

2023 CANCELLATION, NO SHOW AND PAIR-UP POLICY

To encourage the maximisation of tee times across a period of unprecedented demand and therefore improve the experience of all members playing golf at Foxhills.

This no-show policy has been defined to address inefficiencies in tee time allocation over the past six months and has been formulated after reviewing a number of other club's policies. We believe that the vast majority of members will see this as an enhancement to their golfing experience and ability to access a tee time when required.

"If I need to cancel a tee time, what can I do?"

1. Cancel a tee time using our 'cancellation request button' found within your booking summary inside the online booking portal. By pushing that button and confirming, an email will be sent to the pro shop team to cancel your booking. This email confirms your cancellation as a member and nothing else needs to be done. **This must be done prior to 24 hours of your requested tee time. This feature will not be available online on the day of your booking.** If you are having issues with your online portal, please contact the Pro Shop team to assist you with this.
2. If cancelling your tee time online is not an option for any reason, an email to golfservices@foxhills.co.uk (Tues-Sat) and proshop@foxhills.co.uk (Sun- Mon) will also suffice.
3. Cancel via calling 01932 704465 and speaking to a member of the Pro Shop Team. Please note we have a holding line and due to demand since 2020 you may be required to queue to reach us. This is the least recommended booking avenue.

Cancellations made on the same day as your tee time will be deemed to be a no-show (outside of course closures or extreme weather), as the time is unlikely to be re-allocated and therefore wasted.

Examples of no show reasons that will not be accepted are:

- It was raining and I didn't want to play
- I was unable to get through on the phone (other avenues are available)
- *My swindle decided that we didn't need the extra tee time so we're giving a time back.

*Please note that if you're booking regularly on behalf of a swindle group and a no show time occurs, it will be attributed to whichever member was assigned to that booking time, even if you weren't planning to attend.

"What happens if I no-show?"

1st occurrence: The member will receive an email from the golf team reminding the player of their obligations to other players. The member may have a perfectly valid reason for no-show and this will be the opportunity to advise. We do understand that on occasions something unavoidable prevents the withdrawing player from giving adequate notice to either the competitions desk on the day or the member in charge.

2nd occurrence: The member will receive a formal warning alerting them of the two previous No-Shows recorded, along with the sanctions that may follow if a further No-Show is recorded.

3rd occurrence: A member of the golf management team will be in contact to discuss the previous two bookings and this may lead to further golf and membership sanctions.

Foxhills Resort avidly encourages 3-ball and 4-ball golf for member integration, the maximisation of availability and enjoyment through even pace of play. If you are a new member and playing single player golf currently, we suggest signing up to our NEW member roll-up, with dates live as of November.

For single players, the following one-ball pair-up policy will be enforced to address the above points:

- Single player bookings will only be accepted if the member is happy to be paired-up. Single player bookings made online will be opened to allow for pair-ups also. In the instance of juniors, pair-ups will follow our child safeguarding policy and adhere the criteria. **
- Pair-ups will be avidly encouraged for groups of two players with a single player or another pair. On instances/ days where the sheet has high demand, Foxhills reserves the right to enforce a pair-up, which may result in the adjustment of a booked tee time of an existing one or two-ball to the maximum of 30 minutes.*

**One- balls do not hold standing on the golf course and therefore are not allowed to play through groups of 2, 3 and 4 players if they are playing to course time. Members found to be reducing/ adjusting bookings down to a single player booking on the day of play will also lead to booking rights being revoked.*