

FREQUENTLY ASKED QUESTIONS

1. **When did you start taking reservations?** Individual online tee time bookings will begin in March. A staggered opening for individual tee time ONLINE only reservations has been implemented for the 2023 season. Once a month opens up for booking it will remain open for the rest of the season. Please reference chart below for details.

MONTH	DAY OPEN FOR BOOKING	<u>ONLINE ONLY</u> BOOKINGS START AT
May bookings	March 21, 2023	9am Mountain Time
June bookings	March 22, 2023	9am Mountain Time
July bookings	March 28, 2023	9am Mountain Time
August bookings	March 29, 2023	9am Mountain Time
Sept/Oct bookings	March 30, 2023	9am Mountain Time

2. **When does the course open for the 2023 season?** We are scheduled to open on Wednesday, May 10th.
3. **How far in advance can I book?** There is no restriction as to how far in advance you can book for regular and twilight tee times once the initial on-line reservations schedule has been completed.
4. **How many tee time bookings can I make?** There is no limit to the number of bookings when booking on line. Please visit our website at www.kananaskisgolf.com and click on BOOK NOW! Telephone bookings are limited to three bookings per phone call.
5. **Can I book 36 holes in one day, one course in the morning and the other in the afternoon?** Yes, you are able to book 36 holes. We ask that there be 6 hours in between each tee off time to ensure a small break.
6. **What is the deposit taken when I book?** The deposit is \$25 per golfer, and is refundable up until 3 days prior to the day of your tee time. This deposit will be credited toward your total on the day of play and you will pay the balance upon check in.
7. **What is your cancellation policy?**

- Cancellations 72 hours or more prior to the confirmed tee time will receive a 100% refund of the \$25 per person deposit.
 - Cancellation inside of 72 hours and outside of 24 hours - Deposit is non refundable
 - Cancellations within 24 hours of the confirmed tee time, will be responsible for the full cost of regular green fees for the booking. Please note, golf is an outdoor sport and as such weather conditions aren't always perfect. Guests are expected to honor their reservation in less-than-optimal conditions. If the Kananaskis Country golf course deems the course unplayable on your scheduled day of play, no fees will be charged, and deposits will be refunded.
8. **Can I prepay for a tee time?** Yes, you can definitely pre pay for a tee time. That is done through Tracy Paley who can set that up for you. 403-591-7070 Ext.313
9. **Can I transfer my tee time to someone else?** Yes, you can. Please call our reservation staff at 1-403-591-7070 and let them know you are going to transfer your tee time. The recipient of the tee time is then asked to call in and provide all of their booking details. The deposit will be refunded to the original guest and a new deposit will be applied to the new booking.
10. **Will we be paired up with another twosome?** Yes, you will be paired up with other golfers. Our demand is so high that very rarely is a tee time not completely full.
11. **Can I bring my child with me on the golf course/Are non-golfers allowed on the course?** Yes, you can bring your child onto the golf course. We allow "riders" to accompany golfers for the same cart fee charged to golfers (\$25). All non-golfers must be accompanied by a golfer in each cart. The carts can accommodate only two people at a time. Minors, under 16 years of age, are not allowed to operate golf carts. We ask that all non-golfers abide by the golf course rules as well.

12. **Do you have walk-on times?** We do not set aside tee times specifically for walk-ons. Please call the golf shop on the day of play to see if any spots are available.
13. **Can we play as five?** We do not allow fivesomes and tee times are limited to four golfers. We will book you in as a threesome and a twosome.
14. **Is there a waiting list?** Yes, we do have a waiting list. We do encourage people to call back periodically to check availability. It is possible to see cancellations although we do not make any guarantee. The best time to check for cancellations is 3 days prior. Our waitlist has been very successful.
15. **Can we play as two groups of 3 if we have 6 golfers?** With 6 golfers, the group will be booked as a foursome and a twosome. The booking is done this way to avoid the 2 remaining single spots as they are much harder to sell opposed to a twosome.
16. **What time should I arrive to the golf course?** 45 min to 1 hour prior to your tee time will allow you time to get checked in, enjoy the complimentary warmup at the driving range and grab a snack at the snack shacks before heading out onto the golf course. Have some extra time? Come out earlier and enjoy breakfast or lunch on our scenic Summit restaurant patios. Although reservations are not necessary, we encourage you to visit our website at www.kananaskisgolf.com, and click on open table to secure your dining time.
17. **What should I wear to play golf?** Definitely dress in layers as weather in the mountains can change unexpectedly and can be different from where you are traveling from. If you happen to forget anything to wear, our well stocked Golf Shop has you covered with great selection and high value!
18. **What time does twilight start?** Twilight starts at various times throughout the season. On any given day, twilight will start approx. 1 hour after our last regular tee time.

19. **Will we be able to complete our round at twilight time?** We do not guarantee you will complete your round during twilight however it is a reduced rate.
20. **Is the driving range open for twilight golfers?** No, the driving range is not open for twilight golfers. The driving range is complimentary 45 minutes before your regular hours tee time, include "subject to availability"
21. **Do you have a 9-hole rate?** No, we do not have a 9-hole rate. Golfers are more than welcome to play 9 holes, but will be charged the full 18-hole green fee.
22. **Do gift cards expire?** Gift cards do not expire.
23. **Do rainchecks expire?** Rain checks are valid for 365 days after they are issued.
24. **What happens if the weather is bad?** In terms of weather, we don't base any cancellations off of a forecast, it will all be determined the day of by the golf shop. We suggest calling the morning of your tee time to see what the day is looking like.
25. **What happens if the course gets rained out?** If you are checked in and out on the course you would receive a rain check for the holes you have not finished, if you have not checked in you would just be receiving your deposit back.
26. **Can I book a group of 12 or more?** Please visit our website at www.kananaskisgolf.com, click on the tab make the time, click group/tournament bookings and fill out the booking request form. Or email Trevor Secundiak our manager of tournaments and sales at tsecundiak@kananaskisgolf.com
27. **What is your signature hole?** Our signature hole is #4 on the Mt. Kidd Course. It is the most photographed hole on our courses.

28. **What is the elevation of the courses and surrounding mountains?** The courses are situated at almost 5,000 feet and the surrounding mountains tower 9,700 feet above sea level.
29. **Which course is better?** Some people may have a preference for one, but one is not better than the other.
30. **What are the differences between the courses?** Mt. Kidd has more elevation changes, and Mt. Lorette has more water.
31. **Where did the courses get their names?** The courses are named after their backdrops, Mount Lorette to the North and Mount Kidd to the West.
32. **Which course was built first?** The Mt. Lorette course was designed and opened first in 1983.
33. **Can I park my motorhome overnight?** No, you are unable to do so.
34. **What are the hours of your Summit restaurant?** The Summit Restaurant opens at 7:30am, and will close shortly after the last carts come off of the course.