

## Visitor Information 2019

### Booking Cancellation Policy

Should the party (or any individual) require to cancel a Golf Tee Time Reservation, subsequent to it having been confirmed by Royal Troon Golf Club, you must advise the Booking Staff either by:

Phoning 01292 311555 or e-mailing [bookings@royaltroon.com](mailto:bookings@royaltroon.com)

Your notice of cancellation will be effective when it is received and confirmed by Royal Troon's Bookings Team. A cancellation reference number will then be allocated to you confirming the date and time of your call or email. The number should be kept safely in your possession for any future reference to the cancellation.

In relation to all cancelled Tee Time Golf Bookings, Royal Troon Golf Club reserves the right to levy a cancellation charge to cover the administrative cost associated with the provision of your booking. In all cases, cancellation charges which have already been incurred are non-refundable.

The current cancellation charges ordinarily levied by Royal Troon Golf Club are as follows:

Period Within Which Telephone/Written Notification of Cancellation is Received and Acknowledged	Cancellation Charge
90 days or more	50% of the total cost
Less than 90 days	100% of the total cost

[All periods calculated by reference to the booked date]

Depending on the circumstances of cancellation it is sometimes possible for those who have cancelled to reclaim the cancellation charges (less any applicable excess) under the terms of certain Insurance Policies which parties/individuals may have taken out prior to their booking. Royal Troon Golf Club has no responsibility in this respect and the point is made simply for your information.

If any member(s) of a party or any individual is prevented from travelling, the person(s) concerned is entitled to transfer their booking to another individual nominated by the Tour Operator. A written confirmation of all amendments must be sent to the Bookings Team at Royal Troon Golf Club. It should be noted whilst Royal Troon will endeavour to assist, we cannot guarantee to be able to meet all requests contained within the amendment, particularly if this would result in an increase in the number of tee times required.