



154 Caldwell Road
Lanark Ontario
K0G 1K0
613 259 5313
info@timberrungolfclub.com

Golf Course Operations & Booking Policy

1. Alcohol, Licensing, & Parking Regulations

- **AGCO Compliance:** In strict accordance with the Alcohol and Gaming Commission of Ontario (AGCO), our facility holds a valid liquor licence. **No outside alcohol is permitted on club property.** Bringing your own alcohol onto the golf course, into the parking lot, or into any unlicensed areas is a violation of provincial law and grounds for immediate removal without a refund.
- **Smart Serve & Service Limits:** All alcoholic beverages consumed on the property must be purchased directly from the club's pro shop, restaurant, or beverage cart. Our staff are Smart Serve certified and reserve the right to refuse service to any individual showing signs of intoxication.
- **Impaired Driving Prohibited:** Drinking and driving is strictly forbidden. Any person deemed too intoxicated to drive must secure an alternative mode of transportation (e.g., a designated driver or taxi).
- **Overnight Parking & Security Gates:** To support safe choices, guests are encouraged to leave their vehicles overnight if they are unable to drive safely. However, **our facility security gates are locked nightly and reopened the following morning.**



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- **Vehicle Access & Liability Waiver:** Anyone leaving a vehicle in the parking lot overnight will not be able to retrieve or access their vehicle until the gates are unlocked the next morning. **The club is not responsible for any vehicles parked in our parking lot**, and assumes zero liability for loss, theft, or damage to vehicles or their contents at any time.

2. Sales and Refund Policy

- **Final Sales:** All golf purchases, including green fees, are **100% non-refundable**.
- **Cancellations:** No cash or credit card refunds will be issued for individual daily reservations.
- **Package Non-Refundability:** Refunds will not be granted for green fee game packages, range packages, or cart packages. Unused rounds or allowances will carry over from year to year.
- **Forgiving Rain Check Policy:** If inclement weather forces you to stop playing, we will issue a full **18-hole rain check voucher**. This applies **regardless of how many holes you have completed** during your round.
- **Cart Inclusion:** Your rain check voucher will cover **both golf and a golf cart rental**, provided that a cart was included in your original purchase.



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- **Anytime Redemption:** Rain check vouchers are completely unrestricted and can be redeemed at **any time** for a future booking, subject to tee time availability.
- **Voucher Terms:** Vouchers hold no cash value, cannot be exchanged for cash refunds, and must be presented at check-in.
- **No-Show Policy:** Players who fail to check in for their reservation without notifying the pro shop before their tee time forfeit their payment entirely.

3. Membership Fee Exceptions & Calculations

- **Management Discretion:** A refund or credit for all or part of a membership fee may be approved strictly by management for extenuating circumstances (e.g., military/work posting, medical changes, or bereavement).
- **Medical Injury Credit:** Members who suffer injuries or illness preventing them from playing golf are eligible for a prorated **credit to be redeemed for future membership dues.**
- **Bereavement Provision:** In the event of a member's death, a surviving spouse or immediate children may be eligible to receive a **prorated refund.**
- **Required Documentation:** For non-medical postings or other extenuating claims, an official posting message or other legitimate



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supporting document must be submitted directly to the General Manager.

- **Round-Based Eligibility Cap:** Annual memberships are structurally evaluated against a baseline of **60 rounds played**. Any member who has played **60 rounds or more is automatically ineligible for any refund or credit**, regardless of the date or time of year the request is made.
- **Pro-Rated Formula:** For eligible members who have played fewer than 60 rounds, the value of the rounds played will be deducted from the original amount paid for the membership.

4. Pro Shop Merchandise Policy

- **Return Window:** Merchandise purchased from the Pro Shop can only be refunded or exchanged within **15 days** of the original purchase.
- **Proof of Purchase:** All returns and exchanges must be accompanied by the original purchase receipt.
- **Condition Inspection:** Items must be inspected by staff prior to approval. If merchandise appears worn, damaged, or used in any way, a refund or exchange will be denied.



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5. Rental Cart Rules & Liability

- **Age Restrictions:** No individual under **16 years of age**, or anyone without a valid driver's license, is permitted to rent, operate, or drive a golf cart on club property under any circumstances.
- **Property Damage:** The renting golfer assumes full financial responsibility for the vehicle. If you cause damage to a golf cart, you **will be held legally and financially responsible** for all repair or replacement costs.
- **Liability Waiver:** The club assumes **zero liability for personal injury, property damage, or loss of personal belongings** resulting from the use or misuse of a rental cart. Golfers operate rental vehicles entirely at their own risk.
- **Operating Rules:** Operators must follow all directional signage, stay on cart paths where designated, and keep vehicles away from greens, tees, and hazard boundaries.

6. Member Tee Time Access Policy

- **Privilege vs. Guarantee:** Membership fees cover the right to access the course during designated member windows. Membership **does not guarantee specific tee time availability**.



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- **Equal Opportunity Booking:** All tee times are filled on a first-come, first-served basis through our online reservation engine, subject to advanced booking windows.
- **Dynamic Inventory:** The club reserves the right to manage the tee sheet dynamically. This includes allocating blocks for club tournaments, corporate outings, course maintenance, and public play.
- **Utilization Rules:** Members are expected to actively manage their bookings. Unused or hoarded tee times that result in no-shows may lead to a temporary suspension of booking privileges.

