

BROOMIEKNOWE GOLF CLUB

GUEST AND VISITOR CANCELLATION POLICY

Policy Summary:	This document sets out Broomieknowe Golf Club's Cancellation Policy for Members, Guests and Visitors.
Policy Owner:	Council, Broomieknowe Golf Club.
Approved by:	Council, Broomieknowe Golf Club; 17.05.2024
Date of Issue:	17.05.2024.
Review Period:	Annual (17.05.2025) or as required by Legislation.

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Broomieknowe Golf Club: Member, Guest and Visitor Cancellation Policy

1.0 Introduction

The purpose of this document is to give Members and their Guests or Visitors information regarding cancellation of bookings.

Cancellations should, be communicated at least 24 hours in advance of the date of the booking. Communications may be by phone to Mark Patchett, the Club Professional on 0131 663 9317 or by email to markpatchett@broomieknowe.com.

2.0 Cancellation of a Guest by a Member:

The member will have made payment for their guest(s) at the time of online booking. Should a guest or guests be unable to attend, if notification is made more than 24 hours in advance of the date of booking, a refund can be arranged. If the stipulated level of notice is not given, the member will be offered the opportunity to rebook and the original tee time will be freed for general booking.

3.0 Visitor Cancellations:

Should a visitor wish to cancel a single player from, for example a 4-ball, and the request is made more than 24 hours in advance of the date of the booking a single player refund may be made. If however the organiser wishes to cancel the entire visit, a refund is not given rather an opportunity to rebook or a voucher for a future booking will be offered.

4.0 Open Competitions and Similar:

Refunds are not routinely offered to individuals withdrawing from Open Competitions or similar and requests will be considered on a case-by-case basis. Should the weather on the day be inclement but the competition is to proceed, refunds will not be given to individuals who withdraw on the day. However, should the competition be cancelled by the Club for any reason, refunds will be made.