



## ORDER FORM

New Customer (Seasonal)

|                     |                                                                                         |                                                                                     |                                                |                         |
|---------------------|-----------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|------------------------------------------------|-------------------------|
| <b>CUSTOMER</b>     | <b>BUSINESS NAME</b>                                                                    | Arrowhead Golf Club                                                                 |                                                |                         |
|                     | <b>ADDRESS</b>                                                                          | 26W151 Butterfield Rd, Wheaton, Illinois, United States, 60189-8999                 |                                                |                         |
|                     | <b>CONTACTS</b>                                                                         | Matt Nations<br>Mike Benard<br>6305104945<br>mbenard@wheatonparks.org               |                                                |                         |
|                     | <b>CORPORATE I.D #</b>                                                                  | <b>TAX/VAT/GST#</b>                                                                 |                                                |                         |
|                     | 99973936                                                                                |                                                                                     |                                                |                         |
| <b>FACILITY</b>     | Arrowhead Golf Club 26W151 Butterfield Rd, Wheaton, Illinois, United States, 60189-8999 |                                                                                     |                                                |                         |
| <b>INSTALL SIZE</b> | <b>MONITOR BAYS</b>                                                                     | <b>MOBILE BAYS</b><br><small>(a mobile bay equals ~10 ft / 3m of tee width)</small> | <b>MOBILE ENABLED IN FRONT OF MONITOR BAYS</b> |                         |
|                     | 24                                                                                      | 0                                                                                   | No                                             |                         |
| <b>FEES</b>         | <b>DESCRIPTION</b>                                                                      | <b>Monthly Price USD</b>                                                            | <b>#</b>                                       | <b>ANNUAL TOTAL USD</b> |
|                     | Subscription Fee                                                                        | 4,408.8                                                                             | 12                                             | 52,905.6                |
|                     | Coach License Fee                                                                       | \$150                                                                               | 12                                             | Annual Total \$1,800    |
|                     |                                                                                         |                                                                                     |                                                | <u><b>WAIVED</b></u>    |

**PAYMENT  
TERMS**

Subscription Fee

Monthly in 12 equal installments on 1st of the following months of each year during the Term, starting on the 1st of the month after install completion ("1st Payment Date") :  
January, February, March, April, May, June, July, August, September, October, November, December

Coach License Fee

Annually, on the 1st Payment Date and each anniversary thereof

Price Increases

3% annually applied on each anniversary of the 1st Payment Date.

**PRODUCT**

**PRODUCT COMPONENT**

**INCLUDED**

Toptracer System:



• Ball-tracking and gaming software

• Toptracer "Hardware" (sensors, servers, screens, routers, switches, server racks, mounts and related infrastructure)

Toptracer Range Management System (TRMS)



Toptracer Coach

2 Licenses



**TECHNICAL  
REQUIREMENTS**

SEE APPENDIX C for Customer's obligations to ensure the Facility is Ready for Install ("RFI") and for the successful ongoing operation of the Product.

**READY FOR  
INSTALL /  
POWER &  
DATA ("RFI")**

Customer shall ensure Facility is RFI no later than 5 days before the Estimated Install Date and shall give Toptracer regular updates regarding progress. Customer is responsible for all costs relating to RFI. Toptracer will install the Toptracer equipment, connect all Power & Data at the Facility and test the Toptracer equipment upon installation.

**INSTALL**

**ESTIMATED DATE**

January 4th, 2027

**SPECIFIC INSTALL TERMS**

**TERM**

From signature of this Order Form until 60 months after the 1st Payment Date. Note that this a fixed term, there is no right of early termination other than as permitted under the SLA or Clause 9.

|                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>SLA (See Appendix B)</b> | The SLA details Product performance levels, Toptracer's support commitments, and service credits. As set out in the SLA, Customer has right to terminate if "Uptime" levels are below 20% for two consecutive months.                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>INSURANCE</b>            | Customer is required to insure all Hardware installed at the Facility for its full replacement value against all usual risks of loss, damage or destruction by fire, theft, accident, act of god or other occurrences.                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>SPECIAL TERMS</b>        | <p><i>Early Termination Option:</i></p> <p>Irrespective of what is stipulated in Appendix A, Customer has the option to terminate this Agreement if the Product does not perform in line with the SLA by giving Toptracer at least 180 days prior written notice. For clarity, this Early Termination Option is an addition to the termination rights set out in Clause 6.2 in Appendix A.</p>                                                                                                                                                                                                                                                                                         |
| <b>ORDER VALIDITY</b>       | <p>The pricing and other terms offered by Toptracer in this Order Form expire if this Agreement is not signed by Customer within 14 days of receipt (or any shorter period communicated by Toptracer). Toptracer reserves the right to conduct a credit check as detailed in Clause 11.4.</p> <p>Once executed, pricing and other terms in this Order Form are valid for the Install Size only and are subject to Customer being RFI by the Estimated Install Date. If Customer is not RFI by the Estimated Install Date, or wishes to change the Install Size, then Toptracer shall be entitled to adjust the pricing and other terms in line with its then current market rates.</p> |

By signature of this Order Form, Customer enters into a binding agreement for the installation and use of Toptracer Range consisting of this Order Form and Appendix A (*Standard Subscription Terms*), Appendix B (*SLA*), Appendix C (*Technical Requirements*) and any additional Appendices named in the Order Form.

For and on behalf of

Top Golf USA, LLC

For and on behalf of

Arrowhead Golf Club

x *Scott Blevins*

x *Michael J. Benard*

Signatory: Scott Blevins

Title: President and General Manager, Toptracer

Email of signatory: scott.blevins@topgolf.com

Timestamp: Tuesday, June 23rd, 2026 2:25 PM UTC

Signatory: Mike Benard

Title: Executive Director

Email of signatory: mbenard@wheatonparks.org

Timestamp: Thursday, June 25th, 2026 10:19 PM UTC

#### Appendix A - Toptracer Range Standard Subscription Terms

##### 1. BASIS OF AGREEMENT

The Product is provided by Toptracer on a subscription model to the Customer for use in the Facility as detailed in the Order Form.

**2. INSTALLATION.** *Where Toptracer carries out any installation of the Product, the following terms shall apply:*

- 2.1. Install Dates are provisional unless stated otherwise in the Order Form and will be confirmed by Toptracer at least 14 days in advance. A full installation generally takes approximately 5-7 days.
- 2.2. Once confirmed, Toptracer shall keep to the Install Dates unless prevented by reasons outside its control or attributable to Customer (including if Customer is not RFI).
- 2.3. Some disruption is likely during install and Customer accepts that Facility may have to close for short periods.
- 2.4. Customer shall provide reasonable assistance during install, including helping to source facilities to work at height (crane or scaffolding) if requested by Toptracer (and at Toptracer's cost).
- 2.5. Installation is free unless Customer is not RFI and does not give Toptracer at least 30 days prior written notice, in which case, Toptracer is entitled to charge an install fee of USD/EUR/GBP10,000.

**3. HARDWARE & SOFTWARE**

- 3.1. Hardware: Toptracer will install appropriate Hardware for the Facility, and such Hardware may be replaced or adjusted at Toptracer's discretion. Hardware ownership remains with Toptracer at all times. Customer is responsible for the safekeeping and insuring of the Hardware once it is installed until returned to Toptracer's possession, as set out in the Order Form. Toptracer is responsible for Hardware defects under the SLA.
- 3.2. Software: The software elements of the Toptracer System is locally installed on the Hardware. Supplemental software such as TRMS is made available to Customer via web-based or mobile software applications. Toptracer may provide updates, modifications, and enhancements to its software as determined in its sole discretion. This may include adding or removing certain games, features or courses. All standard software maintenance and updates will be provided free of charge, but Toptracer may introduce premium elements or other paid offerings, or re-package its software, at any time.

**4. FEES**

Customer shall pay the Fees stipulated in the Order Form to Toptracer, free of deductions or withholdings. Fees are stated exclusive of taxes or import duties (whether applicable now or in future), all of which are payable by the Customer. Payment details are set out in the Schedule. Interest is payable on late payments at a rate of 1,5% per month, or the maximum amount permitted by law.

**5. CUSTOMER OBLIGATIONS**

- 5.1. Customer shall be RFI and shall ensure the Technical Requirements are met and maintained throughout the Term.
- 5.2. Customer is solely responsible and liable for the operation of the Facility, including (without limitation) compliance with all laws, advertising, health and safety, personal injury, death or damages to property, permits and permissions, and the conduct of any events, contests or promotions (whether or not involving the Product or arranged through TRMS).
- 5.3. Customer represents and warrants that it has the full authority to enter into this Agreement, and that it has (and shall maintain) the right to operate the Facility for the whole Term.

**6. SLA & PRODUCT PERFORMANCE**

- 6.1. Toptracer warrants that it shall perform its support obligations set out in the SLA with reasonable skill and care. All other warranties are disclaimed.
- 6.2. The Service Credits and termination rights in the SLA are customer's sole and exclusive remedy for (i) any failure of the Product to

perform in line with the SLA (except for what is stated above in "Special Terms"); and (ii) any failure by Toptracer to resolve any such failure.

6.3. The SLA does not apply where the Customer is in default with Fee payments or otherwise in breach of this Agreement.

## **7. INTELLECTUAL PROPERTY; LICENSES & RESTRICTIONS**

7.1. "Toptracer Proprietary Elements" means the Product and any IPR therein, including without limitation Toptracer web sites, API, algorithms, software, hardware, Toptracer's trade names, trademarks and commercial denominations, graphics, drawings and models, documents and any instructions for use developed by or for Toptracer, know-how and trade secrets, together with any data, databases, deliverables, or work product produced by the Product or by or on behalf of Toptracer, and all IPR therein. "IPR" means Intellectual Property Rights, including (a) trademarks, service marks, trade names, trade dress and Internet domain names, together with all goodwill and common law rights associated therewith; (b) patents; (c) copyrights; (d) registrations and applications for registration of any of the foregoing in (a)-(c); (e) trade secrets and know-how; and (f) all other forms of intellectual property or proprietary rights, and derivatives thereof.

7.2. Toptracer reserves all right, title, and interest in and to the Toptracer Proprietary Elements. Except as expressly stated herein, this Agreement does not grant the Customer any rights to, under or in, any IPR or any other rights or licenses in respect of the Product.

7.3. Customer shall not:

7.3.1. seek, apply for, or obtain any patent, design right, copyright or other protection or registration in respect of (i) the Toptracer Proprietary Elements or (ii) any other invention, product or service which use, rely upon or integrate with any aspect of the Toptracer Proprietary Elements in any way;

7.3.2. copy, sell, distribute, sub-license, amend, modify, decompile, reverse engineer or disassemble the Toptracer Proprietary Elements in whole or in part or claim or assert any ownership or other rights in same.

7.4. Toptracer grants to Customer a non-exclusive, non-transferable, non-sublicensable, royalty-free, limited, and revocable license to use the Toptracer name and logo solely for the purposes of marketing the availability of Toptracer at the Facility, provided all usage is in accordance with Toptracer's Brand Guidelines.

7.5. Customer grants to Toptracer a non-exclusive, non-transferable, non-sublicensable, royalty-free, limited, and revocable license to use the Facility name and logo solely for the purposes of marketing Toptracer and its availability at the Facility (including the right to list the Facility on Toptracer.com and reference the Facility in Toptracer social media and marketing materials).

7.6. No rights are granted to Customer hereunder in respect of the TOPGOLF marks or concept.

## **8. CONFIDENTIALITY & DATA**

8.1. *Confidentiality.* Each party undertakes that it shall not during the Term (and for 3 years after termination or expiry of this Agreement) disclose to any person any confidential information concerning the business, affairs, IPR, technology, customers, clients or suppliers of the other party, except as permitted by Clause 8.2

8.2. Each party may disclose the other party's confidential information:

8.2.1. to its employees, affiliates, officers, representatives, contractors, subcontractors or advisers who need to know such information for the purposes of exercising the party's rights or carrying out its obligations under or in connection with this Agreement provided that it ensures that the same are subject to a duty of confidentiality and comply with this Clause 8; and

8.2.2. as may be required by law, a court of competent jurisdiction or any governmental or regulatory authority.

- 8.3. Neither party shall use any other party's confidential information for any purpose other than to exercise its rights and perform its obligations under or in connection with this Agreement.
- 8.4. *Product Data.* All shot, performance and gaming data collected, tracked or captured by the Product shall be exclusively owned by Toptracer. Customer shall have access to certain Product usage data via TRMS which it may use for its internal business purposes only, but may not publicize, sell or share, commercialize or create products or services using such data.
- 8.5. *Personal Data.* The Product installed at the Facility does not store any personal data of end users. Toptracer collects personal data through a separate relationship with end users of the Toptracer App or Toptracer Coach and this collection and processing is subject to the Toptracer Privacy Policy ([https://toptracer.com/pdf/2023\\_PrivacyPolicy\\_TTR.pdf](https://toptracer.com/pdf/2023_PrivacyPolicy_TTR.pdf)). Where any end user personal data is shared by Toptracer with Customer, Customer agrees to (i) only process such personal data in accordance with applicable laws, including applicable data protection laws, (ii) only process such personal data for its own follow-up and communication (including marketing) purposes (and purposes which are not incompatible with the foregoing), (iii) ensure that it has a legal basis under applicable laws for its own subsequent processing of the end-users' personal data for these permitted purposes; and (iv) provide its own privacy notice in accordance with applicable laws to end users. In case of any data breach involving or affecting personal data of end users shared by Toptracer with Customer, Customer agrees to notify Toptracer without undue delay after having become aware of the data breach. Toptracer may require Customer to enter into a data transfer agreement or other documentation to ensure compliance.

## 9. TERMINATION

- 9.1. *Mutual termination rights.* Each party is entitled to terminate this Agreement at any time by giving the other party notice in writing if the other party;
- 9.1.1. commits a material breach of this Agreement (which shall include any failure to pay the Fees on time) and (if the breach can be remedied) has failed to remedy the breach within 15 days after receipt of a request in writing to do so from the non-breaching party; or
- 9.1.2. enters into liquidation or receivership (voluntary or compulsory), or becomes insolvent or enter into composition or corporate reorganization or bankruptcy proceedings.
- 9.2. *By Toptracer.* Toptracer shall further be entitled to terminate the Agreement immediately and without liability by giving written notice to Customer, if:
- 9.2.1. Customer commits any breach of Clauses 5.2, 5.3, 7.3, 8.1 or 8.5;
- 9.2.2. Customer (or the Facility) undergoes a change of ownership, operation or control to a competitor of Toptracer or Topgolf;
- 9.2.3. Customer is not RFI within 3 months after the estimated install date (or, in any event, within 12 months of the date of this Agreement);
- 9.2.4. following signature of this Agreement, but prior to installation, Customer makes any changes to the nature, scope or size of the Product installation at the Facility, or any material change to the Facility itself; or
- 9.2.5. Customer partially or fully uninstalls the Product from the Facility and/or installs an alternative range or ball-tracking technology product at the Facility.
- 9.3. *Consequences of termination.* Upon termination of this Agreement:
- 9.3.1. Customer's right to use the Product and any Toptracer Marks will terminate immediately;

- 9.3.2. Toptracer shall have reasonable access to the Facility to remove the Product;
- 9.3.3. any outstanding Fees or other costs owed by Customer to Toptracer shall be immediately payable, including (without limitation), the full outstanding amount of any upfront cost paid or reimbursed by Toptracer (such as RFI costs), regardless of whether such cost was intended to be repaid over the Term;
- 9.3.4. where Toptracer is entitled to terminate this Agreement under Clauses 9.1, 9.2.1 or 9.2.5 then (i) the entire remaining contract value (monthly Subscription Fee x number of months remaining in the Term) shall become immediately due and payable by the Customer within 30 days of such termination; and (ii) Toptracer shall be entitled to charge a fee for uninstall of USD/EUR/GBP10,000; and
- 9.3.5. any termination of this Agreement shall not affect any accrued rights or liabilities of either party (including Customer's liability for all fees), nor shall it affect the continuance in force of any provision hereof, which is expressly or by implication intended to continue in force on or after such termination.
- 9.4. *Alternatives to Termination.* Without prejudice to its rights to terminate under this Clause 9, where Customer is in breach of this Agreement which would entitle Toptracer to terminate then Toptracer shall be entitled to:
- 9.4.1. suspend or restrict Customer's use of the Product (or part thereof) or any other services (including support) for any period Customer is in breach of this Agreement which would entitle Toptracer to terminate (including for non-payment); and/or
- 9.4.2. at its sole option, adjust the pricing and other terms in the Order Form in line with its then current market rates.

## 10. LIABILITY AND INDEMNITY

- 10.1. *Toptracer Indemnity.* Toptracer shall indemnify Customer against any third party claim that is instituted against Customer that alleges that the Product infringes any IPR of a third party; save to the extent that such claims arise from (a) unauthorized alteration or modification of the Product by or on behalf of Customer; (b) use of the Product by Customer in combination with any hardware, software, or service not provided, or authorized, by Toptracer; or (c) access to or use of the Product that is expressly prohibited by this Agreement or otherwise outside the scope of this Agreement. If the Product is (or in Toptracer's reasonable opinion is likely to be) held by a court of competent jurisdiction to infringe or otherwise violate any third-party IPR, Toptracer shall, at its own election, use commercially reasonable efforts to either (a) promptly replace any allegedly infringing materials with functionally equivalent, non-infringing materials; (b) modify any allegedly infringing materials to render them functionally equivalent and non-infringing; or (c) obtain a license for Customer under this Agreement to continue using the Product. The provisions of this Clause exhaustively regulate Toptracer's liability in the event the Product infringes third party IPR. In order to benefit from such indemnity Customer shall: (i) give Toptracer prompt notice of any such claim or threat thereof; (ii) permit Toptracer sole control (including the right to defend or settle) of such claim through counsel of its choice; and (iii) give Toptracer all information, assistance and authority to defend or settle such claim;
- 10.2. *Customer Indemnity.* Customer agrees to indemnify Toptracer (and its affiliates) against any and all claims, suits, actions, losses, damages or costs (including reasonable legal fees), arising out of, or in connection with (i) any breach by Customer of Clauses 5.2, 5.3, 7.3, 8.1 or 8.5; and (ii) any third-party claims relating to use of the Facility, save to the extent such third-party claims arise directly from the negligence or willful misconduct of Toptracer.
- 10.3. *Limitations & Exclusions.*
- 10.3.1. Save as may arise under the indemnities in Clauses 10.1 and 10.2 in no event shall either party be liable for (a) indirect, incidental, special, punitive, consequential, or exemplary damages of any kind whatsoever or for loss of profits, income, anticipated revenue or data; or (b) any amount in excess of the total Fees payable by the Customer during the Term of this

Agreement.

10.3.2. Toptracer's liability for any Product downtime, performance or support issues are limited to the remedies set out in the SLA.

10.3.3. Nothing in this Clause 10 limits or exclude any liabilities which may not be limited or excluded under applicable law, nor shall it exclude or limit the Customer's obligation to pay the Fees as they are validly due under this Agreement.

**11. MISCELLANEOUS**

- 11.1. *Governing Law.* This Agreement shall be governed by the laws of the State of Texas and the parties consent to the jurisdiction of the courts of Dallas County, Texas. Notwithstanding the foregoing, it is agreed that Toptracer shall have the right at any court of competent jurisdiction to seek injunctive or interim relief to protect any of its rights or interests in this Agreement or in respect of the Product.
- 11.2. *Entire Agreement.* This Agreement (consisting of the Order Form and all Appendices) constitutes the entire agreement between the parties in relation to the subject matters provided for herein.
- 11.3. *Assignment.* Customer shall not be entitled to assign or transfer this Agreement, or the right to use the Product, without Toptracer's prior written consent, provided, however, that Customer may assign this Agreement in connection with a sale of all or substantially all of the business to which this Agreement relates upon prior written notice to Toptracer and provided that the acquirer assumes this Agreement. Toptracer shall be freely entitled to assign, novate or otherwise transfer this Agreement to any third party without requiring Customer's consent.
- 11.4. *Credit Check.* Toptracer reserves the right to perform a credit check on the Customer prior to installation (and annually thereafter). If the check indicates any risk for Toptracer, Customer may be requested to provide an upfront payment, guarantee or other assurances to Toptracer as to its ability pay. If these cannot be provided to Toptracer's reasonable satisfaction then Toptracer shall be entitled to terminate this Agreement without liability to either party.
- 11.5. *Amendments.* Toptracer may update these terms from time to time upon written notice to the Customer.
- 11.6. *Other Products & Services.* Toptracer may offer promotions, subscription or other supplementary services via the Toptracer App, TRMS or otherwise. These may contain supplemental terms and conditions which are applicable to the Customer.
- 11.7. *Language.* If a translation of this Agreement is provided to Customer in a language other than English, these English terms shall prevail in the event of any conflicts.
- 11.8. *Notices.* All notices given by either party to the other under this Agreement shall be made in English and shall be sent by email to the contact named in the Order Form. Notices to Toptracer shall be cc'd to [toptracerlegal@topgolf.com](mailto:toptracerlegal@topgolf.com).
- 11.9. *Survival.* The following Clauses survive any termination of this Agreement: Clauses 7.1, 7.2, 7.3, 7.6, 8, 9.3, 10, 11.1 to 11.3 and 11.6 to 11.9.

**Payment Details Schedule**

We appreciate your partnership and are thankful for your business. We offer the following payment options but please confirm these details match with invoices provided as details may be updated from time to time:

**1. WIRE/ACH**

|                      |                                                             |
|----------------------|-------------------------------------------------------------|
| Beneficiary:         | Top Golf USA, LLC                                           |
| Beneficiary Address: | 8750 N. Central Expressway, Suite 1200, Dallas, TX<br>75231 |
| Bank:                | Bank of America                                             |

SWIFT Code:

BOFAUS3N

Routing Number ACH:

111000025

Routing Number Wires:

026009593

Account Number:

488061567861

**2. CHECK** (checks must be payable to TopGolf USA Inc):

**USPS Post**

Top Golf USA, LLC  
P.O. Box 841371  
Dallas, TX 75284-4318

**COURIER**

Bank of America Lockbox Services  
Lockbox 841371  
1950 N. Stemmons Freeway  
Suite 5010  
Dallas, TX 75207

If you have questions regarding any of the above payment options, please e-mail [AR@topgolf.com](mailto:AR@topgolf.com)

## Arrowhead Golf Club

Document ID

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Filename

Arrowhead Golf Club + TopGolf USA Inc. document.pdf

*Scott Blevins**Michael J. Benard*

| What                                                                                                                                                 | When                     | Where                                                                                                                                                  |
|------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
|  Signed by Mike Benard<br>mbenard@wheatonparks.org                  | 25 Jun 2026<br>22:19 UTC | IP 96.74.159.41<br>Mozilla/5.0 (Windows NT 10.0; Win64; x64)<br>AppleWebKit/537.36 (KHTML, like Gecko)<br>Chrome/149.0.0.0 Safari/537.36 Edg/149.0.0.0 |
|  Sent for signing by Aaron Firlotte<br>aaron.firlotte@topgolf.com | 25 Jun 2026<br>12:02 UTC | IP 74.81.197.86<br>Mozilla/5.0 (Windows NT 10.0; Win64; x64)<br>AppleWebKit/537.36 (KHTML, like Gecko)<br>Chrome/149.0.0.0 Safari/537.36               |
|  Sent for signing by Graciela Ponce<br>graciela.ponce@topgolf.com | 23 Jun 2026<br>19:41 UTC | IP 45.62.179.1<br>Mozilla/5.0 (Windows NT 10.0; Win64; x64)<br>AppleWebKit/537.36 (KHTML, like Gecko)<br>Chrome/149.0.0.0 Safari/537.36 Edg/149.0.0.0  |
|  Sent for signing by Graciela Ponce<br>graciela.ponce@topgolf.com | 23 Jun 2026<br>19:41 UTC | IP 45.62.179.1<br>Mozilla/5.0 (Windows NT 10.0; Win64; x64)<br>AppleWebKit/537.36 (KHTML, like Gecko)<br>Chrome/149.0.0.0 Safari/537.36 Edg/149.0.0.0  |
|  Viewed by Scott Blevins<br>scott.blevins@topgolf.com             | 23 Jun 2026<br>15:13 UTC | IP 107.205.109.133<br>Mozilla/5.0 (Macintosh; Intel Mac OS X 10_15_7) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/26.5 Safari/605.1.15            |
|  Sent for signing by Aaron Firlotte<br>aaron.firlotte@topgolf.com | 23 Jun 2026<br>14:25 UTC | IP 107.205.109.133<br>Mozilla/5.0 (Macintosh; Intel Mac OS X 10_15_7) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/26.5 Safari/605.1.15            |
|  Signed by Scott Blevins<br>scott.blevins@topgolf.com             | 23 Jun 2026<br>14:25 UTC | IP 107.205.109.133<br>Mozilla/5.0 (Macintosh; Intel Mac OS X 10_15_7) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/26.5 Safari/605.1.15            |
|  Viewed by Scott Blevins<br>scott.blevins@topgolf.com             | 23 Jun 2026<br>14:25 UTC | IP 107.205.109.133<br>Mozilla/5.0 (Macintosh; Intel Mac OS X 10_15_7) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/26.5 Safari/605.1.15            |

| What                                                                                                                                                     | When                            | Where                                                                                                                                                                           |
|----------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  Sent for signing by Toptracer Legal Team<br>toptracerlegal@topgolf.com | <b>23 Jun 2026</b><br>14:12 UTC | IP 216.205.125.56<br>Mozilla/5.0 (Windows NT 10.0; Win64; x64)<br>AppleWebKit/537.36 (KHTML, like Gecko)<br>Chrome/149.0.0.0 Safari/537.36                                      |
|  Commented by Aaron Firlotte<br>aaron.firlotte@topgolf.com              | <b>23 Jun 2026</b><br>12:32 UTC | IP 74.81.197.86<br>Mozilla/5.0 (Windows NT 10.0; Win64; x64)<br>AppleWebKit/537.36 (KHTML, like Gecko)<br>Chrome/149.0.0.0 Safari/537.36                                        |
|  Viewed by Scott Blevins<br>scott.blevins@topgolf.com                   | <b>18 Jun 2026</b><br>22:31 UTC | IP 107.205.109.133<br>Mozilla/5.0 (iPhone; CPU iPhone OS 26_5_0<br>like Mac OS X) AppleWebKit/605.115 (KHTML,<br>like Gecko) CriOS/149.0.7827.137<br>Mobile/15E148 Safari/604.1 |
|  Commented by Peter Barry<br>peter.barry@topgolf.com                    | <b>16 Jun 2026</b><br>20:19 UTC | IP 198.45.244.201<br>Mozilla/5.0 (iPhone; CPU iPhone OS 26_5_0<br>like Mac OS X) AppleWebKit/605.115 (KHTML,<br>like Gecko) CriOS/149.0.7827.137<br>Mobile/15E148 Safari/604.1  |
|  Commented by Aaron Firlotte<br>aaron.firlotte@topgolf.com              | <b>16 Jun 2026</b><br>16:28 UTC | IP 74.81.197.86<br>Mozilla/5.0 (Windows NT 10.0; Win64; x64)<br>AppleWebKit/537.36 (KHTML, like Gecko)<br>Chrome/149.0.0.0 Safari/537.36                                        |
|  Commented by Peter Barry<br>peter.barry@topgolf.com                   | <b>1 Jun 2026</b><br>15:21 UTC  | IP 76.109.16.30<br>Mozilla/5.0 (Macintosh; Intel Mac OS X<br>10_15_7) AppleWebKit/605.115 (KHTML, like<br>Gecko) Version/26.3 Safari/605.115                                    |
|  Commented by Aaron Firlotte<br>aaron.firlotte@topgolf.com            | <b>1 Jun 2026</b><br>14:37 UTC  | IP 74.81.197.86<br>Mozilla/5.0 (Windows NT 10.0; Win64; x64)<br>AppleWebKit/537.36 (KHTML, like Gecko)<br>Chrome/148.0.0.0 Safari/537.36                                        |
|  Commented by Aaron Firlotte<br>aaron.firlotte@topgolf.com            | <b>29 May 2026</b><br>16:03 UTC | IP 74.81.197.86<br>Mozilla/5.0 (Windows NT 10.0; Win64; x64)<br>AppleWebKit/537.36 (KHTML, like Gecko)<br>Chrome/148.0.0.0 Safari/537.36                                        |
|  Commented by Cecilia Arestad<br>cecilia.arestad@topgolf.com          | <b>12 Dec 2025</b><br>15:05 UTC | IP 155.4.221.154<br>Mozilla/5.0 (Windows NT 10.0; Win64; x64)<br>AppleWebKit/537.36 (KHTML, like Gecko)<br>Chrome/142.0.0.0 Safari/537.36 Edg/142.0.0.0                         |
|  Created by Aaron Firlotte<br>aaron.firlotte@topgolf.com              | <b>9 Dec 2025</b><br>20:25 UTC  | IP 3.253.175.14<br>AmazonAPIGateway_gfpob98xci                                                                                                                                  |





APPENDIX B

# Toptracer Service-Level Agreement

**OUR PERFORMANCE COMMITMENT: 99% UPTIME**

The Toptracer System will deliver functional gameplay in all bays at the Facility, with an Uptime of at least 99%, as further detailed in this SLA.

**SERVICE CREDITS**

| Uptime (monthly)                            | Service Credit                                         |
|---------------------------------------------|--------------------------------------------------------|
| 98.9-95%                                    | 5% of monthly fee for affected bays                    |
| <95-90%                                     | 10% of monthly fee for affected bays                   |
| <90-80%                                     | 20% of monthly fee for affected bays                   |
| <80-70%                                     | 30% of monthly fee for affected bays                   |
| <70-60%                                     | 40% of monthly fee for affected bays                   |
| <60-40%                                     | 50% of monthly fee for affected bays                   |
| <40-25%                                     | 75% of monthly fee for affected bays                   |
| <25%                                        | 100% of monthly fee for affected bays                  |
| <20% for all bays in two consecutive months | Customer has right to terminate its Customer Agreement |

**Obtaining Service Credits:**

To obtain Service Credits (or exercise the termination right set out in the chart), Customer must notify Toptracer support by email within 30 days of becoming eligible. Service Credits are applied as credits to Customer's account. Service Credits are applicable to Facility's ordinary opening hours only—no Service Credits apply when the Facility is closed, regardless of Product functionality during this time.



## SUPPORT

Where the Performance Commitment is not being met, please contact Support, which is offered 24/7 by email. Additional telephone support is available in certain territories—for opening times and contact details see TRMS. Support is provided primarily on a remote basis, so Toptracer may instruct you to carry out certain troubleshooting and other tasks under the remote guidance of the support team—this is the most efficient way for you to get any issues resolved (see, for example, the *Hardware Replacements* section below). In-person visits by a technician are at Toptracer’s discretion. Support is currently available in English and Japanese language. The provision of Support is included within the Customer Agreement at no additional charge other than where site visits or replacement hardware is required due to an *Exclusion* or at Customer request in respect of a matter not covered by this SLA.

To obtain support (and to be eligible for Service Credits) Customer must submit an appropriately detailed support ticket as soon as possible when an issue arises. It is the time of receipt of this ticket which will be used when calculating downtime. Toptracer aim to respond to over 90% of performance related tickets within 90 minutes. The support team will determine whether the issue is attributable to Toptracer or whether any *Exclusions* apply. Support services will be provided with reasonable skill and care, and with your cooperation we will aim to resolve any issues as quickly as possible. Where we fall below the Performance Commitment Customer will be eligible for Service Credits in accordance with this SLA.

Customer may also raise a Support ticket for non-performance related issues, such as general product or sales enquiries, technical support (e.g. “How do I use TRMS?”) or special requests(e.g. “I want to move my targets—please can you help with re-calibration”). This SLA does not apply to such tickets and they will be prioritised below performance-related tickets.

|                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <h3>GLOSSARY</h3> <p><b>UPTIME:</b> This is the period of time each month when the Toptracer System is functioning in line with the Performance Commitment. Uptime is expressed as a % across the whole month—see “Uptime % Calculation.”</p> <p><b>DOWNTIME:</b> Any period of time each month when the Toptracer System is not functioning in line with the Performance Commitment.</p> | <p><b>EXCLUSIONS:</b> Downtime attributable to certain factors is excluded when calculating Uptime %. These factors are called “Exclusions” and are listed in the “Exclusions” section.</p> <p><b>ACTUAL DOWNTIME:</b> Actual Downtime is Downtime which is not attributable to an Exclusion. In simple terms “Actual Downtime” is Downtime which Toptracer is responsible for under this SLA, and it is “Actual Downtime” which is used when calculating Uptime % (see calculation section).</p> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## WHAT IS COVERED BY THE SLA?

The Performance Commitment set out in this SLA covers the Toptracer System. The availability of any specific game mode or other service within the system is not guaranteed. Other ancillary parts of the Toptracer Product are not covered by the SLA—this includes TRMS, Leaderboards, Event Management, Toptracer Coach and the Toptracer Mobile App (other than where issues mean that mobile gameplay is entirely unavailable). Additionally, Downtime caused by any “Exclusions” (as listed below) is excluded when calculating Downtime.



## UPTIME % CALCULATION

$$\frac{(\text{Hours in Month} - \text{Actual Downtime})}{\text{Hours in Month}} \times 100$$

### EXAMPLE

$$\frac{((24 \text{ hours} \times 30 \text{ days} = 720 \text{ hours}) - 15 \text{ hours Actual Downtime})}{24 \text{ hours} \times 30 \text{ days} = 720 \text{ hours}} = \frac{705}{720} \times 100 = 98\%$$

|                         |              |
|-------------------------|--------------|
| Uptime                  | 98%          |
| Service credit bracket  | 5%           |
| Bays at site            | 40           |
| Monthly fee             | \$10,000     |
| Fee per bay             | \$250        |
| Bays affected           | 30           |
| <b>Total credit due</b> | <b>\$375</b> |

## EXCLUSIONS

All Downtime attributable to any of the following is excluded when calculating monthly Uptime %:

1

### CUSTOMER DELAYS

- Any time Toptracer is awaiting a response or action from a Customer. For example:
  - Time where Toptracer are awaiting further information or other action from a Customer (at any time during the support process)
  - Any time between an issue first arising and Customer submitting a support ticket
  - Time taken for on-site hardware reboot/power cycle, such as router, server, sensor, switch or screens.
- Delays caused by incorrect or incomplete information submitted by Customer—including where support requests or communications are made other than via raising a support ticket and communicating directly with the support team.



## 2 PERMITTED DOWNTIME

### Scheduled Downtime

Toptracer schedules system updates overnight, every night for a minimum of two hours, and this does not count as Actual Downtime. We endeavor to schedule updates between 2-4 a.m. local time, but they may occur anytime between 2300 and 0700. Further, Toptracer may perform additional maintenance for up to six hours per month and for no more than two hours on each occasion, which will not count as Actual Downtime provided it is notified to customer at least 72 hours in advance.

### Fleeting Downtime

Actual Downtime is calculated in whole hours and with a minimum of 1 hour. This means that any Downtime less than 1 hour, or any Downtime resolved by Toptracer within 1 hour, is considered an Exclusion. Similarly, occasional shots that are not tracked or are tracked incorrectly do not count as Actual Downtime, nor do occasional gameplay bugs or glitches.

### Emergency Downtime

Downtime to enable updates that are required to protect the Toptracer System or otherwise for security purposes are considered an Exclusion.

## 3 HARDWARE REPLACEMENTS

When Hardware items need to be replaced or repaired there may be a delay while replacements are shipped to the Customer from Toptracer's warehouse. To give Customer instant access to replacement Hardware by providing spares at install is cost prohibitive and would require Toptracer to increase its fee levels. As such, when Toptracer is required to ship replacement Hardware to a Customer, this shall be an Exclusion provided the replacement reaches the Customer within five business days of the need for a replacement being confirmed by the support team (3-5 additional days for Asia-Pacific). Such Exclusion is only permitted on two occasions per year (one occasion shall mean one or more related Hardware replacement requirements which are shipped at the same time).

Once replacement Hardware arrives with Customer, Toptracer will guide Customer through the process of carrying out the replacement itself and will also remotely carry out any calibration or other updates required. Any time between the Hardware replacement arriving and the Customer attempting the replacement does not count as Actual Downtime. If Customer prefers that a Toptracer engineer carries out the replacement in person then this can be arranged, but no time commitment is given on engineer availability, and any delay will not count as Actual Downtime.

Hardware replacements attributable to any Exclusion (for example, accidental damage or fire) are not covered by this SLA but should be arranged by raising a support ticket. These replacements are at the Customer's cost.



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## OTHER EXCLUSIONS

- Any failure by the Customer to perform its obligations, as described in the *Technical Requirements* and the *Customer Agreement*, including but not limited to:
  - Any Power or Data cabling related issues.
  - Leaving the sensors switched on and in their original placement.
  - Leaving the monitors switched on and in their originally assigned bay, unless otherwise agreed/communicated with Toptracer.
  - Securing power supply to all Toptracer hardware installed on site.
  - Not making any amendments to measured outfield targets, hitting bays, or bay mats.
  - Providing an internet connection on par with, or better than, our requirements.
  - Turning on artificial lighting when required and lighting maintenance.
  - Any breaches by the Customer of its Customer Agreement.
  - Modifications or maintenance to the system performed by anyone other than as authorized and instructed by Toptracer, or by anyone other than Toptracer or a Toptracer-authorized representative.
  - Use of the system contrary to the instructions for use or other than for its permitted purpose.
- Defects or failures in the Customer's own facilities or systems (e.g. ball dispensers and payment systems) or any hardware, cabling, network and/or third-party hardware, software or systems.
- Any issue related to abuse, accident, misuse, theft, criminal damage, negligence, or similar.
- Devices connected to the Toptracer System (i.e. end-user mobile devices).
- Any golf shots which do not ever enter the tracing zone, or do not spend the majority of their flight in the tracing zone (see *Technical Requirements*).
- Hardware shipping delays caused by customs authorities or other governmental agencies.
- And Facility-specific exclusions set out in Customer Agreement.
- Unforeseen or force majeure events such as: fire, flood, lightning strikes, power surges, earthquake, windstorm, or other natural disaster; act of any sovereign, including but not limited to war, invasion, act of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power or confiscation, nationalization, requisition, destruction or damage to property by or under the order of any government or public or local authority, or imposition of government sanction embargo or similar action; law, judgment, order, decree, embargo, blockade, labor dispute, including but not limited to strike, lockout or boycott; national calamity, riot, or mourning, interruption or failure of utility service, including but not limited to electric power, gas, water, telephone, or internet service; theft or vandalism; periods of heavy rain, hail, snow, fog, winds strong enough to cause sensors to move, or other extreme, adverse, or unusual weather or environmental conditions (including without limitation smog, poor visibility, dust or sand storms, insect swarms or infestations, and unexpected daylight conditions), or any other matter or cause beyond the control of Toptracer.





## APPENDIX C

# Technical Requirements

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## TOPTRACER RANGE SYSTEM OVERVIEW

Toptracer Range is a golf ball tracing system for permanent installation at driving ranges. It uses a minimum of two sensors coupled with a server to detect and trace shots hit inside of a tracing zone in the range outfield. Each shot is traced and then shot information is made available to the screens in real time through the Toptracer Range network. The screen displays shot information to golfers in a format determined by the mode of play selected.

Sensors are placed above or behind the tee line. The sensors cover all bays located between them, which may include several tiers of a multi-level driving range or a grass tee/astroturf area without defined bays. Sensor placement and required amount of hardware is determined once a site is surveyed.

Toptracer Range is offered in two different configurations, Monitor and Mobile. **Monitor** means that fixed screens will be mounted in connection with each hitting bay on the driving range. The shot information will then be displayed on these screens. **Mobile** is a solution where the shot information is instead displayed on the golfers own handheld device, i.e. mobile phones or tablets, through the Toptracer Range App (iOS/Android). Gaming modes and functionalities differ between the Monitor and Mobile offerings.



Toptracer Range Monitor



Toptracer Range Mobile



## SYSTEM REQUIREMENTS

In addition to components provided by Toptracer, the system requires certain customer-provided elements to enable it to function properly. The various technical and non-technical elements are listed below and all of these must be adhered to by Customer throughout the term of its Customer Agreement. Certain elements need to be fulfilled prior to Toptracer install technicians arriving on site to install the system, and these are addressed first in the section which follows.

### REQUIREMENTS PRIOR TO INSTALLATION

Customer must deliver all of the below in order to be "Ready for Install" (RFI) as required under the Customer Agreement. The following are general requirements, but more specific requirements for each site will be detailed by Toptracer in a document called a "Design Pack". Note that although these are RFI requirements, they must (as with all other requirements) also be maintained and adhered to by the Customer throughout the term of its Customer Agreement.

#### POWER & DATA

##### Wiring

The Toptracer Range server, screens, and sensors require power and/or data connections in order to function. Network and power should be in proximity (within a few meters) of each sensor, screen, and server location. The range owner is responsible for providing and maintaining the infrastructure for power and data cables. Toptracer will provide individually tailored guidance in the Design Pack.

Customer is advised that depending on the scale of the installation, the power and data work can be a substantial process which can take several weeks

to complete. Customer shall provide no less than weekly progress updates and shall inform Toptracer if there is any risk that power and data installation may not be completed in time. The power and data work shall be carried out in accordance with local laws and requirements. An electrical and data cable verification test must be carried out by the contractor when the installation is complete to ensure the quality of the power and data work and to verify there are no faults in the cables (results of the test must be provided to Toptracer). Further tests shall also be required at contract renewals and

otherwise as required to assess functionality. If Customer or its contractor fails to carry out necessary cable tests Toptracer has the right to perform a test itself, or order it through a 3rd party, in each case at Customer's cost.

Power and data cable related issues are some of the most common reasons for delayed installs and subsequent problems. We advise you to have the works carried out professionally and to maintain cabling through regular cleaning and checks. Toptracer are not responsible for any downtime caused by power and data cable issues.



## INTERNET CONNECTION

The Customer must provide an internet connection which meets at least the following minimum requirements:

### General

The Toptracer Range system depends on a variety of cloud services for system management, updates, backups, and archiving data, and an outgoing connection to the public internet without traffic interference from firewalls or filtering is required.

### Technical Requirements

A wired internet connection or a wireless 4G/5G connection with speed, bandwidth and stability, consisting of a minimum of 99% monthly uptime and 95% bandwidth availability as a minimum for both incoming and outgoing data:

Monitor Configuration = 4 Mbit/s download and 2 Mbit/s upload

Mobile Configuration = 10 Mbit/s download and 10 Mbit/s upload

### Additional requirements

- ▶ No range-owned equipment shall be connected to the Toptracer Range local area network.
- ▶ No networks between Toptracer Range and the open internet may use the IP-address range: 10.0.0.0/8 – This would cause the Toptracer Range VPN to have routing issues.
- ▶ The Toptracer local area network and the range's own network needs to be isolated from each other for security reasons. Toptracer Range is not liable for any malfunctions caused by a range connecting its own equipment to the Toptracer Range local area network.  
**Example:** The range is supplied with Wi-Fi for Toptracer Range Mobile from Toptracer and the Toptracer router gets internet from the range's router. The range router has the default password and someone uses the Wi-Fi connection for Toptracer Range Mobile to log in to the range's router and shuts down the clubhouse Wi-Fi.

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## SERVER ROOM

The server(s) used for the system need to be housed in a suitable water-tight location and protected from extremes of heat and cold. In certain climates, cooling or heating may be required. Depending on the site Toptracer may install servers built to be mounted outdoors, and thus able to withstand the forces of weather. This does however not include e.g. direct spray from irrigation systems and/or any form of force applied by humans or machines. Toptracer will prior to installation determine suitable locations for the hardware in the Design Pack, and it is the customer's responsibility to not post-install alter any circumstances at the facility in a way that would harm Toptracer hardware or affect its functionality.



An example of a concrete foundation for a truss holding the sensors.

## CONSTRUCTION WORKS

Prior to installation the range owner may be required to e.g. provide a concrete foundation to hold the trusses upon which the sensors will be mounted. This is the case when there is no building upon which to mount sensors.

Specifications for these concrete foundations will be supplied in the Design Pack to the customer by the Toptracer Range operations and install team, but please note that these should be used for guidance only. Customers should always make its own assessment based on site conditions.

Other construction works may include trenching to run conduits for electrical/data wiring. All construction works (including any of customer's own construction or refurbishment works) need to be completed before Toptracer install technicians arrive to mount and install the Toptracer hardware.

## ARTIFICIAL LIGHTING

The system requires artificial lighting in low light conditions. Often, the existing lighting at the driving range will be sufficient. Toptracer can assist with the introduction to a third party lighting specialist for the assessment of the customers' existing lighting. It is the customer's responsibility to ensure lighting requirements are met and maintained.

**The customer must consult with Toptracer regarding any lighting installations or alterations before these are done to ensure proper system functionality.**



An example of lighting for nighttime use of Toptracer Range.



## HITTING BAYS

If bays are equipped with the Monitor solution the hitting bays must be fixed to ensure the best player experience. Any amendments to the bay mats needs to be approved by the Toptracer Technical Support team beforehand to not impact system functionality. Moving hitting bays without obtaining permission may require a re-measure to restore system functionality. Additional charges for such a re-measure will apply, in accordance with then-current Toptracer rates.

For the Mobile solution we will measure a defined grass tee or synthetic turf area, which is the space from where golfers can hit shots and get data displayed on their mobile device.

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## OTHER REQUIREMENTS

### ALWAYS KEEP EQUIPMENT POWERED ON

Apart from when a Toptracer Support Technician asks the customer to turn off/power down any part of the Toptracer system, no Toptracer hardware installed on site should be turned off/powered down without first receiving approval from Toptracer. Such approval is obtained by contacting the Toptracer Technical Support team.

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### DO NOT MOVE TOPTRACER EQUIPMENT

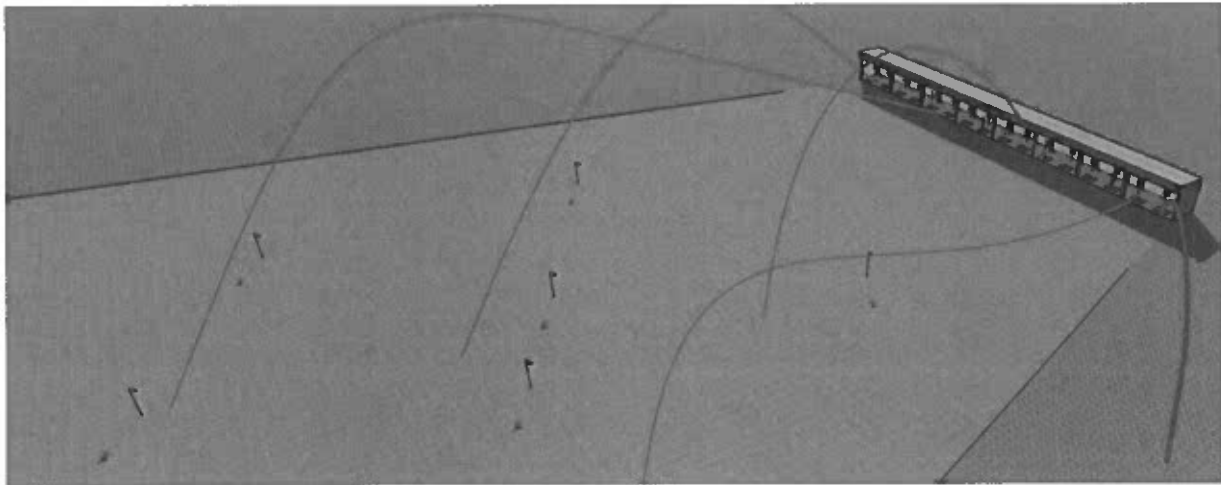
No Toptracer mounted hardware (e.g. sensors, servers, access points) should be moved without first obtaining approval from the Toptracer Technical Support team. In the case of the sensors, any movement of these may result in immediate impact on the system performance.

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### GENERAL CLEANING

It is the customer's responsibility to ensure all hardware parts of the Toptracer system are appropriately cleaned. For example, dust should not be allowed to build up on any hardware, and screens should be cleaned only with appropriate solvents. The Support or Account Management Team will provide guidance on appropriate cleaning procedures for different hardware, make sure to read these cleaning guidelines before applying any solvents to the Toptracer hardware.

If the Toptracer Support Team notice a build up of any sort of coating/dirt on the front glass of the sensors that could impact system performance they can reach out to the customer and ask for the glass to be cleaned. Even when sensors are mounted high up on a building structure it is important that the customer maintains a way of safely accessing the sensors with ladders or similar.



An example of a range outfield, showing fixed targets and tracing zone.

## RANGE OUTFIELD

Toptracer will offer advice on outfield target placement to enhance the player experience in the different Toptracer game modes. The targets in the outfield must be placed within the tracing zone and remain fixed in their exact locations, as any movement might impact the system performance negatively. In certain cases targets will need to be added to the outfield in order to ensure maximum system performance.

The customer must not make any significant changes to the outfield generally (and must not move the measured targets) without first consulting with Toptracer as outfield changes may require a re-measure performed by a trained Toptracer Install Technician. Charges would apply for such a re-measure will apply, in accordance with then-current Toptracer rates.

## GOLF BALLS

The system operates with all types of standard golf balls. For optimum functionality, all golf balls should be of the same make, model and functionality, and be of the same age/condition. We recommend using white or yellow golf balls. Certain colors, such as red or blue, should not be used.

Some golf balls might be flight and/or performance restricted due to a shortened outfield or because they are preferred by the customer. It is important to be aware that the Toptracer Range system will track the actual golf ball being hit, meaning a flight-restricted golf ball will show shorter shot lengths than a golfer may be used to when comparing with the full-flight ball they would normally play on the course.

If the flight restriction is substantial we recommend utilizing the ball normalization feature within the system to adjust the displayed shot numbers to be more akin to how a standard golf ball would perform. The exact level of adjustment needed is agreed upon between the customer and the Toptracer Installation Technician during the installation of the system. If the customer changes golf balls, with different characteristics, this should be highlighted to the Toptracer Support Team so they can adjust the ball normalization accordingly. If there are different types of golf balls on the same range, the system cannot take this into account and will apply the same ball normalization for all golf balls at the same range. For this reason, mixing different models of golf balls, or mixing new and used golf balls, should be avoided.



## COOPERATION WITH TOPTRACER SUPPORT

In order to get the most out of your Toptracer system, and to resolve any technical issues, your cooperation with the Toptracer Support Team is essential. The speed and quality of information you provide to the Toptracer Support Team will help significantly in resolving any technical issues which might occur. As set out in the SLA, when any Hardware needs to be replaced, we will guide you through this process remotely to save additional waiting time and cost for an engineer visit. Please only carry out any upkeep or other interactions with your system under the direct instruction of the Toptracer Support Team – DIY fixes may cause further delays and in the worst case may invalidate your Customer Agreement. Toptracer Support works on a primarily remote basis – to arrange site visits for every small issue around the world would be inefficient and not cost-effective. However, at our discretion we will carry out in-person site visits where we deem necessary. If you feel uncomfortable carrying out any hardware replacements or other tasks under our remote direction we will also be happy to arrange a site visit, but any time waiting for an engineer to visit will not count as “downtime” under the SLA (see the SLA for full terms).

