



iGolf Subscriber Frequently Asked Questions

TOP 10 FAQ'S:

Q1: Who can verify my score and why does my score need to be verified?

All rounds must be played with a marker/fellow player who is either an iGolf Subscriber or a member of a club affiliated to England Golf with access to the MyEG app. This player can verify your score. Handicap procedures relating to the MyEG App align to the Rules of Handicapping with procedures in place to protect the integrity of the World Handicap System (WHS).

Q2: Why does my score card need to be created before my round at the course?

Geo-location technology ensures pre-registering the intent to post a score (Create scorecard) can only be done in close proximity to the course where the round will take place (scorecard submission can however be completed elsewhere). Handicap procedures relating to the MyEG App align to the Rules of Handicapping with procedures in place to protect the integrity of the World Handicap System (WHS).

Q3: I'm a member of a golf club affiliated to England Golf, can I join iGolf?

iGolf is only open to non-club members, this includes all types of membership. If you are paying an affiliation fee to England Golf you can already access the MyEG app and personal liability insurance. Your golf club can provide you with an official WHS handicap index along with many other benefits, so there is no benefit or need to join iGolf.

Q4: What is score intent?

When you create a scorecard via the MyEG app, you also create an intent to submit a score for handicap purposes. This means a score must then be submitted. This is in place to stop golfers handpicking scores for their playing record, to manipulate their handicap.

Q5: What do I do if I have selected the wrong course or tees?

If you have incorrectly selected a course or tees, you can delete the card by swiping right. You can then make the correct selection. Please ensure you check this before starting your round. If you spot an error once you have started your round, please submit your score and then contact igolf@englandgolf.org to see if this can be amended.

Q6: How do I submit international scores?

Scores from outside of England, can be returned to igolf@englandgolf.org for handicap purposes. For more information on what is required to return, please see the Handicap Procedures relating to iGolf [here](#) Please note, only scores submitted via the App from affiliated courses in England (inc Isle of Man and Channel Islands) can be used to obtain your initial handicap index.

Q7: Can I submit historic scores?

For previous golf club members, any scores previously recorded on the WHS will transfer automatically with your membership number, providing scores are on your playing record from 1st January 2018.

For those golfers who haven't got a playing record on the WHS, scores recorded prior to having an iGolf Subscription (historic scores) cannot count towards your WHS handicap index.

Q8: What are 'non-counting scores'?

Your handicap is calculated from the best 8 scores out of 20. The other 12 scores would be classed as non-counting as they are not used to calculate your handicap.

Q9: What if I do not have 20 scores?

Your handicap will be calculated using a percentage on your current scores. Please view page 49 of the [Rules of Handicapping](#) for a table which further explains this scale.

Q10: I cannot remember my previous membership/CDH number, can I bypass this question on the online sign-up form?

No, it is essential this number is provided so that we can transfer any previous playing history and you do not end up with duplicate playing records. If you are unable to find this number, please contact your previous club or email igolf@englandgolf.org



For more Frequently Asked Questions on the following areas:

SECTION 1 - BECOMING AN iGOLF SUBSCRIBER	3
SECTION 2 - GENERAL QUESTIONS.....	5
SECTION 3 - SUBSCRIPTION AND RENEWAL QUESTIONS	8
SECTION 4 - LEAVING iGOLF	9

For information on Handicap Procedures Relating to iGolf, [click here](#)

For general information on the World Handicap System, [click here](#)

To view the iGolf Terms & Conditions, [click here](#)

SECTION 1 - BECOMING AN iGOLF SUBSCRIBER

Q: What is my membership number?

Your unique membership number is 10 digits long and will generally start with '10'.

You will be allocated this lifelong membership number upon joining iGolf.

This number was formerly known as a CDH number. If you have previously been a member of a golf club you will not need a new number when joining iGolf. Your previous membership number remains attached to you and will be re-instated along with your previous scoring record, if this is available. Likewise, if you move from iGolf into club membership you will retain this number.

You can find your membership number on your iGolf welcome email. It can also be found on the MyEG app, once logged onto the iGolf platform and on your subscriber card.

If you have previously had a membership number and are now unsure of this, your last golf club will be able to provide details. Alternatively, you can contact us at igolf@englandgolf.org



Q: Who is iGolf open to?

iGolf is open to golfers who are not members of golf clubs affiliated to England Golf and who have not held membership of a golf club in the six months prior to an application to join iGolf. Please note this includes all types of golf club membership.

For further details on eligibility please view the iGolf [Terms & Conditions](#).

Q: I was previously a club member, can I join?

Golfers may join iGolf if they have not been a member of a golf club affiliated to England Golf for six months prior to an iGolf application being made.

The only exception to this would be if an affiliated golf club closed-down or dis-affiliated from England Golf in the previous six-month period. Where this is the case, a golfer is asked to contact igolf@englandgolf.org for details on how they can proceed.

During the online registration process, we will carry out eligibility checks to determine the date a golfer's previous membership came to an end on the World Handicap System (WHS) platform used by golf clubs affiliated to England Golf.

Q: I left my club over six months ago, but the system won't let me register?

If you left a golf club more than six months ago and the online sign up form prevents you from proceeding with registration, please contact igolf@englandgolf.org. You may need to provide us with evidence from your previous club on when your previous membership expired. For further details view the iGolf [Terms & Conditions](#).

Q: I was previously a club member. How can I re-instate my handicap index?

Your handicap record and scoring history is attached to your unique membership number (formerly known as CDH number). Providing your records were accurately loaded to the previous CDH database or current WHS platform and there are scores available from 1 January 2018, then they will appear on your record. If you do not supply your unique membership number upon registration, you will be unable to transfer your playing history and handicap index.



Q: Why do I need to wait six months from leaving a club to joining iGolf?

The six month period has been implemented to highlight that an iGolf subscription is not a competing offer to golf club membership and to safeguard membership within the 1,800 affiliated golf clubs in England.

iGolf has not been set up as a substitute to golf club membership as it does not provide the same benefits. It does not provide playing rights over affiliated golf courses and does not provide eligibility to enter club, county or England Golf competitions. iGolf is designed to appeal to golfers who, for whatever reason, are seeking an alternative offer to club membership, but who want to gain an official WHS Handicap Index and a platform to track their progress.

This new subscription provides an opportunity for this category of player to join a new digital community of golfers.

SECTION 2 - GENERAL QUESTIONS

Q: Where can I find information on how to obtain and maintain my Handicap Index?

A range of information can be [found here](#) including specific details on Handicap Procedures Relating to iGolf and wider information relating to the WHS.

Q: How do I access my personal liability insurance?

England Golf has arranged through Bluefin Sport, part of global insurance broker and risk adviser Marsh, to provide £10m individual personal liability insurance for its iGolf subscribers, that covers playing on all UK golf facilities.

Once you have registered online and paid for your iGolf subscription, you will have access to the iGolf platform and MyEG app where you access the insurance portal which contains detail of the cover, processes and frequently asked questions.



Q: What competitions and events can I enter once I have my WHS handicap index?

Terms of Competition are a matter for individual clubs to decide upon. For details on eligibility, you will need to view individual 'Terms of Competition' or contact a competition organiser at the club.

Please note some events are specifically open only for members of an affiliated golf club in England with a WHS handicap index. This includes England Golf's national events and county events.

Q: How do I change my password or details?

In the first instance please log on to the [iGolf platform](#) and click on 'My Profile'. From here you can edit and update your details.

Q: What do I do if I have forgotten my password?

Please go online to the [Forgot Password](#) page. From here you will be able to reset your password. Please note, this will need to be done by the subscriber.

Q: My iGolf subscriber card has not yet arrived?

Subscriber cards are usually dispatched within 14 days of joining and will be sent to the address provided on the online sign up form.

If this time period has passed and your card has still not arrived, please contact igolf@englandgolf.org.

Prior to doing this, please log onto the [iGolf Platform](#) and check your address details under 'My Profile' are correct.

Q: My name is incorrect on my iGolf subscriber card?

The name on your card corresponds to the name inputted on the online sign up form. To view these details please log on to the [iGolf platform](#) and select 'My Profile'.

If your name has been inputted incorrectly, please make sure this is corrected and email igolf@englandgolf.org to inform us of this amendment as soon as you can.

Q: Where can I find out more about the regulations and policies which apply to an iGolf subscriber?

The following regulations and policies apply to iGolf subscribers and are in place to protect the integrity of the sport and the handicap system.

- [The England Golf Safeguarding Regulations](#)
- [The England Golf Disciplinary Regulations](#)
- [The England Golf WHS Privacy Policy](#)
- The Rules of Handicapping
- The Rules of Amateur Status.

You should familiarise yourself with these rules. When you are starting out this can seem daunting. If you have any questions, please ask us via igolf@englandgolf.org

Q: What browsers and devices can be used to access the iGolf platform and MyEG app?

The online registration process has been tested and is compatible with the latest versions of Chrome, Firefox, Edge, and Safari.

For the MyEG app, the supported iOS and Android versions are as follows:

- iOS version 10 and up
- Android version 4.4 and up

Please note, this information can also be found on the Apple Store and Google Play Store.



SECTION 3 - SUBSCRIPTION AND RENEWAL QUESTIONS

Q: When is my subscription due for renewal?

Your subscription will be due for renewal on the anniversary of the date you joined. To view details of your subscription term, log on to the [iGolf platform](#) and click on 'My Account'. Your term can be found under 'Invoice History'.

Q: How do I renew my subscription?

Your iGolf subscription operates on a rolling basis and will be automatically renewed. Payment is automatically taken from the billing card that you used for registration (or any updated card) at the end of your subscription period.

We will send you an email 11 months after your subscription start date, and a further email one week prior to your subscription renewal date. In this you will be reminded of your renewal date, the cost to renew your subscription and the process should you wish to cancel.

If you would like to renew your iGolf subscription for another year, please take a minute to check your billing card details are still correct under 'My Account'. If all is in order, no further action is necessary.

If you do not cancel, the cost for a further 12-month subscription period will be taken from your billing card using the details stored by our merchant services provider.

Q: What will happen if my billing card has expired?

If we are unable to take payment from your billing card an email will be sent to notify you that your billing card has been declined. The system will then retry the payment process.

If we have not received payment 14 days after renewal is due you will be automatically resigned from iGolf and you will no longer be able to access the iGolf online platform or MyEG App. For further information view the iGolf [Terms & Conditions](#).



SECTION 4 - LEAVING iGOLF

Q: What happens to my iGolf subscription if I join a club during my 12-month subscription period?

Joining an affiliated golf club will supersede your iGolf subscription and you will be resigned as an iGolf subscriber and registered as a club member.

Please note, no refunds are issued when a subscriber moves into golf club membership during their 12-month iGolf subscription period.

Q: If I join a golf club, what do I need to do?

You will need to provide your membership number to your new club so that they can transfer your playing history and handicap index. Your new club will then request the release of your record from iGolf.

If you ever change affiliated clubs, the previous club will follow the same process of resigning you as a member of their club and your new club will reinstate you as a member.

Your record will always remain attached to your unique membership number. No club should provide you with a new membership number.

Q: I am unhappy with my subscription. Can I get a refund?

You can cancel your subscription for any reason within 14 days of the date of your confirmation email upon joining and receive a full refund, provided you have not made use of the service. For details on requesting a refund within the 14-day cooling off period, please view our iGolf [Terms & Conditions](#).

A refund will be issued to the billing card which was originally used. Your subscription will be immediately cancelled, and you will have no access to the MyEG app or iGolf online platform. Outside of the 14-day cooling off period, we operate a no refund policy.

Q: How do I cancel my subscription?

An iGolf subscription can be cancelled at any time during the 12-month subscription period. To cancel an iGolf subscription, log on to the [iGolf platform](#) and click on 'My Account' and click 'Cancel Subscription'.



Once a request is made to cancel an iGolf subscription, this will take effect on the anniversary of subscription. Your subscription will not be renewed once the year has passed.

Q: What happens to my playing record and handicap index if I do not renew my subscription?

Your playing record and handicap index will become inactive. If you re-join iGolf or become a member of a club affiliated to England Golf, you will have your account reinstated using your unique membership number.

All previous scores will be retained. You will not have access to this record unless you are a member of an affiliated golf club or an iGolf subscriber.
