



## FAQ Sheet

**What's new for this year vs. last year?**

- You will be issued a member ID card shortly into the new year that will also serve as your range card (OCN only) and to store your redeemed points. Points are still earned per dollar spent and will be transferred to member ID card to be used at the course they were earned at.
- Each month we will have a complimentary event for card holders. Event schedule is at the top of our homepage.

**Who can purchase the card?**

- The Florida Elite Golf Card is available to purchase for all Florida Residents with a Florida driver's license or a Celebration Town I.D. card.

**What proof of residency can I show?**

- You can show your Florida driver's license or Celebration Town I.D. card

**What happens to my loyalty rewards that I earned in 2021?**

- Points will be valid for use until January 31<sup>st</sup> if you do not renew for 2022. If you have renewed by January 31<sup>st</sup>, 2022, points will remain in your account.

**How do I book a round of golf online?**

- Tee time reservations may be booked at either [www.celebrationgolf.com](http://www.celebrationgolf.com) or [www.ocngolf.com](http://www.ocngolf.com) by selecting the "FL Elite Card Holders" tab at the top and entering the password member2022.

**How do I redeem my free birthday round?**

- Your complimentary birthday round may be redeemed by booking a round of golf either one week before, on, or one week after your birth date by calling the golf shop or booking through the reservation portal. You may choose the course you redeem at, but the complimentary birthday round may only be redeemed once.

**What and where is the "Tooth" course?**

- The Tooth Course is a 9-hole "Executive" course at Orange County National consisting of par 3's and 4's. Walking is included as an amenity for card holders at the rate of \$7.50 and guests at the rate of \$20.00. Cart rental if you prefer to ride is an additional \$10. You may book a round at the tooth course through the FL Elite Card reservation portal. Lunch or warm up range balls are NOT included with Tooth rounds.

**Can I have a credit card on file to charge when I play?**

- You will be able to have your valid credit card number on file in our golf shop to charge when you check in to play. It can be used on golf, merchandise, or food and beverage purchases.

**Who do I contact for Florida Elite VIP travel pricing?**

- For discounted prices on golf and lodging, please contact one of our Travel Executives at 407-815-3106.

**How does the lunch inclusion work?**

- For applicable morning rounds you will receive a voucher to redeem at the course's dining facility for an entrée and side or a Grab and Go combo. Beverage and gratuity are not included.

**What happens to my loyalty points at the end of 2022?**

- If you choose to renew your FL Elite Card any unused points will roll over into 2023. If you choose to let your program expire then all unused points with expire as well.

**Who do I contact for assistance with my card?**

- Any of our Golf Shop Professionals will be glad to assist you with any needs you may have. You may contact us by calling 407-566-4653 ext 4608 (Celebration) or 407-656-2626 ext 2210. You may also email us at [proshop@celebrationgolf.com](mailto:proshop@celebrationgolf.com) or [proshop@ocngolf.com](mailto:proshop@ocngolf.com)