



Golf Cancellation Policy

Due to a number of guests canceling on the day of play or failing to arrive for their allocated tee time, we have introduced a 'Golf Cancellation Policy' which is effective from this day.

Golf Booking Procedure

- In order to make a golf booking at Palmer Coolum Resort, a valid credit card or confirmation they are a Resort guest at the time of booking is required in order to hold any golf booking
- The following statement is read to all:
- ***If you cancel or make any changes to a golf booking within 24 hours of the Tee Time, or fail to arrive for your tee time, then we do have to charge the full amount. This will be charged to the credit card taken at the time of booking or to your room if staying in the Resort.***
- The person making the golf booking is responsible for ensuring the exact number of players booked is what actually arrives on the day. If not, then any shortages or 'no shows' will be charged to the person who made the golf booking.
- Cancellations must be made with the Pro Shop Staff in person or by calling 07 5449 3366 before 5.30pm each day. Voice messages left with any other department will not be accepted.
- If it is raining or 'no carts' are permitted on the course, then we do not enforce the Golf Cancellation Policy.
- There are occasions where illness or genuine situations prevent individuals from playing. The decision on whether to charge the Golf Cancellation Policy will be made by the Director of Golf at his discretion.

Paul Crangle
Director of Golf
5th September 2008