



## COVID-19 Pandemic Deferral and Refund Policy for 2020 Memberships

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Beginning on March 24<sup>th</sup>, 2020, Brock Golf Course has been unable to open for the 2020 golf season due to the Ontario provincial order for the closure of all non-essential businesses, just like all golf courses across Niagara and throughout Ontario.

We at Brock are lucky enough to have many returning and new members who have pre-paid to golf in 2020. We know you put your trust in us and we are grateful for your early commitment to golf at Brock each year. We also know that YOU want to know what will happen to the membership fees that you've already paid, so we've put together the following guidelines in order to fairly compensate all members.

**Who does this policy apply to?** This policy applies to all members who pre-paid for a 2020 membership between September 1, 2019 and April 30, 2020. This includes all course members, range members, junior members and league members. (See below for information on league registration fees and group lesson fees.)

**What has happened with my 2020 membership fees?** Your trust in us and your affection for the club motivate us to improve, and we invest your pre-paid fees every winter in various improvements to the facilities. This past winter, your membership fees contributed to two major investments: the installation of a new 5,500 gallon cistern to bring the clubhouse drinking water system up to code, and the start of the extensive work of repaving the pathways around the clubhouse. This repaving will not only look a whole lot better and be safer for walking, but it will help to divert the water damage that has begun to take its toll on the clubhouse foundation over the years.

**Will I be able to golf this season?** We are hopeful that we will be able to salvage a good deal of the golf season, although sadly we don't have a crystal ball to tell us when that might happen. Just like you, we are watching the news cycle daily to keep updated. We are continuing with course maintenance including cutting greens, tees, fairways, rough and the driving range, and the property is in great condition so far this spring. We are ready to open up for play as soon as the province gives the go-ahead to open safely.

**How will I be compensated?** As a small business, we are counting on the cooperation and understanding of our members to get through these unprecedented times. Our goal is to fairly compensate you for the time you are unable to spend golfing this year, and to treat everyone equally. With that in mind, we would like to offer you the following discount on your 2021 membership based on the timeframe when we are allowed to open for business in 2020.

<b>If the club opens:</b>	<b>The following discount will be applied to your 2021 membership:</b>
May 16 or earlier	10%
May 17 – May 30	20%
May 31 – June 13	30%
June 14 – June 27	40%

June 28 – July 11	50%
July 12 – July 25	60%
July 26 – August 8	70%
August 9 – August 22	80%
August 23 – September 5	90%
September 6 or later	100%

**What will happen to my league registration fees?** Some of you have already paid a \$35 league registration fee to join one or more leagues. Since we are still hoping to have at least part of a playable league season, we will put your league registration fees to use with additional prizes and/or social events later in the season to make up for lost time. In the unlikely event that the 2020 league season is outright cancelled, we will defer 100% of your league registration fee(s) to 2021 and you will not have to pay for next year's league registration(s).

**What will happen to group lessons?** Given the late spring and early summer timing of our group lesson programs, and the social distancing measures that would likely need to be implemented, regrettably we have decided the best course of action is to cancel all adult and junior group lessons for the 2020 season. All group lesson fees that were paid before April 30, 2020 are being refunded in full. Please email us at [info@brockgolf.com](mailto:info@brockgolf.com) if you have not already been contacted about your lesson fee refund.

**What about unique situations?** Frankly, as a small business we do not have deep coffers to pull unlimited refunds from, and we are counting on your cooperation and understanding to be patient with us as we navigate this difficult year. However, we are human too and we can understand if there are special situations that need individual attention. If you are in a difficult financial situation, please reach out to Jen at [info@brockgolf.com](mailto:info@brockgolf.com) and we can discuss an alternative compensation plan on an individual basis.

We are eagerly looking forward to the time when we can welcome you back to the course and see you out there playing the game you love. We are grateful for your patience and understanding, and we can't wait to see you again very soon!

Yours in good golf,

Jen & Andrew Julie