



POLICIES AND PROCEDURES

RAIN CHECK POLICY

OVERVIEW

Golf is an outdoor activity, which lends itself to the elements of Mother Nature. Although we always hope for the best conditions, at times Mother Nature does not cooperate. We know that the weather can change quickly and that during severe weather, play can't continue. There are also times when we may have to close the course to ensure the safety of golfers, staff or course. Golfers are welcome to wait to see if play can be continued at a reasonable time frame or receive a rain check to return to the course on another day.

GUIDELINES FOR RAIN CHECKS

We will issue rain checks when the weather conditions worsen during the round to make conditions unplayable. Any request for a rain check that does not occur due to severe inclement weather, will be considered on a case by case basis.

The rain check is in the form of a receipt that is provided to the golfer. It is also stored on the golfer's profile in the point of sale system but golfers are strongly encouraged to hold on to the rain check provided.

The value of the rain check is pro-rated based on the rate the golfer paid to play and the number of holes completed that day. Rain checks are only valid for green fees and cart fees and have no cash value. Rain checks are only issued on the day that play is interrupted and will not be issued unless the golfer requests a rain check from the Pro Shop Attendant at the time of the interruption.

Rain checks are not issued or redeemable for tournament play. Rain checks are not transferable.

Rain checks issued for twilight play will be based upon the golfer being unable to complete 9 holes of golf due to weather conditions. If 9 or more holes are completed, no rain check will be issued. Rain checks are not issued if the reason for interruption of play is sunset. Issuing rain checks for complimentary rounds of golf will be considered on a case by case basis.

All rain checks expire at the end of the season in the year they were issued.

EXAMPLE

A golfer tees off for 18 holes of golf with cart. A green fee and cart fee of \$70 was paid for the round. After 4 holes, a storm blows in making conditions inappropriate for golfing.

The golfer returns to the Pro Shop and lets the Attendant know that they were unable to complete their round. They are issued a rain check for 14/18 of the amount paid as they did not complete 14 holes. The rain check is issued as a credit towards future green or cart fees in the amount of \$54.44.



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The rain check can then be redeemed for a future round of golf, with the golfer paying any charges in excess of the rain check amount based upon green fee and cart rental fees applicable at the time.

REVIEW OF POLICY

This policy will be reviewed by the General Manager from time to time and may be adjusted or revoked at any time at the sole discretion of the General Manager.