



## **THE ASSOCIATION OF KENT VETERAN GOLFERS**

### **Policy & Guidance regarding 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 the course was pretty unplayable, although a significant minority did play some golf, and most had the lunch, and reduced their charges accordingly. This would appear to be a reasonable reaction although we of course can't guarantee all clubs would do 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.

Needless to say the various refunds required did complicate the checking of payments coming in and on one occasion even resulted in the treasurer paying out the same refund twice!

Current fees charged are: - Full guest fee (green fee + lunch + refreshments)  
- Lunch only guest fee  
- Members club fee (lunch + refreshments)

## ***Policy/Guidance:***

### **Refund Category A: 100% of fee paid/due**

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

### **Refund Category B: 50% of fee paid/due**

- 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 an acceptable forward-date revisit with green fee free-of-charge.

Otherwise, the ideal arrangement – because it removes any need for a refund – is for a withdrawing entrant to transfer his place in the Draw to another AKVG member (eg: by selling or gifting his match fee) and then reporting this so the Draw is updated.

### ***Refund Process:***

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 to their affected member(s).

Accordingly, all payments by Reps to AKVG for every event will be a multiple of the full guest fee for the event or the reduced members' club fee as agreed by the Secretary. Any lunch-only guest fees should be credited to AKVG directly.

All match fee payments should have the Rep's home club and the event name as reference [eg Westerham-Captain's Prize].

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