



“Rainy Day” Refund Policy

REFUND

N.B: FIRST RESPONSE is to offer a replacement round

- When the Club stops play, eg closes the course, and replacement round is not a viable option the following model applies:
 - 100% refund when player has paid in advance and play has not commenced
 - 50% refund when player has played 6 or more holes
 - 100% refund when player has played 5 holes or less

NO REFUND

- When the player decides to stop play due to weather conditions, no refund applies as they made the choice to commence play. Golf is an all weather activity and their expectations around their golfing experience is aligned with the conditions they play under.
- No refund for conditions that the player chose or took the risk to play under.

Misc:

This policy is aimed at delivering a “best practice” framework around managing refund requests.

It is understood and supported that the House team may need to react and respond to a refund request with discretion under *exceptional* circumstances.