

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 three days 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 and their guests.

B. The process

Stage 1 – The Club 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 – The Club confirms provisional booking with Date(s), Time(s), Green Fee(s) & Equipment Rental Fees; requests 50% Deposit to secure a firm booking; and advises Cancellation Policy.

Stage 4(a) – If no deposit paid, then the Club reserves the right to cancel a provisional booking two days before the play date and will advise the visitor accordingly.

Stage 4(b) - If deposit paid by credit card, the credit card is charged and entered into the booking system 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 Club Secretariat 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 Reception, 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 of the booking.

C. Visitor 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.
8 – 14 days before play date	50% refund of deposit
3 – 7 days before play date	25% refund of deposit
Less than 3 days before play date or 'no show'	No refund

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D. RMGC Cancellation Policy.

In the exceptional circumstances when the RMGC has to cancel a visitor's booking before the scheduled start of play because:

- The Club has been closed by the Government (because of coronavirus or other reason); or
- The Golf Course has been closed by the RMGC (because it is unplayable as a result of flooding or other reason); then

the visitor is offered an alternative booking at a different time or date at no extra cost, but if unacceptable, the 50% deposit will be refunded.

If play is halted during the visitor's round by Course closure due to thunder & lightning and/or tropical rainfall, the visitor will be given the option to return to the Course to complete the round within 7 working days [a note will be retained in the booking system] or, if this is unacceptable:

- If less than 4 holes played – the visitor will be offered a full refund;
- If 4-9 holes played – the visitor will be offered a 50% refund;
- If 10 or more holes played – there will be no refund.

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