

# RMGC Policies & Procedures

## Policy #6: Visitor Booking Procedure.

### A. General

The RMGC is a private members club that offers a limited number of golf rounds to visitors each year. Visitors are welcome and are given preference when booking tee times more than two weeks in advance and have a few times reserved for late bookings up to one day in advance.

The Club seeks to ensure that visitors who book tee times actually make use of them as failure to take up booked tee times blocks times that could be used by members or other visitors. This is achieved by way of firm booking and cancellation policies. The Club also reserves the right at busy times to increase flights to 4 players by adding other visitors or members.

### B. The process

Stage 1 – Pro Shop receives enquiry by phone or email and refers enquirer to Visitors Section on RMGC website showing Booking Form, Green Fees, Equipment Rental Fees & Dress Code.

Stage 2 – Enquirer submits Booking Form as per website which includes Names of Player(s), Handicap(s) and Club Membership(s).

Stage 3 – Pro Shop confirms provisional booking with Date(s), Time(s), whether 18 or 9 Holes, Green Fee(s) & Equipment Rental Fees; requests 50% Deposit & advises Cancellation Policy.

Stage 4(a) – If no deposit paid, particularly by those making late bookings (less than 15 days in advance), then the Club may cancel the provisional booking one day before the play date and will advise the visitor.

Stage 4(b) - If deposit paid by credit card, the credit card is charged and entered into BRS which generates an e-mail receipt and confirmation of a firm booking. A scanned copy of the credit card voucher is attached to the e-mail confirmation. [Payments by bank transfer are at the discretion of the Pro Shop and are handled as for credit cards except that no credit card voucher is attached to the e-mail confirmation].

Stage 5 - Upon arrival at the Pro Shop, the visitor receives the original credit card voucher (if applicable) and, upon payment of the remaining balance, receives a VAT receipt for the total 100% cost.

### C. Cancellation policy.

The RMGC recognises that situations can change so operates the following cancellation policy:

At least 15 days before play date	Full refund of deposit.
1 – 14 days before play date	50% refund of deposit.
On play date or 'no show'	No refund.

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