



## **Booking Procedures, Cancellations, and Weather Policies**

To ensure all members have the best possible experience and access to tee times, we would like to clarify our booking procedures, cancellation policies, and weather-related exemptions. Please take a moment to review the information below and share it with your family.

### **ONLINE BOOKINGS**

Our website features two booking links. Members should **not** use the NON-MEMBER BOOKING link on the home page as it is designed for non-members who must pay a deposit (50% per tee time).

Instead, members should:

- Click on **MEMBER BOOKING**.
- Enter your **Member Account Number** as your username.
- Use **golf** as the default password (this may be changed after logging in or updated with the Pro Shop). If you have previously set a password, it will remain valid.

### **ADVANCE BOOKING PRIVILEGES**

- **Primary, Spouse, and Intermediate members** may book tee times up to **10 days in advance**.
- **Junior members** may book up to **2 days in advance**.

### **BOOKING GUIDELINES**

Please provide **full names** of all players in your group. By using the online “Buddy List”, it will alert your fellow players via email and prevent duplicate bookings. It also helps the pro shop know who is expected so they can pull clubs from storage and provide a proper welcome.

### **CANCELLATION POLICY**

If your plans change, please cancel your booking at least **24 hours in advance** by calling the Pro Shop or logging in online. Providing as much notice as possible helps other members secure tee times.

## **LATE CANCELLATION & NO-SHOW FEES**

- **1st occurrence:** \$25 per tee time
- **2nd occurrence and beyond:** \$50 per tee time

Late Cancellation or No-Show Fees will be waived if we can fill the vacated tee time with another player on short notice.

## **MEMBER RESPONSIBILITY**

Members are responsible for the guest times they book. Applicable fees will be charged to the booking member's account. Please inform your guests of our cancellation policy to avoid unexpected charges

## **WEATHER-RELATED EXEMPTIONS**

Given the variability in local weather conditions, we encourage you to call the Pro Shop for real-time course updates. Many storms pass quickly, leaving fresh and ideal playing conditions.

### **Unplayable Weather Conditions (when fees are waived):**

- Heavy downpours
- Lightning
- Temperature below 5°C
- Sleet or snow
- High winds exceeding 50 km/h (measured at Springbank Airport). If high winds develop **after** play begins, a wind cheque will be issued to guests, similar to our rain cheque policy.

## **RAIN CHEQUE POLICY**

Rain cheques are issued for significant, sustained rainfall that prevents play. They are pro-rated based on the number of holes completed and apply to paid green or cart fees. Drizzle or light rain does not qualify.

## **SAME-DAY ADJUSTMENTS**

If you need to modify your tee time on the day of play, we will do our best to accommodate your request.

**Thank you for your cooperation to ensure smooth bookings and minimizing abandoned tee times. We really appreciate your continued support of the Club.**