

BROWN GOLF PACKAGES

TERMS & CONDITIONS

Any of the following will constitute agreement to the Brown Golf Package Terms and Conditions:

1.) Payment for a reservation 2.) Authorization Credit Card payment for a deposit or payment in full – this includes verbal and does not require to be signed for authorization. It is the responsibility of the customer to understand the listed Terms and Conditions.

DEPOSITS & PAYMENTS

To confirm a reservation a non- refundable deposit of \$50 per person is required within 14 days of booking unless arrival date of booking is within 90 days of booking. The remaining deposit is due immediately if arrival is within 90 days of booking. The remaining balance of the entire package is due within 30 days of arrival date. All funds are to be paid in good U.S. funds, in any of the following options:

1. Group leader can collect funds from all participants and forward to Brown Golf Packages. Payment can be made by: mailing check, cashier's check, money order or forwarding authorized credit card information to Brown Golf Packages. It is preferred the Group Leader collect payment from individuals and forward to Brown Golf Packages.

2. Individual group members can also make payment by any of the same methods. If individual members make a payment be sure the group leader is notified and group name or reference number are noted with payment. Group leader is to provide a list of group members and forward a copy of rooming list to Brown Golf Packages. Please note that credit card payments are subject to a \$5 Administrative Fee per player.

PAYMENT METHODS

Payments may be made by: Check (U.S. bank account), Visa, MasterCard, Discover, American Express, Cashier's Check or Money Order. All Payments are to be in U.S. funds. Checks should be made payable to Brown Golf Packages and mailed to: Brown Golf Packages – Island West – 40 Island West Drive – Bluffton, SC – 29910. A \$35 service fee will be charged for returned checks.

CHANGES

With the understanding that changes can occur there will be no charge for the first change but if additional changes arrive it may result in an additional charge of up to \$25.00 per event. If late changes result in the need of last minute delivery of travel packet, additional fees may be applied. Original travel documents, if previously sent to the customer, must be returned before new travel documents can be issued.

CANCELLATIONS & REFUNDS

If Brown Golf Packages is notified of the need of cancellation within 30 days of the scheduled arrival date the package price, less deposit, is refundable. All refunds are also subject to a 10% Administrative Fee. The exceptions may be during Heritage Week and some Bluffton/Hilton Head and Pinehurst Properties. Please note that no-shows and unused portions of a package may result in no refund. If a cancellation causes need to go from double to single occupancy, golf only may be refunded, less deposit and subject to a 10% Administrative Fee. In the case of a misprint or incorrect quote the customer will have the options to agree to the corrections or receive a refund. All travel documents must be returned before any refunds can be issued. There will be no interest paid on any refunds. If cancellation is requested less than 30 days of scheduled arrival date it may result in no refund.

WEATHER/RAIN REFUNDS

There is no guarantee for the weather. If the Golf Course decides to close due to inclement weather Brown Golf Packages will:

- 1.) Try to locate another Golf Course open and available for play.
- 2.) The closed golf course will issue a rain-check or voucher for future play
- 3.) The closed golf course will offer merchandise in place of golf.
- 4.) Brown Golf Packages will give monetary, if monetary the customer will need for the course pro to sign the back of the voucher and the voucher will need to be returned to Brown Golf Packages within 30 days. Payment, less Administrative Fee, will then be issued within 4-8 weeks. Please note: If the scheduled course does not close a refund may not be issued. If a rain-check or voucher for future play is issued they will be honored by Brown Golf Packages and packages booked through Brown Golf Packages. Rain-checks and vouchers will be good for (1) one year of original date. Brown Golf Packages is not liable for weather conditions and results due to weather conditions.

SUBSTITUTION OF SERVICES

If for an unforeseen reason Brown Golf Packages has the right to cancel or modify any part of a Package. It is the sole and absolute right for any reason and the customer will be notified immediately in this event. This may result in the need to increase the package price due to vendor increases. The customer will have the option to refuse the change(s) and cancel their trip, with no liability to Brown Golf Packages. If Brown Golf Packages finds it necessary for cancellation their only liability will be to refund all funds, without interest. Brown Golf Packages also reserves the right to alter printed and listed prices without notice and holds no responsibility. The customer assumes all travel risks.

RESPONSIBILITIES

Brown Golf Packages will provide services to the customer for Accommodations, Golf Tee Times, Issue Vouchers with the understanding that Brown Golf Packages, employees, officers, or any representative will not be held liable for any claims, losses, personal injury, damage, cost, expenses, delays or loss of enjoyment. This being from any acts, omission or negligence of the person or vendor offering their services.

Brown Golf Packages is not liable for additional expenses due to damages to personal property. Customer takes responsibility of damage and additional expenses occurred at golf course, accommodations and additional vendors.

The customer is responsible and liable for your vouchers. Any lost or misplaced vouchers may result in an additional fee.

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ISLAND WEST
40 ISLAND WEST DRIVE
BLUFFTON, SC 29910**

