



Payment and Cancellation Policy

Objective - Our objective is to provide the best possible standard of service to visitors. It is appreciated that circumstances may arise where it is necessary to make cancellations or alterations to bookings that are made with us – the purpose of this policy is to clearly state when a refund is available and the terms applicable.

Booking conditions - Full payment is required upon booking a tee time via the Club's on-line booking system with credit or debit card. For office or Pro shop bookings (either in person or by telephone), a minimum deposit is required of £20 per person with a credit or debit card, or by cheque/cash.

Cancellation - In the event of a cancellation given no less than 72 hours in advance of the booking by either party, we will initially offer an alternative date at no extra fee (providing that the green fee charges applicable for the time of year are the same) or refund the payment in full.

There will be **no refunds** offered if cancellation is made less than 72 hours of the date of the reservation. However, we will make every effort to offer an alternative date if suitable.

Catering – where your booking includes catering pre-orders, final numbers must be advised no later than 72 hours prior to the booking and any deductions made within 72 hours payment will be due in full.

Application – refunds will be made in the following circumstances:

Open competitions –

- a) on notifying the Club of withdrawal at least 1 week prior to the closing date or the issue of the start sheet (whichever comes first)
- b) On being balloted out of the competition if oversubscribed

Tee Reservations –

- a) On notifying the Club of cancellation no less than 72 hours in advance of the date of the reservation

How to cancel – Cancellations must be advised as follows:

- a) Email us hello@pleasington-golf.co.uk
- b) Telephone us on 01254 202177 option 3

Refunding payments – All refunded payments will be made via the original payment method and will normally be made within 7 days of the application.

Course closures – If the Course is unplayable due to weather conditions (fog, flooding etc) a full refund will be given. Heavy rain is not usually enough to close the Course and in which case a refund is not offered.

Booking transferable – all Course reservations are completely transferable and can be offered to someone else if not required by the person making the original booking, such as a family member or friend, subject to having an official handicap.