



## Goonawarra Golf Club – No Show Policy

The purpose of this policy is to establish an orderly and equitable process to administer “no show” golfers to ensure all our members have every opportunity to play and tee times can be fully utilised, specifically during busy periods.

A “no show” golfer is someone who booked a tee time but does not attend and play in the booked tee time without appropriate or adequate prior notification to the Golf Club.

### **BOOKINGS AND CANCELLATIONS**

The responsibility for cancelling a booking lies solely with the Member.

Members must cancel their booking as early as possible so that other Members can play in that allotted time instead. Members must contact the pro shop by phone if the cancellation is on the day of intended play. A Member who fails to cancel their booking or does so with less than 2 hour’s notice before their tee time, is deemed to be a “no show” and will be subject to the defined consequences.

### **ON THE DAY**

A member whose name is recorded on a competition sheet is required to report to the Pro Shop 15 minutes prior to tee time and be ready to tee off at that allotted time.

If a member arrived later than the 15 minutes prior to tee time timeframe, they will be permitted to play at their designated time only at the discretion of the Golf Shop staff

Persistent breaches of may constitute as a “No Show” and will be subject to the defined consequences.

### **CONSEQUENCES**

The consequences of persistent “no shows” will operate on a “three-strike” system as detailed below:

- If a member registers 3 no shows in a 3-month period, the offending member will be issued a written warning letter, explaining that they risk having their online booking privileges suspended if they have another “no show” within three months of the date of the letter.
- If a member has a legitimate reason for not being able to honour their tee time, such as sickness or emergency, this will not constitute a “no show”, but on the first occasion only.
- If another member was responsible for booking in the offending member, this will not be taken as reason enough to avoid a “no show”.
- If a member who has received a written warning letter has another no show within the 3-month period from the warning letter, the offending Member will have their online booking privileges suspended for 2 months.

Once the two-month suspension period has ended, offending members will regain their booking privileges under the proviso that any further breaches of this policy within the next six months will see a further suspension from online booking privileges at the discretion of the Match Committee. If the offending Member does not record any more “no shows” for the following six months, their record is cleared.

## **RESPONSIBILITIES**

### **Match Committee:**

- A representative of the Match Committee (Captain or nominated delegate) to record no shows on the No Show spreadsheet based off automatically generated reports from Golf Shop.
- Nominated representative to send out relevant correspondence as per the above conditions and enforce consequences where appropriate.

### **Golf Shop:**

- Ensure the generation of “No Show” report is sent to a Match Committee Representative.
- Notify the Match Committee Representative of any recurring breaches, as observed, in a timely manner.

**Director of Golf**  
**Dick Stevenson**