

GOLF REFUND POLICY
Approved August 11, 2016
Amended and Approved September 14, 2016
Amended and Approved Policy June 8, 2017

Over the years, many residents have had situations that caused them to not be able to fully utilize their golf pass that they have purchased. Also, more and more players have migrated over to the Resident Daily Fee category. In an effort to encourage more residents to purchase a pass to create more loyalty, the following refund policy is being requested. The refund will be issued for any reason.

All refund requests must be made prior to the expiration date of the effective pass.

Premium Pass

If a resident is seeking a refund for an unused portion of the Premium Pass, the following methods will be used to determine what, if any, refund will be returned. There will also be a \$100 administration fee.

- Using our point of sale system, the number of rounds that have been played under the Premium Pass will be totaled by month and then calculated at the peak resident daily fee for that month.
- If that total calculated amount is less than the Premium Pass fee, then the resident would be issued a refund, minus the \$100 administration fee.

Annual Pass

If a resident is seeking a refund for an unused portion of an Annual Pass, the following methods will be used to determine what, if any, refund will be returned. There will also be a \$100 administration fee.

- Using our point of sale system, the number of rounds that have been played under the Annual Pass will be totaled by month and each month's value calculated at the peak resident daily fee for that month.
- Using our point of sale system, the amount actually paid for these same number of rounds played charged at the peak rate for the month of

Annual Pass daily fee (copay) will be calculated and subtracted from the value above.

- If the difference is less than the Annual Pass fee, then the resident would be issued a refund minus the \$100 administration fee.

Flex Pass

If a resident is seeking a refund for an unused portion of a Flex Pass, the following methods will be used to determine what, if any, refund will be returned. There will also be a \$100 administration fee.

- Using our point of sale system, the number of rounds that have been played under the Flex Pass will be totaled by month and then each month's value calculated at the peak resident daily fee for the month and totaled to determine the value amount of the rounds played.
- This total value amount will be subtracted from the total Flex Pass fee.
- If the difference is less than the Flex Pass fee, then the resident would be issued refund minus the \$100 administration fee.



Martha Bails, Secretary
Board of Directors