



Trilogy Golf Club at Vistancia 2010 Pass Programs Frequently Asked Questions

Are there any changes between the 2009 Pass Programs and the 2010 Pass Programs?

Yes, the current annual play pass options will change significantly in 2010. The current annual play pass options will be discontinued at the end of 2009, and they will be replaced by our new Flex Pass options. The Flex Pass options are a “pay-for-play” model where residents are able to pre-purchase their golf at reduced rates based on volume.

The reason for this change is two-fold. The first is the need to create a system where people are asked only to pay for what they choose to consume. The second is, candidly, to structure a system that is better suited for the long-term profitability of the course, which continues to operate at a significant shortfall.

Will my 2009 pass still be valid?

Yes, anyone who has purchased already in 2009 will receive all benefits detailed in the 2009 Annual Play Package agreement through their 2010 anniversary date. Furthermore, anyone set to renew before the end of the year will do so as they always have (at the existing 2009 price). However, as of January 1, 2010 the existing Annual Play Package will be replaced by the new Flex Pass programs. In fact, the existing Annual Play Package will only be available for renewals, with any new inquiries being offered only the Flex Pass effective immediately.

Can I renew early if my anniversary date is in 2010?

No “early renewals” will be accepted.

What is the Flex Pass?

The new Flex Pass is really a series of nine options that not only guarantee a low rate, but also ensure that you only pay for what you use. Think of the Flex Pass like pre-paid vouchers – all you need to do is figure out how much you like to play and then make your selection accordingly. Flex Pass options include weekday and weekend/holiday golf, allowing you to create a “Perfect Pass” just for you.

Flex Passes can also be combined with other offers like the Arctic Pass, meaning you always have the chance to pay the best available rate.



Why the change?

With the growth of the community and growing popularity of the golf course, there is now more emphasis than ever on course access. Our goal is, and always has been, to make the most equitable situation possible for all golfers in the community. The Flex Pass system ensures that great rates are always available for residents, along with the benefit of only having to pay for what you use.

Will I pay considerably more than previous years?

The answer to this question will be different for different users. We've built the system so that frequent players pay considerably less per round than more occasional users, and there will be some who benefit from this change and some that will pay more due to their high consumption. That being said, the system is considerably more fair to all as those who played often were in essence being supported by those playing less frequently – this issue is now resolved.

In the "What Pass is Right for Me?" document, please notice that even a couple that plays 6 times a week during the week for 44 weeks of the year – a considerable 264-round total that nearly no one in the community reaches – pays slightly more than \$7,000, and only \$27 per round. While this is an increase over the previously available unlimited play options, it is not the \$11,000 figure some have been bantering around. (This math is specifically spelled out in Scenario 5.)

When can we purchase a Flex Pass?

All Flex Pass options will be available as of November 1, 2009.

Are there payment plan options with the Flex Pass?

Because the Flex Pass structure is not an annual agreement in the traditional sense (multiple Flex Passes may be purchased during a year), there are no payment options offered.

Which Flex Pass is right for me?

There are nine options available in the Flex Pass program, any or all of which can be combined to create your own "Perfect Pass". Simply decide when and how often you'd like to play and make your selection from there. Remember though that Flex Pass rounds expire one year from the purchase date, so only buy what you think you will use.

For further information on creating the Perfect Pass for you, please see the sample scenarios shown in the "What Pass is Right for Me?" document.



Are my Flex Pass rounds transferable?

Yes, exclusively between couples living within the same household.

Can I play as an Annual Pass Holder / Flex Pass Holder in Golf Tournaments?

The passes can be used in Men's or Ladies Club events when they are on those clubs' designated days. At times there will be club-organized events in which Trilogy Golf Club will allow Annual Pass and Flex Pass holders to play utilizing those privileges. Outside golf events or tournaments will be subject to the applicable green fee.

Do my Flex Pass Rounds expire?

Yes, within one year from date of issue. Any unused rounds will be credited at 50% towards the purchase of a new Flex Pass.

How will I track how many rounds I've used and how many I have left?

Every Flex Pass holder will have an account created in our point-of-sale system. When you purchase your Flex Pass, the account will be filled with the appropriate inventory of rounds. Then, each time you play, we will debit that account. Your balance of rounds is always available by asking the team in the Golf Shop.

What days are considered Holidays in 2010?

Holidays are defined as:

- New Year's Day
- Martin Luther King Day
- Presidents' Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans' Day
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Eve
- Christmas Day
- New Year's Eve



Is there a guest rate if I am a Flex Pass holder?

There is not a specific guest rate for the Flex Pass; however, we will continue to honor the Trilogy guest rate of 25% off the posted green fee for any accompanied guest.

What happens if after purchasing my Flex Pass I get injured and am unable to play?

The General Manager at Trilogy Golf Club at Vistancia will consider each case individually to determine the type and amount of credit for future pass privileges, or in limited cases, a refund. We will commit to each person a fair solution for the situation.

What options are available for players who want to play nine holes only?

As always, reservations for nine-hole play will be restricted to specific times of the day and the week. Though the exact times change seasonally, there is typically an hour available on weekday mornings and then additional times later in the afternoon. Nine holes would be counted as a half-round in the Flex Pass, so a 25-round Flex Pass would allow for 50 nine-hole plays.

If I do not choose the Flex Pass, what is the discount for non-pass holder Trilogy residents?

As is stated in the community CC&R's, all Trilogy residents receive a 20% discount on the posted green fee rates Monday-Thursday. Beyond that, we have always tried to accommodate resident play at 25% off the posted green fee rate, and we intend to continue that in 2010.

Will the Arctic Pass options (summer passes) be available again in 2010?

Yes, the Arctic Pass is the best way to ensure you always pay the best rate throughout the Year. Exact information on the Arctic Pass is available in the "2010 Arctic Pass" attachment, but it is likely that if you play year-round, you will choose to utilize one of the Arctic Pass options in the summer instead of using Flex Pass rounds.

Will the V-Pass be offered in 2010?

The V-Pass will also be discontinued in 2010. This is simply because the 25-play Flex Pass options provide a better product for the guest that typically chose the V-Pass. The Southwest Section PGA Pass will be honored as always, however please note that the booking window for the Southwest Pass is only 3 days.



Are the Flex Pass options available only to Trilogy residents?

The public will have the option of purchasing Flex Passes; however they will pay a 5% premium on any package.

If I book a tee time and then “no-show”, what is the policy?

If a reservation is made and not cancelled prior to the 48-hour window defined for all play, that round will be considered consumed and therefore debited from the Flex Pass account. If proper notice is provided, there is no charge and no round consumed.

Does the golf course not want residents of Trilogy at Vistancia to play the course?

We absolutely want residents of Trilogy to enjoy the golf course. You are our most valued customers, and we hope to earn your business on every visit you make to the facility. We do, however, need to address the significant financial challenges facing the golf course, and to do that we must implement change. We’ve tried to create a system that is fair to everyone, and while we anticipate that some will be disappointed with the elimination of the former Annual Play Package structure, we hope everyone takes the time to learn why the Flex Pass can be a great option for everyone.