



## City of Concord, NH

### Beaver Meadow Golf Course Refund Policy/Procedure

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General Subject: Proshop Sales Refunds

Title: Refund Policy

Effective Date: 04/15/2026

Reference: CBIZ Beaver Meadow Golf Course Financial Operations Review

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#### **Purpose:**

To formalize Beaver Meadow Golf Course's sales refund policy.

#### **Discussion:**

As a result of the internal operations audit conducted by CBIZ Risk & Advisory Services it was recommended that Beaver Meadow formalize a policy for refunds of goods sold and services provided.

#### **Relevance:**

This policy will define terms and conditions for refunds of hard goods, soft goods, apparel, golf clubs, custom orders, golf lessons, and season passes.

#### **Apparel, Shoes and Soft Goods:**

All shoes, apparel, and soft goods may be fully refunded up to 30 days after purchase. Items must be unused and in the original packaging. A receipt must be presented at the time of refund. After 30 days items may be exchanged for store credit of equal value. Size exchanges may be made of new unused items contingent on inventory availability. Every effort will be made to exchange sizes however if a size is not available items can be exchanged for a different item with the purchaser paying the difference.

#### **Golf Clubs and Special Orders:**

All golf club sales are final and non-refundable with the exception of manufacturer defects. In the case a manufacturer defect is identified items will be sent back the manufacturer and replace appropriately per the manufacturer's inspection.

All special orders (logo hats, logo balls, etc.) are non-refundable with the exception of manufacturer defects. In the case a manufacturer defect is identified items will be sent back the manufacturer and replace appropriately per the manufacturer's inspection.

All push cart sales are final and non-refundable with the exception of manufacturer defects. In the case of a push cart manufacturer defect items will be inspected by proshop staff and if a defect is identified push carts will be replaced with identical make and model as inventory allows. If inventory does not allow direct replacement an identical make and model will be ordered to replace defective item.

#### **Greens Fees, Cart Rentals, and Driving Range Balls:**

All sales of greens fees and cart rentals are non-refundable. In the instance of inclement weather, a rain check may be issued (see Rain Check Policy).

All sales of driving range balls are final and non-refundable.

#### **Golf Lessons:**

Golf lessons are non-refundable. If there is a need to cancel or reschedule your lesson please contact the golf pro you are scheduled with or the proshop to arrange reschedule.

**Season Passes:**

Season pass purchases are final except in the case of bona fide medical reasons. When presented with medical reason for a refund staff will review and issue a refund accordingly. If the season for which a pass is held has begun staff will review how many rounds have been played and any refund will be prorated to reflect rounds already played at the rack rate value of those rounds.

APPROVED BY: \_\_\_\_\_

Thomas J. Aspell, Jr., City Manager