



CROW CANYON COUNTRY CLUB

GOALS

Crow Canyon Country Club wanted to streamline their court reservation process to make it more user friendly. High on their requirements was being able to provide their members a round-the-clock experience.

They wanted to offer a modern, feature-rich platform with regular updates and communication options to keep the community connected.

SOLUTION

Crow Canyon partners with Clubs Caddy to optimize their user experience to increase engagement and retention.

Now, the members have a wide range of recursive reservation options available to them. They are able to reserve court in less than 5 seconds. Clubs Caddy team understood the requirements and delivered a system that reduces dependencies on phone calls.

The members get a sense of community due to the variety of options the club use to communicate like polling, broadcast and E-mail messaging.

RESULTS

Apart from the enhanced member experience, Crow Canyon has seen a decline in no-shows at the courts and an overall satisfaction among their club community.



80% of our employees' time is saved because they no longer need to answer phone calls. Our members think Clubs Caddy is **Excellent!**



Crow Canyon Country Club offers an 18-hole golf course, 13 lighted tennis courts, a year round junior Olympic pool and much more in the heart of Danville, at the foothills of Mount Diablo.

Address:

711 Silver Lake Drive
Danville, CA 94526

Amenities:

- Golf
- Tennis
- Juniors
- Swimming
- Dining
- Fitness

