



## **COVID-19 Membership Renewal FAQs**

### **Q: Who's impacted by this decision?**

A: All SCGA members with expiration dates between April 13, 2020 and June 30, 2020 will be changed to July 1, 2020. Please note, a golfer who has acted recently to renew his or her membership would not be impacted by this change, as their membership expiration date now occurs in 2021.

### **Q: Why is the SCGA extending memberships?**

A: The SCGA feels it is inappropriate to ask its members to prioritize golf right now, including going through the renewal process and paying for a membership. With attentions elsewhere and personal budgets suddenly more scrutinized, the SCGA wants to take proactive steps to delay any membership decisions until members have a better understanding or vision on when they will be able to again play golf and engage with friends at their favorite facilities.

### **Q: When will SCGA's renewal messaging process now begin?**

A: The SCGA will resume sending automated messages on June 24. Members will receive renewal notices seven days and one day prior to expiration, followed by one day and 30 days after a lapsed membership.

### **Q: How does this impact auto renewal?**

A: A member's auto renewal date will be rescheduled in association with July 1 expiration. Messaging about auto renewal starts seven days before expiration.

### **Q: Why does this membership extension only apply to a limited number of SCGA memberships?**

A: Members with near-term expiring memberships have much higher priorities, including the health and welfare of their families and friends. We do not want to send them a reminder message that could be perceived as insensitive. With these extensions, the SCGA and its member clubs are best positioned to retain these memberships when golf reopens.

### **Q: Does the change impact the expiration date at the club level as well as with the SCGA?**

A: Yes. All impacted members will remain on the SCGA roster until at least July 1, 2020. We hope that our member clubs will follow suit and match this philosophy, delaying renewal decisions until a later date when golf is expected to again be played.

The SCGA is not mandating this membership extension. However, we do believe that it will be easier for club officials as well as for individual members to continue to align membership dates at club and association levels and streamline the renewal process.



**Q: If a club does not want to participate in the SCGA extension program, what can it do?**

A: The club can continue to [manually inactivate any member](#) on their active roster through [Golf Nations](#). As always, clubs should make decisions that they feel are best for their operations. Clubs control their SCGA rosters and will continue to have the ability to inactivate members.

**Q: If a club wants to add a new member prior to the end of the SCGA's new membership extension policy, can it do so?**

A: Yes. Clubs can [manually add members](#) to their SCGA rosters at any time.

**Q: Can a member join a club during this downtime?**

A: Yes, clubs can add members to their SCGA rosters at any time. In addition, for clubs participating in the SCGA's eCommerce/Online Join and Renew program, someone will be able to go to the [scga.org](#) website and join or renew membership. The SCGA will only begin sending automated renewal messaging to members who are within seven days of their adjusted subscription end date.

**Q: How will impacted SCGA members become aware of this extension?**

A: On Monday, April 13, the SCGA will send an email to all impacted members, detailing our rationale as well as notices of their new membership extension date. Clubs certainly are welcome, and encouraged, to supplement this communication.

**Q: What if golf is not allowed in Southern California until after July 1, 2020?**

A: The SCGA will continue to monitor all local and state ordinances. We may extend these dates if necessary. However, we will not shorten these extensions.

**Q: What if golf begins in different areas of Southern California sooner than others?**

A: Regardless of how and when golf begins again, the SCGA will take the entirety of its membership into consideration when making any future decisions. We will not make regional, county or club-specific decisions.