



Refund Policy for Puslinch Lake Golf Course

Effective Date: September 9, 2023

Policy Statement

All tee time reservations at Puslinch Lake Golf Course are subject to availability. Public tee times can be booked up to 7-days in advance through our website, in-person, or by phone, while member tee times can be booked up to 14-days in advance.

A valid credit card is required to secure tee time reservations.

Cancellation and Refund Guidelines

Cancellation Window

Cancellations must be made at least 2 hours in advance of the scheduled tee time, online. Over-the-phone, cancellations can be made up until the tee time has passed.

Cancellation Methods

Cancellations can be made by calling our pro shop at **(519) 489-6767 ext. 2** or through our website reservation system.

Cancellation Fee

At this point in time, Puslinch Lake Golf Course does not charge a cancellation fee.

No-Show Policy

At this point in time, Puslinch Lake Golf Course does not charge a no-show fee.

Refunds

Refunds will not be made for tee times for any reason. Should a round be cut short due to unforeseen circumstances, a rain check will be offered.

Inclement Weather

In cases of inclement weather that result in course closure or unplayable conditions, rain checks may be offered at the discretion of Puslinch Lake Golf Course.

Rain checks will be provided under the following scenarios:

- If less than 6 holes have been played, a full rain check will be issued.
- If 7-13 holes have been played, a 9-hole rain check will be issued (in the event of an 18-hole green fee being purchased).
- If 14 holes or more have been played, no rain check will be issued.

Special Events and Group Bookings

For special events, tournaments, or group bookings, please refer to the specific cancellation and refund policy provided at the time of booking. These policies may differ from our standard policy.

Exceptions

Exceptions to this refund policy may be considered on a case-by-case basis, subject to the discretion of Puslinch Lake Golf Course management.

Contact Information

For any questions or concerns, please contact our pro shop at (519) 489-6767 or email info@puslinchlakegolf.com

By booking a tee time at www.puslinchlakegolf.ca, patrons agree to abide by this refund policy.

Signature:

Date: 09/05/2023