

## **Timberlin Golf Course Season Pass Credit and Refund Policy**

Supersedes previous policies

Recommended by Golf Commission: 6/17/2021

Approved by Town Council: 7/20/2020

### **Definitions:**

#### **Season Pass Credit:**

A credit can be issued if an individual develops a medical condition that prevents him/her from playing golf for the remainder of the season.

#### **Season Pass Refund:**

A refund can be issued if an individual develops a medical condition that will prevent him/her from playing golf on a permanent basis.

In either case, *no credit or refund will be granted if the condition occurs after July 1<sup>st</sup>* in the year in which the pass is purchased.

### **Process:**

#### **Requesting a Credit or Refund:**

The individual must submit a written request for a credit or refund explaining his/her circumstances. The request must include medical certification from the treating physician substantiating the request. These documents must be submitted to the Director of Golf or his/her delegate for processing through the Golf Commission and approval through Town Council.

#### **Credits and Refunds is calculated as follows:**

- The amount of the credit or refund will be based on the cash value of the season pass minus any rounds of golf played (based on age and residency category and the weekend rate regardless of when rounds were played).
- Golf credits are non-transferable and can only be used by that individual golfer as a credit towards a season pass the next golf season.
- All requests for credit or refund will be charged a 10% processing fee based on the amount of the credit or refund (minimum fee of \$5 / maximum fee of \$50).
- All requests for a credit or refund may take up to 4-6 weeks to process.
- Refund checks will be distributed via US postal service. Documentation of credit will be provided in writing to the golfer.
- Credit card refunds will be applied to the original credit card once approved.