



# GOLF BOOKING POLICY

A golf tee-off time is a perishable product, which often cannot be resold. For this reason, some penalties and restrictions apply. Your right to receive a refund is limited & varies according to season as well as the following terms & conditions:

## 1. BOOKINGS

- To be secured either via pre-payment or by supplying valid credit card details
- **\*\* Peak season** – bookings only confirmed upon written confirmation from proshop (via email or sms)
  - member's prepaid rounds cannot be utilized to secure booking times
  - Season Booking Sheet to be completed and signed

## 2. CHANGES / CANCELLATIONS & PENALTIES

- A cancellation number **must** be obtained in writing from the proshop (queries will only be considered on citation of this number)
- Group rates are based on a specific no. of players – should this no. change, so will the rate
- No penalty for changes if made 15 or more days prior to date of play
- Changes made within 5 to 14 days prior to date of play will be subject to up to a 50% cancellation fee for both greenfees and carts booked
- Changes made in 5 or fewer days prior to date of play will be subject to between 50% & 100% cancellation fee for both greenfees and carts
- **\*\*Peak season** – a minimum of 24 hrs notice is required
  - late cancellations & 'no-shows' to be billed at SAGA visitor greenfee & cart rates (to player who made the booking)
- At management's discretion, should tee times be resold, a lower/no cancellation penalty will be charged/deducted

## 3. INCLEMENT WEATHER

- Please see separate document with T's & C's

## 4. GENERAL

- No affiliated rates will be allocated without a valid affiliation/student card being presented
- There is no reciprocity during the season
- Late arrivals will be regarded as a 'no-show' and are subject to the same penalties
- 'Last Rounds' - certain cut off times apply in respect of cart and club hire (these vary according to season – enquire at proshop)
- The proshop reserves the right to create 4-balls from 1, 2 and 3-ball booked
- 18-hole rounds cannot be completed over more than 1 day (i.e.: split into 2 separate 9-hole rounds)
- Prepaid rounds – expiry is final, not valid on charity/special sponsor days, non-refundable, not transferrable
- Hire equipment – golfers are liable for any damages to rental equipment, (carts, clubs etc.), until items have been returned in person to proshop

**Kindly note that the above terms are based on the general practice in the golfing industry and are not negotiable**

**\*\* Peak Season +/- 15 December to 15 January**