

# Q&A – How to Book

**Q: How do I login to my account?**

A: Go to [booking.kscgolf.org.hk](http://booking.kscgolf.org.hk) and login with your KSC ID or registered email followed by the password. If you forgot the password, click “Forgot Password” and follow the steps to reset your password.

**Q: How do I make a new booking?**

A: Go to “New Booking” after login to your account. Then select the date, course, course type, your preferred tee time, the number of golfer and the number of qualified player in the booking. The system will assign the closest available tee time to your selected time. You will have 3 minutes to add players by using their KSC IDs or from your "My Buddies" list. Lastly, please click “Confirm” to complete the booking.

**Q: What will happen if I exceed the time limit of 3 minutes?**

A: If you exceed the time limit, the system will release the assigned tee time and return to the previous page for assigning another closest tee time upon availability.

**Q: After I selected the number of player, why do I still need to enter the number of qualified players?**

A: Because you have to ensure the number of qualified player could meet the handicap requirements of the selected course. E.g. if you have selected 4 players to be played at the East Course, then the number of qualified player must be 4 in order to fulfil the handicap requirement of East Course.

**Q: Why does the system sometimes assign a tee time that is not close to my preferred tee time?**

A: Because the system can only assign the closest available tee time to you.

**Q: What should I prepare for making a booking if I play with my friends?**

A: As you will have only 3 minutes to add players to your booking once assigned a tee time, you are suggested to gather your friends’ KSC IDs first or add them to your “My Buddies” list in advance.

**Q: How to view my upcoming bookings?**

A: Go to “My Bookings” to view all your upcoming bookings.

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**Q: Who can make changes to the booking?**

A: Only the booker can change the tee time and players, withdraw players, and cancel the entire booking. However, the policy of no changes to weekend and public holidays tee time bookings has been extended to all days until further notice. Go to “My Booking” after login to your account. Then you can choose to cancel the booking or withdraw player/s from the booking.

**Q: Can I cancel the booking if I am not the booker?**

A: You cannot cancel the entire booking but you can withdraw yourself from that booking. Go to “My Booking” after login to your account. Then you can choose to withdraw yourself from the booking.

**Q: What is the purpose of the attached QR code in the confirmation email?**

A: That is your KSC ID which could be used for check-in and redeeming entitlements such as hire equipment, warm up practice balls, golf cart, green fee and taking ferry.

**Q: Why do I need to add buddies?**

A: To make your booking easier, you may create a buddy list to save time in entering the KSC ID of your friends at each booking.

**Q: How to add buddy?**

A: Firstly, go to “My Buddies” under “My Account”. Then enter the KSC ID or registered email of your friends under “Add Buddy”. Your request will be pending for approval until your friends accept the request.

**Q: My friends have added me to their buddy lists, do I need to add them at my account?**

A: Once you accepted their requests under “Incoming Request”, their names will be automatically added to your “My Buddies” list. You are not required to invite him/her again.

**Q: How many buddies can I add?**

A: There is no limit.

**Q: If I remove my friend under “My Buddy”, would I also be removed from his/her buddy list?**

A: Yes, your name will be removed from his/her list automatically.

**Q: If my friend doesn't have a handicap card, can I add him/her?**

A: Yes, but s/he can only play at the South Course after 9:00 am on weekdays (except public holidays), subject to at least one qualified handicap player per flight.