

## **BOOKING AND CANCELLATION PROCEDURES**

### **1. GENERAL**

1.1. Control of Play shall be by the time-sheet maintained by the Club daily.

1.2. All bookings are not transferable.

#### **1.3. Substitution of Name and Golf Course**

A member who has booked a flight is not permitted to have his booking changed to another golf course and/or his own name changed to that of another member unless an administrative fee of \$30 is paid.

#### **1.4. Cancellation Procedures and Administrative Charges:**

a) A member who has booked a flight shall be accountable for all charges or cancellation in that flight. Members wishing to cancel a flight should provide a notice of 72 hours before the scheduled time of play, failing which an administrative fee will be levied accordingly for each flight, i.e. \$204 for weekends/public holidays and \$104 for weekdays; and

b) Any cancellation that results in less than three players in a flight (for weekends/public holidays only) shall be treated as cancellation of the entire flight. An administrative surcharge of \$204 will be levied on the member who booked the flight.

1.5. Any member who cancels flights booked by him on three occasions in a period of six months may be referred to the Disciplinary Committee.

#### **1.6. Refund**

Any member who fails to produce the guest's document, i.e. Reservist/NSmen Handbook or Smartcard, during checking-in shall be charged "sign-in guests" rate.

However, a refund is allowed provided the member produces his guest's document by 12.00 pm the next day. No refund will be made after the deadline.

## **2. WEEKENDS AND PUBLIC HOLIDAYS**

2.1. The booking of weekend and public holiday slots (for games on the following week) is opened eight days in advance (based on eight days Rolling System). Only members with valid and current handicap recognized by the Club may book the slots. PC holders are allowed to book the time slots from 4.30 pm to 5.12 pm play only.

#### **2.2. Control of Play (for weekends and public holidays)**

A minimum of three players are required in a flight. If a flight is left with two players and they are unable to get another person to join them, that flight shall be cancelled. A flight with two players are permitted only on weekday mornings and afternoons.

However, the club officials shall have the discretion to fill up any vacant slots and pair individual golfers on the time-sheet.

- 2.3 **In-Person booking** on weekends (following Saturday, Sunday and Public Holiday) starts on Friday after 6.00pm. For **Public Holiday Bookings** [Click Here](#)
- 2.4 **Internet bookings** for weekend and public holiday slots will start eight days in advance after 6.00pm. For weekend slots, it starts on Thursday and Friday, respectively.
- 2.5 **Telephone bookings** start on the following day. The booking office remains open daily from 9.30 am to 5.00 pm.
- 2.6 No proxy booking is allowed.
- 2.7 Bookings by Internet will be subjected to terms and conditions as stipulated by the Club from time to time.
- 2.8 Members are allowed to book only one (1) flight at a time.
- 2.9 Members are allowed to book only one (1) flight per day.
- 2.10 **Unpunctual/No Show (Weekends & Public Holidays)**
  - a) Any player who turns up 10 minutes after his allotted time shall be charged green fees according to the current weekend/public holiday green fee rate. The member who booked the flight shall pay these fees. Besides the usual payment of the green fees and buggy fees, an administrative fee of \$51 (18 holes) or \$30 (9 holes) shall be charged to each player if he intends to play.
  - b) In the case of flights where players are late for less than 10 minutes, they will be re-scheduled to the last of the flights.

### **3. WEEKDAYS**

#### **3.1. In-Person Booking /Telephone (Weekdays)**

Members are allowed to book up to eight days in advance (based on eight days Rolling system) from any of the weekday (for example, Member can make a booking from Monday for next Tuesday and/or Wednesday slot (if you book on Monday after 6pm). Bookings may be made in-Person, Telephone. Weekday booking hours are from 9.30 am to 5.00 pm.

#### **3.2. Booking Through Internet**

- a) Members may make golf bookings with their PIN Number.
- b) Booking or cancellation will be subjected to terms and conditions as be stipulated by the Club from time to time.

### 3.3. **Unpunctual/No Show (Weekdays)**

- a) Any player who turns up 10 minutes after his allocated time shall be charged green fees according to the current weekday green fee rate. The member who booked the flight shall pay these fees. Besides the usual payment of the green fees and buggy fees, an administrative fee of \$26 (18 holes) or \$15 (9 holes) shall be charged to each player if he intends to play.
- b) In the case of flights where players are less than 10 minutes late, they will be re-scheduled to the last of the flights.