

## **TEE TIME CANCELLATION POLICY**

At Millcroft Golf Club there are a limited number of tee times available and a high demand for those times. We understand sometimes unexpected things come up and get in the way of a good day on the golf course. If your plans change, we simply ask that you let us know 24 hours before tee time so others can play.

You are responsible for all tee times booked under your member account, you receive an email when you are booked and you receive emails with up coming tee times throughout the week. To avoid being penalized for a 'No-Show', short show or late cancellation please ensure all members and guests of your group are aware of the 24 hour cancellation policy. Moving groups and players from one day to another falling within the 24 hour policy will not be allowed, outside of the 24 hour policy you are welcome to do so. Please try to make changes online through your member account. It is easy to pick up the phone and call, however we do have members who are booking times 2 weeks in advance and calling daily changing the same tee time 4 - 5 times before playing. Please utilize the online system as best as you can as the phones and pro shop are very busy.

### **Learning how to cancel or change reservation**

If you have any questions on how to book or cancel a tee time online with a member or guest we have attached a walkthrough for reference, you are also welcome to ask Natalie in the pro shop and she would be happy to show you as well. When booking another member please ensure that the member is booked under their membership account so they will also receive confirmation of the tee time, just simply typing their name in will not attach their membership account. If this does happen and a member isn't booked under their account then to receive email confirmations of a tee time booked for them then actual booker will be fully responsible for this tee time.

If you fail to cancel or honor your tee time reservation you may be assessed a no Show, short show or late cancelation penalty. Games will be deducted off your membership to account for the missing players. If you are an Associate member you will be charged upon registration of your next tee time.

## **Inclement Weather**

No-Shows will **NOT** be assessed due to inclement weather deemed by the golf course. If it is raining you will be able to cancel your group without being penalized. This policy is not for days where the weather is rain and or possible rain, it is for those beautiful days where golfers just don't show, don't cancel or cancel late where others could have booked and played. If you are a golfer and need a power cart and the course determined that it is cart path only, you will be allowed to cancel day of under this circumstance.

## **Cancelling less than 24 hrs**

If you are cancelling less than 24 hours from your tee time we will need an email sent to [\*\*golf@millcroftgolfclub.ca\*\*](mailto:golf@millcroftgolfclub.ca) with an explanation. All late cancellations will be accessed within 3 days of your email.

Several golf courses including Millcroft have had to tighten our No Show/Cancellation policies due to many people both members and public no showing, short showing and cancelling their tee times very last minute. Our new public booking policy is prepayment for all public players which seems to be working. We are **not** implementing this to our membership and their guests booking. We trust that this policy will be followed and that we will continue to be able to honour this policy for the 2022 season. If there are any changes for any reason we will keep you updated.

Thank you,

Millcroft Golf Club Management