



## Sandringham Yacht Club Policy Document

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| Policy                      | <b>Reservation and Cancellation Policy for club events</b> |
| Distribution                | <b>Management, Staff &amp; General Committee</b>           |
| Further Information Contact | <b>Food and Beverage Manager / Club Events Coordinator</b> |
| Date Ratified by GC         | <b>Feb 22<sup>nd</sup> 2011</b>                            |
| Date Issued                 | <b>Mar 1<sup>st</sup> 2011</b>                             |
| Implementation Date         | <b>Mar 1<sup>st</sup> 2011</b>                             |

### Introduction

The club deals with dozens of club events that attract as many as several hundred people to each event. The bookings process is currently flawed as people are 'ghost booking' and cancelling at the last minute without implication. This has two implications; firstly it may leave the club financially exposed especially where the cancellations are occurring on the eve of an event, and secondly, it prevents other members from attending as we may be telling everyone we are booked out.

The purpose of this policy is to make our booking process more certain for all parties involved. A direct result of this policy will mean if members and non-members make reservations, then the club will treat them as secure bookings and will cater accordingly; if a cancellation occurs there will be an appropriate financial penalty to ensure the clubs costs are covered.

We will incorporate an 'extenuating circumstances clause' which, at the CEO discretion, will take into account member explanations for last minute cancellations.

### Reservations

- Reservations for SYC hosted events are usually open 2-3 months prior to the event. Events differ in nature but this is typically the timeframe. There are events where bookings are taken up to 6 months in advance e.g. Christmas. All club events will have a 'ticket release date' as we currently do, to ensure all members have equal opportunity to book on a first come, first served basis.
- On reserving a table or ticket, the person(s) booking will need to provide either their current member number (if a senior member) or a valid credit card number and full payment will be taken on reservation
- The person making the reservation is the person responsible for the full payment being made, with the proviso of certain club events where a booking form is provided, and individual attendees on table bookings are stipulated.

## **Cancellation**

- Should a booking be cancelled within two weeks of the event, we will charge 20% of the publicised ticket price.
- Should a booking be cancelled within one week of the event, we will charge 50% of the publicised ticket price.
- Should a booking be cancelled within two days the event, we will charge 100% of the publicised ticket price.

## **Extenuating Circumstances**

At the CEO discretion, will take into account member explanations for last minute cancellations.

## **Notes**

- This policy does not apply to everyday HVR bookings
- All booking forms will refer to this policy and in addition to a full explanation upon request, it will be available to Members on our website