



Golf Travel Terms and Conditions

Golf Vacation Package Quotations:

A “quote” or “quotation” or “proposed itinerary” is not a confirmed booking. It provides you with itinerary and pricing details to share with your group. Often, an itinerary is revised once or twice before the Group Organizer commits to booking the accommodation and tee times. Our online Packages in all regions are available to you exactly as they are presented, or you can use them as a guideline to create your plans. Golf Central Tours will gladly customize a quote for you and your group. If there is something specific your group would like to include, please don’t hesitate to ask us. We will quote based on your specific needs and requests, but based on our years of experience, your best value is based on "double occupancy" - two people sharing one room.

Reservations - Booking Your Trip:

We require a valid credit card on file to book your accommodation and tee times. With your approval, we will process a minimum deposit of \$250 or up to 20% of your total trip value. The amount will be confirmed with you before processing. In some cases we will not take a deposit if traveling to Victoria when we have satisfactory proof of travel and will be charging the individuals while they are in Victoria. Depending on who provided the original deposits, this becomes a non-refundable deposit by the Group Organizer and guests. In rare cases, we may be required to collect additional deposits for our hotel, Accommodation provider, golf course and shuttle partners.

Payments for your Golf Vacation Package:

Your itinerary page will include a record of your deposit, final payment amounts for each player, and payment due dates. All payments are generally due 7 to 30 days before your arrival date depending on your group size. If you book within 7 days of the arrival date, your entire package price is due in full at the time of booking. The group organizer is liable for required payments when others fail to pay. Contact us if any one of your guests do not plan on attending. Also, be aware that with an odd number of traveler’s and hotel room needs, extra costs maybe be incurred in addition to the original package price. Please ensure your group is aware of these commitments. Your confirmed travel itinerary will outline your group’s payment due dates, total amounts due and any group-specific cancellation requirements.

Change Fees:

(adjustments to confirmed itineraries) First Change request to a confirmed itinerary is free. We are here to help you and changes can happen. We do reserve the right after a few changes to charge for administration time of \$50 per group and up, depending on changes and amount of time dedicated to making those changes happen. After arrival: no changes allowed. Please be aware that costs averaged equally over the original number of travelers must be adjusted accordingly if the group numbers reduce.

Cancellations:

- **Cancelling outside of 30 days:** Your original deposit will be returned. Some of our partners (hotels/condos/shuttle) may have collected deposits from us, and you risk this portion as being "lost." However, we will work with you to try and turn these amounts into future credit as well. This will be undertaken on a case-by-case basis.

- **Cancelling within 30 days and before fourteen (14) days of your arrival**

date: A refund is 80% of your package price. Please note that this assumes no additional hotel or golf course cancellation penalties may apply. Sometimes, our partner hotels and courses require deposits from us outside 30 days of arrival - typically for booking larger groups or destinations like Whistler BC when prepayment happens 30 days in advance.

- **Cancelling within 14 days of your arrival date:** No refunds are available. However, we will work with each group on a case-by-case basis.

Golf Vacation Package - Travel Vouchers:

Golf travel vouchers for your group will be issued by TAP Tours Inc. Dba Golf Central Tours 7-to-10 days before your arrival date if all payments have been received. The final information package is your complete itinerary and will be sent as a “.pdf file,” A hard copy of each travel voucher must be presented at each golf course and hotel. Hotels, golf courses or shuttle service providers do NOT accept voucher images on personal electronic devices. Hotel photos and text descriptions on our website, voucher and itineraries are used for general descriptive purposes and may only sometimes reflect the exact room(s) you have booked. Generally, rooms are standard with one queen or two double beds. Upgraded rooms or suites are noted on your hotel vouchers. Always assume all hotels are 100% non-smoking unless we specifically note in your itinerary otherwise. Smoking in your room will result in cleaning fees of an average of \$200 or more per room per incident. All incidental costs during your trip, such as parking, ferries, road tolls, extra room charges (movies, minibar, etc.) and gratuities, are not included in your package unless noted on your golf or hotel vouchers. Every attempt is made to keep your group separate from other golfers. If the course is busy, your twosome or threesome will most likely have other players join your group. This is ultimately a tee sheet management decision made by the respective golf courses, and it is 100% their call. If your package exceeds four (4) golfers, consecutive tee times are booked.

Insurance:

Golf Central Tours does not supply Cancellation Insurance. It is recommended but optional. Trip cancellation, medical/hospital, baggage and sporting coverage are available for your vacation by your credit card provider or a third-party source. This is entirely the responsibility of each individual to coordinate on their own.

Changes During Your Trip and “No-Show”:

Once you have arrived, changes to your package are not permitted. All "no-show" reservations for golf and hotel will be subject to zero refunds.

Unused Portion of your Golf Vacation Package:

TAP Tours Inc. Dba Golf Central Tours and our golf and accommodation partners will not be responsible for any unused portion of your package. Refunds will not be issued for unused hotel rooms, tee times or any other services due to flight delays, schedule changes, weather conditions or other circumstances beyond our control. In the event of a course closure due to extreme weather, it is up to each golf club to make alternative arrangements, such as issuing rain checks direct to the golfer(s) and refunds (partial) back to Golf Central and subsequently the customer.

Items Left Behind:

Personal items left behind at a location may be picked up by Golf Central Tours if the schedule allows. Picks ups are subject to an hourly rate and per kilometer mileage charge.

Inclement Weather and Rain Checks:

The golf shop has sole discretion to allow or disallow play or to limit power cart usage on a given day. If the weather allows for play and other golfers are golfing, the expectation is that your group is expected to play. Please ensure you are prepared for all eventualities. If extreme weather and courses do not allow players to access the course, partial refunds on your trip will be returned. The courses issue Rain checks when you cannot complete your round(s).

Liability:

TAP Tours Inc. Dba Golf Central Tours, accommodation partners and golf course properties shall not be liable for injury, damage, losses, accident or expense to persons or property due to acts or default of any company or person providing services for a package. TAP Tours Inc. Dba Golf Central Tours accepts no responsibility for the actions of the suppliers or travelers.

Force Majeure:

In the circumstances amounting to force majeure, Golf Central Tours will not be required to refund any money to you, although if Golf Central Tours can recover any monies from our suppliers, we will refund these to you. Suppliers may choose to provide travel vouchers or credits in lieu of refund. Golf Central Tours is not responsible for a supplier's failure to pay a refund.

Consumer Protection:

In British Columbia, Consumer Protection BC requires that any business or organization that collects advance deposits from people for future travel must be registered with the government and must hold those deposits in trust. This protects consumer deposits in the unlikely event of bankruptcy. Tap Tours Inc. is License # 41472. TAP Tours Inc Doing Business As Golf Central Tours.

If you require assistance while on your trip, please call us during business hours, toll-free at 1-866-380-4653. Or 250-380-4653. Please leave a detailed voice message if your call is not answered immediately. The phone is always forwarded to a Golf Central Representative's cell. We are often driving a group at the time of the call and we will respond to your needs as soon as possible.

1-866-380-4653 | 250-380-4653



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