

Timberlin Golf Course Season Pass Credit and Refund Policy

Supersedes previous policies

Recommended by Golf Commission: 6/17/2021

Approved by Town Council:

Definitions:

Season Pass Credit:

A credit can be issued if an individual develops a medical condition that presents 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 1st* 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 ^{for} 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).
of which → amount outstanding
- 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. *?*

Timberlin Golf Club

Golf Cart Damage Policy

Supersedes Previous Policy

Golf Commission Approved: 2/17/2022

Town Council Approved:

The golf cart rental agreement holds the authorized renter responsible for any damages to a golf cart occurring through either vandalism or the improper use of the golf cart.

The following steps will be taken in the event of damage to a golf cart:

- If cart is returned with damage, the patron will be notified immediately of damage.
- The Golf Professional completes an incident report and emails the report to the Director of Golf/Delegate.
- The Director of Golf/Delegate investigates the incident (including contact the police if appropriate) as well as the person responsible for the damage and documents his findings.
- Within two business days, The Director of Golf/Delegate notifies the Town Manager and Risk Manager of the damage.
- A letter from the Town Manager, copied to the Risk Manager, corporate counsel and the Director of Golf/Delegate, will be sent to the person responsible for the damage in an effort to recover the cost of the damage.
- Cart damage will be reported on the Director of Golf/Delegate's monthly report to the Golf Commission.

Timberlin Golf Course Code of Conduct Policy

Supersedes previous policies

Recommended by Golf Commission: 2/17/2022

Approved by Town Council:

Timberlin Golf Course expects a certain standard of behavior from a golfer that reflects the basic requirements of sportsmanship, integrity, courtesy and respect shown to all other golfers, competitors, employees and the public.

Examples of conduct likely to reflect unfavorably on the game and thus may result in consequences:

- Ill-mannered behavior, club throwing, foul / abusive language;
- Failure to adhere to the rules and etiquette of the game of golf;
- Unsportsmanlike conduct or unnecessary gamesmanship;
- Improper treatment of equipment;
- Use of a club other than within the intentions of the game (i.e. damaging property with a club);
- Serious misuse of alcohol on the course or clubhouse; *behavior*
- Use of illegal drugs on the course or clubhouse;
- Sexual harassment or hostile treatment of anyone at the course;
- Threatening behavior towards a player, employee or public.

A person engaging in any behaviors that may be detrimental to the game of golf, Timberlin Golf Course or its employees, is in breach of the code of conduct and should be reported immediately to the Golf Professional and/or Director of Golf or delegate. An incident report, detailing the occurrence will be completed and emailed to the Director of Golf or delegate. The Director of Golf or delegate will oversee all complaints, conduct an investigation and determine one or more of the following steps.

Progressive steps may be taken to address violations of the Code of Conduct:

- Verbal warning issued by the Director of Golf/Delegate with notice on file.
- Written warning issued to the golfer from the Director of Golf/Delegate.
- One-week suspension of golf privileges by the Director of Golf/Delegate through written notification.

Violations may result in a financial assessment to the individual for the cost of repairs / replacement.