



NEW Membership/Charging Procedure for Swipe Cards

Thank you for being a charging member of Heritage Shores. We appreciate your patronage of all our amenities by continuing utilization of the golf course, Sugar Beet Market, Passwaters Restaurant, and 1730 Tavern. As we seek to improve speed of check presentations and accuracy of billing, we are introducing swipe cards to all charging members. This added level of processing will help us as we grow as a community. Please review the below information and contact us if you have any questions.

What to do

- ALL charging members.
Pick up your new card in the main lobby of the clubhouse on one of the following dates:
 - December 14th from 10:00am-6:00pm
 - December 19th, 20th, 21st from 12:00pm-6:00pm
 - December 29th 10:00am-3:00pm

Cards must be picked up by card holders only on the dates listed above.

- At the time of pick-up, we will be take a new picture of you for your account, verify email and home addresses and phone number.
- You will receive one card per person. One card =one account. Couples currently utilizing a “family membership” will receive two cards and will be required to have two accounts that will be set up when you receive your card.
- The card will have a new number on the back and that is your new account number. In addition, your name will be applied to the card at that time.
- Start using your card immediately. Formally, the new procedure will start January 1st, 2019 but you can start using your card immediately so that you can become familiar with the process and the service staff can start becoming efficient in this new process.
- If you are not part of the dining or membership rewards program you will be able to get more information at the “pick up” dates that are listed above.

Other information

- Card must be presented at the beginning of all transactions that you wish to charge to your account, earn or utilize points excluding golf tee time check-in (you can use your new member number or your last name). This includes the Sugar Beet, Pro Shop and Signature Shop (merchandise), Tavern and Passwaters dining.
- If you do not present the card for the new process you will not be able to charge to your account or take advantage of any rewards earned at the time of service. No Card. No Charging. No Discounts. No Points earned. No Points redemption.
- Use this card like a credit card. Don't lose it. It must be used for all transactions that you want to charge, redeem, and or earn points. NO EXCEPTIONS.
- If you forgot your card you cannot come back at a later time and ask for points or redemptions to be added to your account at another time. Card must be used at all times. NO EXCEPTIONS.

Thank you for your support as we transition to this new system in an effort to be more efficient. As with any new process, please expect a learning curve as it relates to usage and training of the new procedure. Please be patient as we implement this new process with the goal of faster check presentations and proper member billing.

Looking ahead to 2019 all member statements will be emailed directly to your email address that is provided to us.

Thank you again for your support and please address your questions to:
Eva Shallis, eshallis@heritageshores.com or 302-337-9910-*321.