



## Booking Policy

Parry Sound Golf & Country Club is a retail enterprise operated by a not-for-profit corporation. The core business is selling access to the golf course in increments of time, called “bookings” or “tee times”. Club members acquire an unlimited number of unspecified tee times during the golf season through payment of an annual membership fee. Non-member customers acquire bookings as a normal commercial purchase.

Almost all bookings are reserved in advance. The purpose of this policy is to establish a system for the reservation and sale of bookings to:

- maximize the uptake of reserved bookings
- maximize revenues from non-member bookings while meeting demand for member bookings.
- reward and encourage Club membership
- operate fairly and efficiently
- maintain a competitive position in the commercial environment

### 1 Member Bookings

#### 1.1 Booking Window

- 1.1.1 Members who book online or in person at the pro shop may reserve tee times up to 14 days in advance.
- 1.1.2 Members who book by calling the pro shop may reserve tee times up to 10 days in advance.

#### 1.2 Season Bookings

In addition to regular booking privileges, adult Club members may reserve one weekly tee time for the entire season, subject to the following restrictions:

- 1.2.1 Members must make individual requests, but only groups comprised of at least two Club members are eligible.
- 1.2.2 Requests must be submitted before the opening day of the season via the Club website. Staff are not authorized to submit requests on behalf of members.
- 1.2.3 Requests must specify a day of the week (except Thursdays) and a segment of the day (e.g. early morning, late afternoon). Precise times will be assigned by the Club after compiling all submitted requests.
- 1.2.4 An assigned season booking on a particular date may be varied by the Club up to 48 hours in advance to accommodate a guest group booking involving 8 or more players. The members assigned will be notified when this occurs.
- 1.2.5 A member who registers to play in a recognized weekly group (Monday ladies, Tuesday men) has used their one season reservation for that purpose.
- 1.2.6 Assigned season bookings will not apply to the Friday evening Mixed scramble, and may be preempted on a particular date by Club tournaments.
- 1.2.7 Season bookings with less than four players may be combined by the Club with casual bookings or other season assignments.
- 1.2.8 The Club's No-show policy applies to assigned season bookings.

## **2 Non-Member Booking**

### **2.1 Booking Window**

2.1.1 Non-members who book online or in person at the pro shop may reserve tee times up to 10 days in advance.

2.1.2 Non-members who call the pro shop may reserve tee times up to 7 days in advance.

### **2.2 Charges**

2.2.1 Non-members will be required to provide a valid credit card number to secure a booking.

2.2.2 Staff will advise non-members of the potential for no-show charges, verbally and/or in writing as appropriate to the booking.

2.2.3 Charges will be applied to the card, or a substitute, at the time of check-in.

## **3 League Bookings**

The Head Professional/Manager may assign season bookings to groups for weekly play in the Men's and Ladies' leagues.

## **4 Cancellations**

Bookings may be cancelled up to 24 hours in advance. The No-show policy applies to all bookings. Cancellations due to inclement weather are always permitted.

## **5 General**

5.1 The Head Professional/Manager may authorize bookings and/or cancellations that deviate from this policy including:

5.1.1 private tournaments

5.1.2 season bookings for member-organized groups

5.1.3 large group bookings

5.2 The Head Professional/Manager has discretionary authority to alter or cancel any booking.

5.3 To ensure balance between member and non-member bookings, the Head Professional may from time to time restrict daily tee times or groups of tee times to non-member bookings.