

Annual Pass Roll-over / Refund Policy

1. **Policy Statement:**

1. The Golf Season is defined as April 1st - October 31st.
2. No Refunds will be issued after April 1st.
3. No requests for roll-over will be considered after May 31.
4. Any roll-over applies ONLY to Annual Golf Pass and Annual Cart Rental Pass. Roll-over applies only to the original purchaser and will only be applied to the following year's season pass. The person is then responsible to play any difference in the pass price between the pass purchased and the price of the pass the following year.
5. To be eligible for roll-over, only a medical condition/injury of the pass holder will be consideration for a roll-over. A request for a medical roll-over must be accompanied by a doctor's diagnosis that precludes the individual from playing for the entire season.
6. No retroactive claims are to be considered.

2. **Procedures:** The following procedures will be followed when requisition a roll-over:

IN THE CASE OF ILLNESS OR INJURY

- a. A request letter dated prior to April 1st, with proof of Doctor's diagnosis, is eligible for a full roll-over.
- b. A request made between 4/1 and 5/31 will be prorated in the following manner: Roll-over will be prorated by a percentage of 1% daily. The difference will be credited toward the following years season pass.
 - a. Example:
 - a. A pass holder's letter of request is dated May 13, which is 43 days after the season begins (4/1)
 - b. The pass holder paid \$669 for their season pass. 1% is 6.69 per day deducted from the roll-over.
 - c. The pass holder's credit for their next year's season pass would be \$381.30 (\$669 - \$287.67 (\$6.69x43)) plus the any additional amount in increase of next years pass price.

3. **Refund Eligibility**

- a. In the case of permanent incapacitating illness, injury or death, prior to April 1st, a refund will be considered.

4. **Rational or Background to Policy:** This policy has been implemented to establish very clear procedures and timelines to be followed by golf course personnel and the purchasers of season passes and/or annual cart rental passes when requesting a roll-over/refund of a season pass or cart rental pass.