



SURFERS PARADISE
— GOLF CLUB —

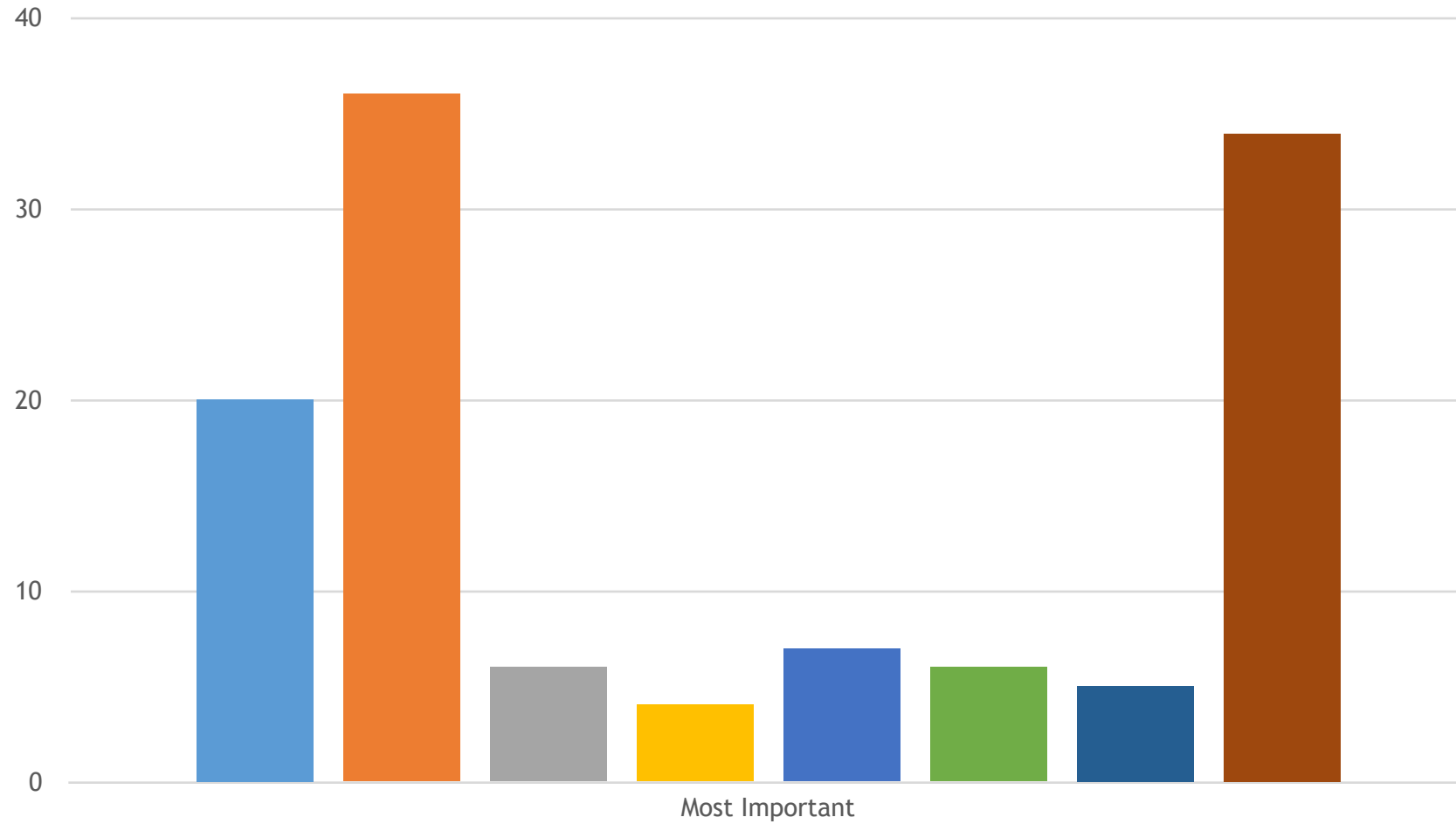
Surfers Paradise Golf Club
Result summary from initial survey

Conducted September 2017

Around 240 members responded to this survey

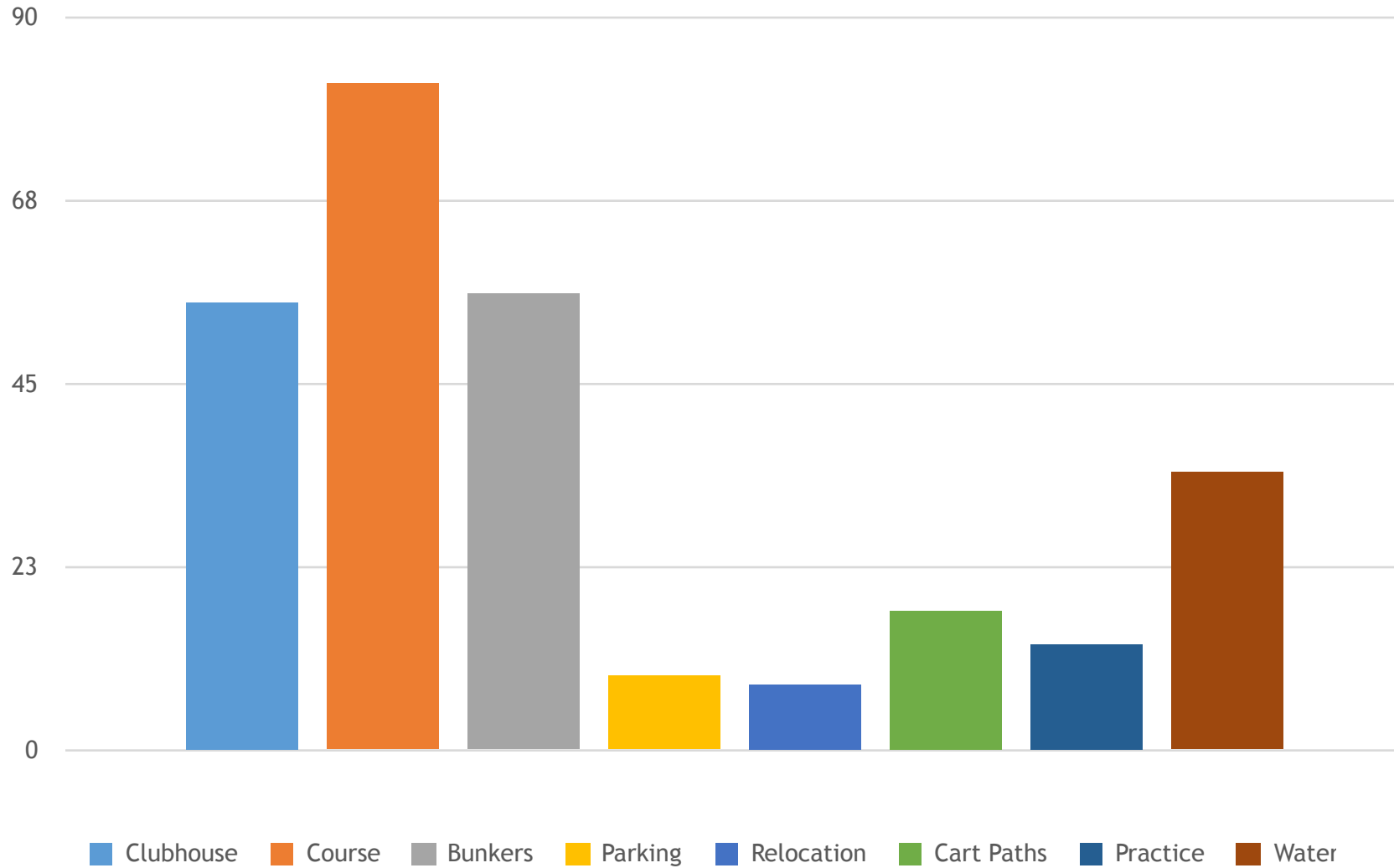
- This report represents 36% of all Golf Members for whom we have email addresses
- 75% of responses were from men (65% of total membership)
- 25% of responses from ladies (35% of total membership)

The most important issues for you about our golf course and club

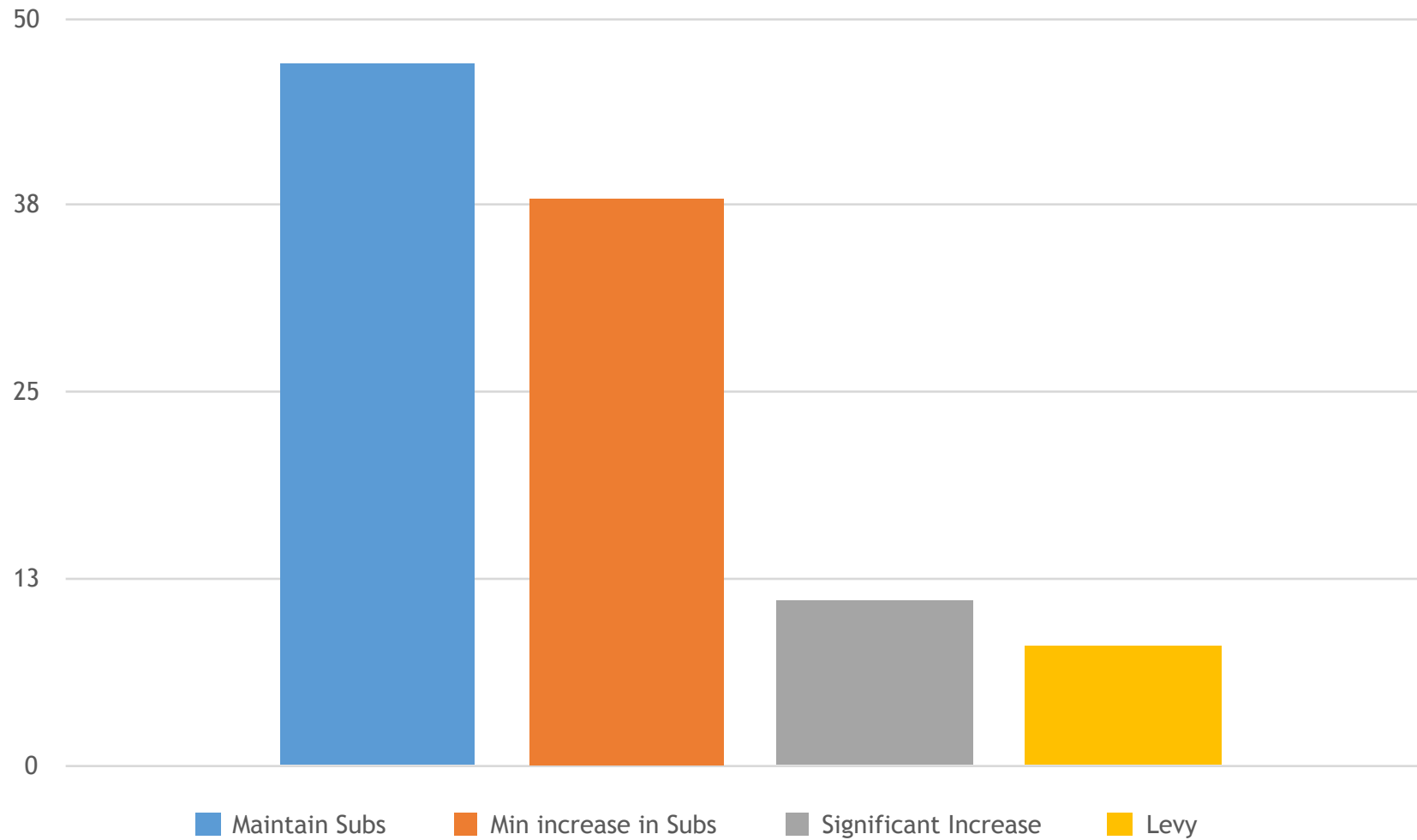


Clubhouse Course Bunkers Parking Relocation Cart Paths Practice Water

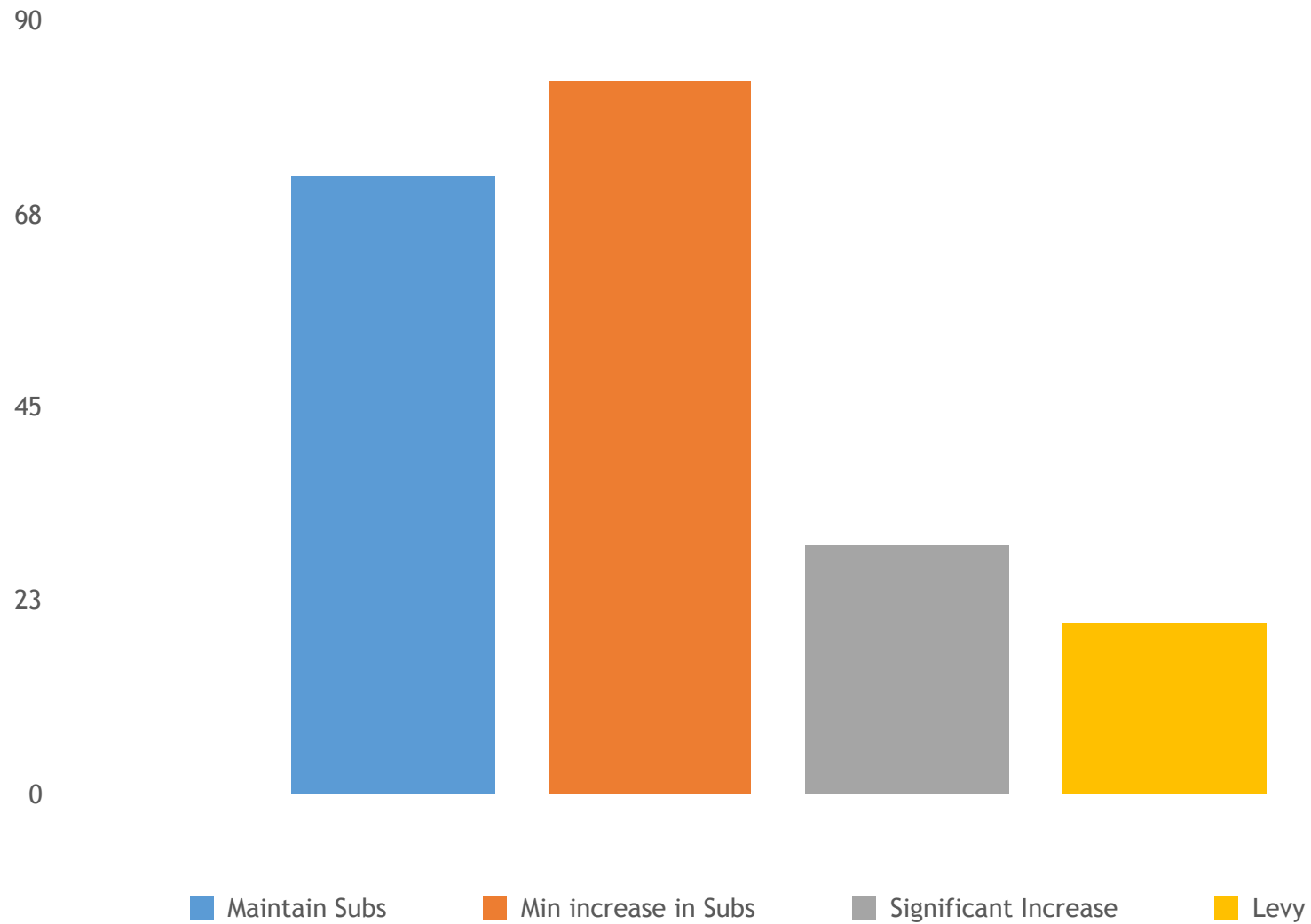
The three most important issues for you about our golf course and club



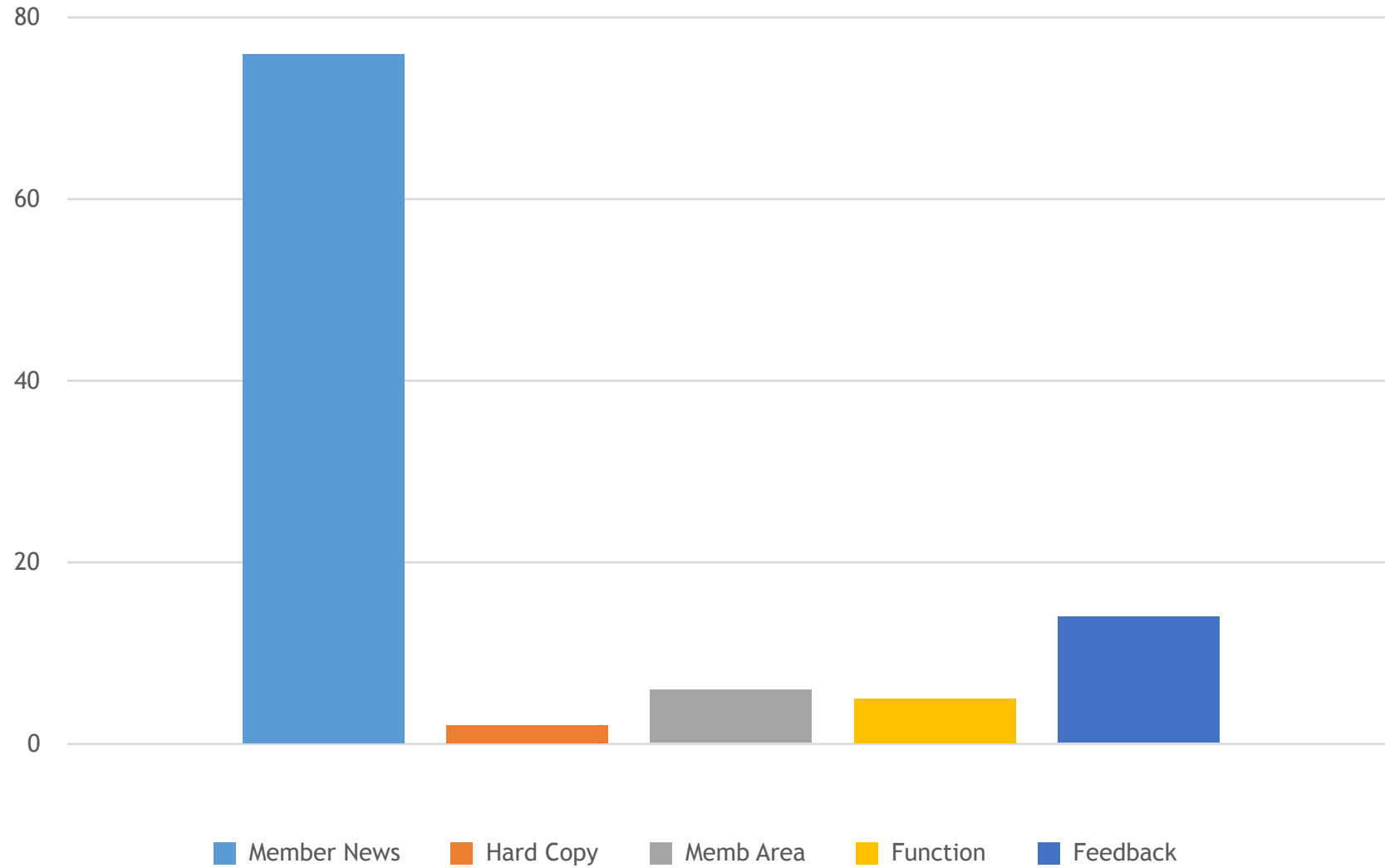
The most important issues for you about our Financials



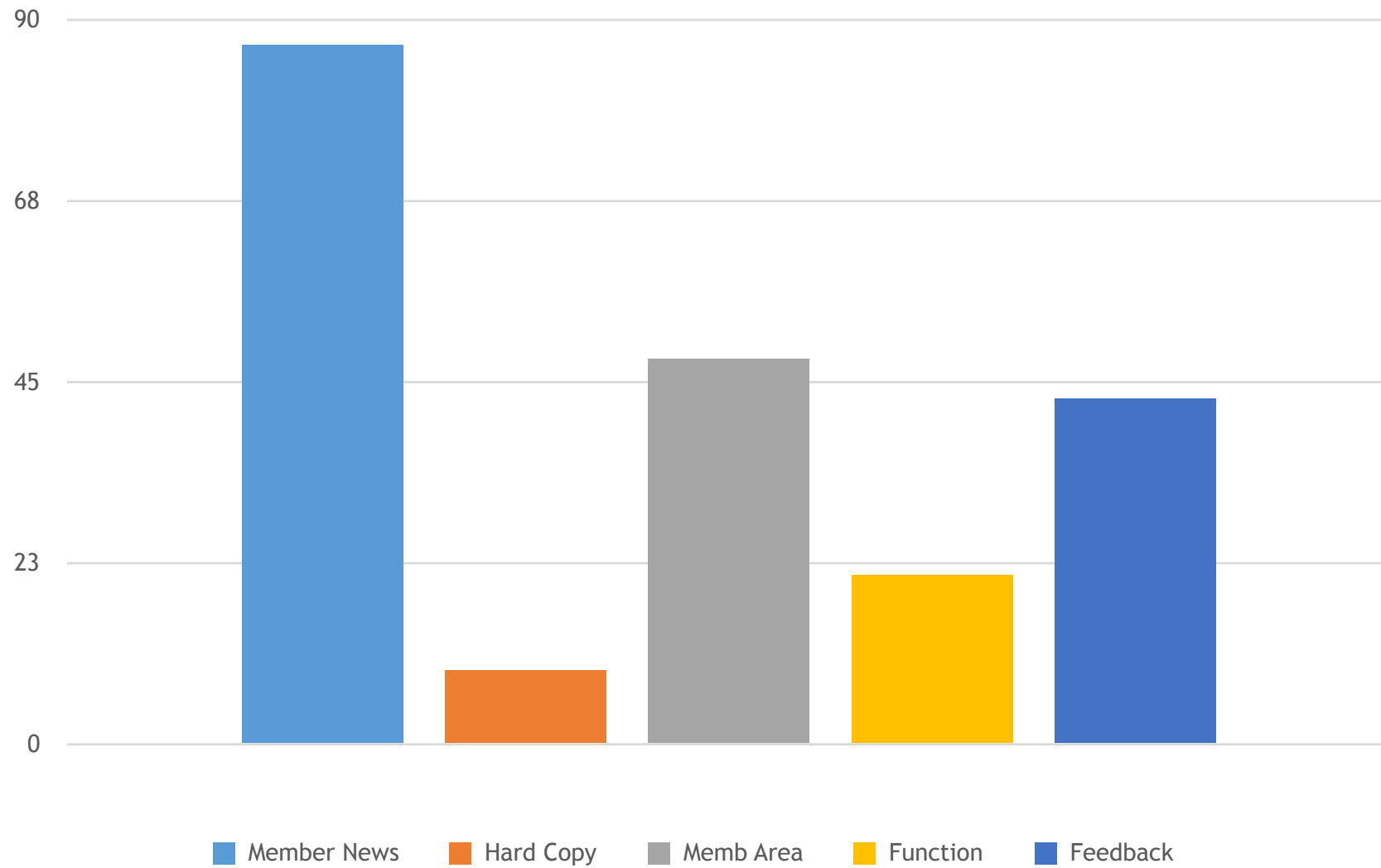
The two most important issues for you about our Financials



The most valued you experience from our communications



The two most valued you experience from our communications



The improvement you would make to increase the value you experience from your golf club

- Quicker play
- All Playing members Pay the Same FEES !!
- Being updated on our real position in respect of trading and the ability to continue to operate in the future at present trading levels.
- Keep food & beverages prices more attractive/reasonable for full paying members.
- I believe the present clubhouse needs to be replaced with a mixed development. Incorporating a new clubhouse, some retail, commercial and residential units. Along with security car parking. I believe this can be achieved possibly in conjunction with a joint partner.
- Investigate building a new clubhouse to accommodate outside business and underground cart parking to provide more car parking and or improve practice fairway. Repossess tennis courts and establish putt-putt facility.
- More maintenance on the course, fix the greens (full of weeds) rebuild bunkers lakes surrounds and rebuild cart paths with asphalt (hot mix)
- Flexible fee structures to cater for a number of categories such as women who wish to play in a women's competition however due to employment are limited to Saturday Ladies competition Planning for the future to attract women and men to the club especially young people Thank you
- Better vetting of social players & their dress code in the clubhouse
- Increased available tee off times
- Encourage young people to join and have free balls for them to practice with. The young people are the future and survival of the club.
- Return the Honour Boards to the main entertainment area.

The improvement you would make to increase the value you experience from your golf club

- Perhaps a bit more concentration on the hospitality aspect in the bar and bistro.
- To have plenty of water to keep course in tip-top conditions
- I would like to see holes made a little bit longer, other than that course is in good condition,
- It's perfect for me
- Attract more members to keep our costs down
- members to replace current and future old members
- Improve water supply and cart paths.
- Some of the holes could use some modernisation in design. However, I believe the management, staff and ground staff are doing a great job.
- All very good, well done !!
- Reduced membership fees for younger members (under 40 years of age) to attract time poorer players.
- Upgrade the gaming area
- Put more care into the greens
- 1.Better promotion and availability of golf lessons before competition tee off. 2.Remove some trees. Maybe add a seat and shade at the 3rd Tee?
- Member incentive to join New members

The improvement you would make to increase the value you experience from your golf club

- Improve the golf cart paths, which would reduce unnecessary wear & tear on course maintenance equipment, etc.
- Member Loyalty Program
- Get the water supply for the course secured asap. Whatever the cost. Even if by a one-off levy to offset the initial cost
- I think the drinks are too expensive for members the is in good shape bunkers need better sand in them
- Morning open for kiosk halfway point
- To look at staffing in areas, the grounds staff being important to keep the course in good condition. We need to keep a good asset in top nick. Thus we could entice more visitors to the course.
- Recycled water supply connection
- Keep improving course conditions
- More marshalling of players on the course - keep the speed of play going, and stop players playing holes out of sequence.
- Improvement of bunkers sand wise!
- Make sure the halfway house is open for all members. This is a service for members and morning players are not treated with the same respect. It is rude and needs to be addressed immediately!
- An increase of House Allowance in an endeavor to get more car park golfers into the bar/restaurant.
- Earlier tee off times during the hot summer months
- Make the club financially secure. It is obvious the club is not living within its means.

The improvement you would make to increase the value you experience from your golf club

- Bring back honour boards, so it looks like a CLUBhouse.
- The course is not maintained to the level of other clubs around the Coast.
- Are we certain that the greenkeeping staff can compete with other clubs' green staff?
- Have a member approved long-term Master Plan and stick to it without regular new committee changes.
- Make all SPGC golfers Members, and do away with the outdated separations of Members and Associates.
- Upgrade cart paths
- Upgrade practice area
- Match expenditure to income, kill "you have got to spend money to make money mentality of management."
- Make better use of facilities we do have... Play more golf, but that is my fault. I am first to say I don't fully understand financials but recognize problems Management has.
- Keep up maintenance in all areas of club, pros hop, and course
- Extra toilet to be erected at the far end of the course maybe near the Bali Hut or behind the 16th Green.
- Attempt to balance the budget through both increased revenue and cost cuts
- Minimum standards of dress spelt out and enforced both on the course and in the clubhouse. Equally some recent boorish behaviour which has been tolerated will only lead to a fall to the bottom. We are first and foremost a golf club. Social members should be welcome BUT at a standard one would find in clubs like Burleigh and Southport for example. We fail this comparison test comprehensively.

The improvement you would make to increase the value you experience from your golf club

- A readily accessible driving range with putting greens and bunkers or dedicated times for members to practice on the course.
- The general appearance of golf course needs improvement. Old trees out, revamp all tee boxes. Pick up leaves.
- Better policing of those who repeatedly book to play and do not show &/or reserve bookings for "ghost" players
- Disappointing that the daily presentations continue to be so late, most members have left for the day. Particularly the recent Club Championships. Send the finalists off early, so we are all able to share their results.
- Better communications
- The golf course needs to be upgraded. That is the tee boxes to be levelled out and defined properly. The bunkers need to be consistent. (no beach sand). Gur areas to be marked. Greens to be rolled and maintained all year round not just for club championships and other major events. Someone needs an eye for detail. Once these improvements are done, it's only maintenance. Kind regards Gary Wood
- Relocate to a more member attractive golf course
- The club is going in the right direction keep up the good work
- Replace the sand in the bunkers
- Priority should be to the members of the club, possibly with separate areas during presentation, etc
- Slow play. Enforce players who are consistently very slow by warning them if they don't get a move on, firstly they will have penalty shots added to their score. Or they have to catch up by missing out a hole in some cases this would disqualify them, in a stroke round too bad if they are persisting with slow play. Lastly if these measures don't work put them to the back of the afternoon field even if they are morning players.SLOW PLAYERS EVERYONE HATES THEM!!!!!!!

The improvement you would make to increase the value you experience from your golf club

- Lower the bar prices and change the menu more often and offer specials at reduced rates. The current pricing does not compare with other clubs.
- I believe the club and course are quite acceptable compared to others around. Prices are reasonable, food and service are good. Bunkers vary in sand quality, and some high overhanging trees could be trimmed. Otherwise all good.
- Water to ensure course is in top condition always
- 1 -Stop players searching for golf balls in the water that are not theirs or a playing partner.
- Set up a small level which all members pay into each year. This will keep the clubhouse in top order. Great place to relax after a game.
- Improve the greens. One way to do this would be to replace the greenkeeper with someone who knows what they are doing
- improve appearance of club dining/drinking area
- Upgrade the ladies locker room and toilet facilities.
- As a member who plays Fridays, I would like to see the chicken run format reinstated to the previous structure.
- Better signage around the course and perhaps more advertising by businesses around the course
- If our club is financially unsustainable we need to look towards selling and moving to (e.g.) Robina Woods
- Once a year, cut and then sand the bumps from the middle of some fairways where we get unfair lies after hitting a great tee shot. Especially for those of us who spend a lot of time in the trees and the rough. When we hit a good drive, on the fairway, it would be nice to have flat lies!!
- I would like a little more time on Tuesdays between the end of ladies comp and start of men's comp. I find that the men are hitting up on the last group of ladies sometimes.