



THE ASSOCIATION OF KENT VETERAN GOLFERS

Policy & Guidance re fee Refunds to members

Background:

2022 saw various situations that led to different refunds being agreed to members participating in the year's events.

Most significant was the severe weather at Littlestone in March which led to about half the entrants claiming a refund over several subsequent events but it also seems to have led to one club withdrawing from membership because they didn't agree with the refund offered.

On that occasion Littlestone appear to have agreed that the course was almost unplayable and reduced their charges accordingly. However, most had the lunch and a significant minority of members did play some golf. This would appear to be a reasonable reaction although we can't guarantee all clubs would act like this.

Other situations involved individual withdrawals for personal issues and weather conditions affecting the use of buggies.

Most clubs will just charge a green fee for the number of actual players on the day, hence a late withdrawal would normally only incur a charge for the lunch/refreshments.

Current fees charged:

- Full guest fee (green fee + lunch + refreshments)
- Lunch-only guest fee
- Member's home club fee (lunch + refreshments)

Accordingly, all payments by Reps to AKVG for every event will be a multiple of the full guest fee for the event or the member's home club fee, as agreed by the Secretary, plus any lunch-only guest fees.

Policy/Guidance:

The ideal arrangement – because no refund arises – is for an entrant who wishes to withdraw to ‘sell’ his match fee to another AKVG member, by means of a private transaction, and then inform the president so the Order of Play can be updated.

Otherwise the process to be followed is:

Refund Category A: 100% of match fee paid

Circumstances - Event cancelled before the date
- Member cancels more than 7 days before the event

Refund Category B: 50% of match fee paid

Circumstances - Event severely affected by weather conditions
- Member cancels less than 7 days before the event

In these circumstances we will seek a negotiated settlement with the host venue which, as far as possible, matches our outlay in some way. For examples: by a reduced invoice for the day or by a forward date revisit on acceptable terms.

Implementation:

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

All refunds will be made as soon as possible after the event, with no ‘carry forward’ or similar arrangement.
