CON'T)

---

40. Does the simulator work if I'm a lefty? Yes. It works the same both ways.

---

41. How many people can play on a simulator? We can support several players on a simulator. We would typically cap a golf bay at 8 people and encourage the large group to play our favorite game: Alternate Shot - Match Play

---

42. Which courses can you play on the simulator? Trackman has over 140 courses available on the platform today and has been traditionally adding 15-20 new courses per year. See the list of functionality and courses [here](#).

---

43. Can I book private events in the club? Yes. We have designed several areas of the club that will be great for your next corporate outing, business meeting, or private party. We can accommodate small or large groups. All private events hosted at Intown Golf Club will be sponsored by a member.