



Osprey Ridge
Golf Club

Signature Design,...
Exceptional Value.

Tee Time Cancellation Policy

In an effort to ensure that the golf course is being utilized to its maximum capacity, the following policy notes are in place to limit and monitor **No Show** tee times.

- a) A “**No Show**” is any tee time which was reserved for a member or guest who did not show up to play golf at their reserved time.
- b) If a player is not able to utilize their tee time reservation, it would be appreciated by the Osprey staff and your fellow members, if the player cancels at least 24 hours in advance online or by contacting the Golf Shop by phone or in person. As a **minimum**, unwanted tee times must be cancelled at least 12 hours before the reserved tee time.

Disciplinary Action

The management team of Osprey Ridge will have the ability to review all infractions of the above policy on a case by case basis. In the event that an unwanted tee time is not cancelled 12 hours before the tee time, or a **No Show** occurs, the following actions may be taken:

Member Tee Times

- 1st offence – Member receives a warning and reminder of the policy.
- 2nd offence – The green fee rate for the no show tee time will be applied to the member’s club account.

Green Fee Tee Times booked by Members

In order for a Member to book a green fee time, a guest NAME must be provided.

- 1st offence – Member receives a verbal warning and reminder of the policy.
- 2nd offence – The green fee rate for the no show tee time(s) will be applied to the member’s club account.

Green Fee Times Booked by Green Fee Players - In order to book a green fee tee time, the public **must** provide a valid credit card at time of booking. The green fee rate for a **No Show** tee time will be applied to the credit card supplied unless the tee time reservation is cancelled within 12 hours.

Event participants (Including Club Events) – Due to the costs associated with event preparation, groups are required to confirm the number of participants, in a reasonable period of time prior to the event. The acceptable amount of notice required by Osprey Ridge will be determined by the Osprey management team and may vary for each event, but is generally 1 week. **No Shows** during club and public events will receive disciplinary action as determined by management.

We sincerely hope all parties understand the necessity of having a cancellation policy, which assists in ensuring the integrity of all events and respects the arrangements made by members and guests for play at Osprey Ridge. Comments on how to improve or make this policy more effective are welcome.