The Association of Kent Veteran Golfers

AKVG's Policy for Match Fees and Refunds

Reconciling receipts and managing refunds remains one of the trickier admin matters facing the AKVG team. This note clarifies how refund requests will be processed.

MATCH FEES:

Options:
- Full match fee (refreshments on arrival + green fee + lunch)
- Fee for an AKVG member of the host club (refreshments + lunch)
- Fee for a Lunch-only guest

The entry process: Reps keep a record of players signing up for each event, collect the appropriate fee and then:

1. 14 days before the event, each Rep emails the Registration Manager with the names of their members who have enrolled to attend.
2. 10 days before the event each Rep submits a final attendance list and transfers by BACS the total fee collected to the AKVG account, referencing the Rep's club and the venue, eg: Nizels-Ashford.
3. 7 days before the event the Registration Manager agrees with the host venue AKVG's total number of players and diners.

REFUND POLICY & GUIDANCE:

Most clubs will just charge a green fee for the number of actual players on the day; hence a late withdrawal (as defined below) would normally only incur a charge for the refreshments on arrival and the lunch.

In the event that an entrant has to withdraw from a match the ideal arrangement; because no refund arises; is for them to 'sell' their match fee to another AKVG member, by means of a private transaction, and then inform the Registration Manager so the Order of Play can be updated. If this is not possible the following policy will take effect:

Refund Category A: 100% of match fee paid by the entrant.

Circumstances:
- the match is cancelled before the booked date
- the entrant cancels more than 7 days before the event

Refund Category B: the green fee element of the match fee paid by the entrant.

Circumstance:
- the entrant cancels less than 7 days before the event

If the match is severely affected by weather conditions on the day we will seek the host venue's agreement to a reduced booking fee and compensate our members accordingly.

All refunds will be agreed with the Rep concerned. One payment will be made by AKVG to the Rep who will pass the refund on to the affected member(s).

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