

# Booking Procedures



Springbank  
Links

GOLF CLUB

## PRIVILEGES, CANCELLATIONS, FEES, EXEMPTIONS

We never like to use the word 'policy', but we do need parameters to help all members maximize play. Please find below our booking procedures, cancellation policy, no show fees and weather exemptions.

Please take time to read the information below and share with your family. Our goal is to make it easier for you to book, enjoy golf and avoid any penalty fees.

## MEMBER BOOKING

There are TWO booking links on our website. The left panel on the home page reading 'TEE TIMES' as a link designed for non-members who are required to pay an up-front deposit when booking.

Members do not need to pay a deposit so should not use this link. Rather, go to the top right of our home page and hover over 'BOOKING' and drop down to MEMBER BOOKING. Click this link as it takes members directly to the tee sheet. Enter your password and book away!

## MEMBER ADVANCE BOOKING

Primary, Spouse, and Intermediates receive a 10-day advance booking privilege. Juniors have 2-days - please see Junior Program for the detail on our Junior's privileges and restrictions.

## POPULATE TEE SHEET

When booking, please always provide the full names of all players. This helps avoid duplicate bookings and allows our staff to provide a proper welcome to everyone in your group. In addition, if you are booking for another member, it moves the consequence of a Late Cancellation or No-Show Fee to that member should he or she fail to provide proper cancellation notice. In other words, we don't want you to get stuck with another member's penalty fee.

## CANCELLATION NOTICE - 24 HOURS PLEASE

If plans change, 24-hour Cancellation Notice is required. Please call the Pro Shop to cancel or login to our website to edit your booking. We would appreciate as much notice as possible to prevent any abandoned tee times. This is a courtesy to your fellow members looking to play and appreciated by all.

## LATE CANCELLATION FEE OR NO-SHOW FEE

If you cancel with less than 24-hours notice, a Late Cancellation or No Show Fee will be charged, with some exemptions as listed below. The fee increases when repeated, as follows:

- \$25 per tee time for first time
- \$50 per tee time for second time and thereafter for balance of season

## FEE EXEMPTIONS

The above fees will be waived if:

- We are able to fill this same spot with another player on short notice; or
- You move your tee time to another vacant time on the same day

Please note that staff or reciprocal play filling a time the same day does not qualify for a waived fee.

## **PLEASE BE ADVISED**

Members are responsible for anyone they book for and the applicable fee(s) will be applied to the booking member's account. Please advise your guests of this so they understand the importance of 24 hours notice.

## **WEATHER EXEMPTIONS**

Please always call to check our site conditions. With such a vast difference in weather patterns across the city, we may very well be still playable. Storms often roll over quickly leaving a calm, fresh and sunny course to play. If the course is deemed unplayable by management, any fees will of course be waived. Unplayable weather conditions are:

- Downpours
- Lightning
- Temperature drops below 5 degrees Celsius
- Sleet or snow
- High-wind as per below section

This is Calgary and all of these weather events could happen in one afternoon. Please plan to play if it is cool, if there is tolerable wind or light or periodic rain.

## **HIGH-WIND EXEMPTION**

Wind is another uncontrollable factor that can howl in from the Rockies. Should wind be a constant 50+ km per hour prior to your tee time, any Cancellation Fees will be waived. Our high-wind data point will be confirmed through Springbank Airport's weather station which you may see here. We have created our wind speed guideline with reference from the PGA of America who use this same speed to suspend tournament play. Should high-wind blow in after you start play, a wind cheque will be issued to your guests the same as a rain cheque.

## **RAIN CHEQUE POLICY – GUEST PLAY**

Rain cheques will be issued when significant rain hits and stays. The value of the rain cheque is pro-rated to correspond with the number of holes that were unable to be played. Rain cheques are valid for paid for green fees and/or cart fees. They have no cash value and will be issued on the day of interrupted play upon request to the Pro Shop. Please note that drizzle, light or periodic rain is not considered in this guideline.

## **'DAY OF' ADJUSTMENTS - WE ARE HERE TO HELP**

Should life change or you prefer to adjust a tee time, we will always do our best to accommodate.

## **THANK YOU**

We want to ensure communication is open so tee times are not dropped or abandoned and we can provide other members the opportunity to play. As a semi-private Club, this also enables us to sell times for public guest play to help us operate as a business and strengthen our Club.

Thank you very much for being a member and for your incredible support.