

Timberlin Golf Course Season Pass Credit and Refund Policy

Supersedes previous policies

Recommended by Golf Commission: 5/20/2021

Approved by Town Council:

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 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).
- 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.