

KIMBERLEY GOLF CLUB

FINANCIAL POLICIES AND PROCEDURES

Policy & Procedure: Refund Policy for Memberships, Tournaments and Retail

Approved by: Board of Directors

Date Approved: 17 September 2018

Objective:

Define circumstances and criteria for issuing refunds.

Define process and timelines for issuing refunds.

1. Membership Refunds

Request for refund of membership fees must be submitted to the Board of Directors in writing (directors@kimberleygolfclub.com). Documentation supporting the request for a refund may be requested at the discretion of the Board of Directors. Refunds will be considered due to the following:

- a) health or medical conditions;
- b) transfer of employment resulting in relocating to a distance beyond a 75-kilometer radius from the Club;
- c) death of member; or
- d) other extraordinary circumstances.

Members who experience health or injury situations where recovery is uncertain should notify the Board of Directors as soon as possible. If the member is unable to return prior to end of season, they may request a refund effective the date they initially notified the board.

All refunds will be calculated using the criteria outlined below. All membership refunds are subject to a \$100 administration fee.

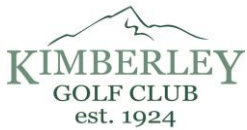
Date of Request

Percentage Refund

Prior to Opening	100% (including locker and club storage fees)
Opening to May 31	90% (including locker and club storage fees)
June 1 to June 30	75% (including locker and club storage fees)
July 1 to July 31	60% (no refund of locker and club storage fees)
August 1-15	30% (no refund of locker and club storage fees)

No refunds will be issued for the BCGA dues portion of the membership. No refunds will be issued after August 15.

Alternatively, if members are unable to play due to any of the circumstances above, rather than requesting a refund, members can request that their memberships (excluding BCGA dues) be carried over to the following year.



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2. Refunds for Tournament Entry Fees

All tournaments must be paid for, in full, at the time of sign up (and no later than 7 calendar days prior to the event).

Refunds for tournament entry fees are to be requested through the pro shop; however, will only be processed through accounting. All refunds are subject to a \$10 administration fee.

Unless there is an error in booking by the pro shop, refunds for tournament entry fees will only be considered up to 3 calendar days prior to the tournament unless otherwise approved by the Board of Directors (will be considered upon receipt of written request). Refunds for the meal portion of any tournament entry fee will only be considered if the refund is requested at least 7 calendar days prior to the event.

In the case of an error in booking by the pro shop resulting in a player not receiving a tee time, or in the case a tournament is cancelled by the Club, all entry fees (including meal portion) are fully refundable and no administration fee is applicable. Tournaments will be cancelled by the pro shop if there are an insufficient number of paid players.

Refunds for Pro Shop Merchandise

There will be no cash or credit card refunds for merchandise. Merchandise may only be exchanged for merchandise items of equivalent value, or returned in exchange for a pro shop gift card.

3. Other

Upon approval, this policy will be circulated to all members and appropriate signage will be posted in the pro shop.

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