



## GROUP MEMBER RESORT POLICIES

A-Ga-Ming now requires a signature from ALL GROUP MEMBERS prior to beginning your vacation with us. This new requirement is to assure all group members have personally read the resort policies and are able to take responsibility for their own actions during their stay. This will help to take some of the responsibility off of your group leader to monitor each member and help A-Ga-Ming reach our goal of providing a pleasant experience for all! Please provide a digital signature at the bottom to confirm you have reviewed the policies.

### PAYMENTS

All guests that have not paid in full prior to arrival must do so upon arrival. All unpaid guests will not be allowed to participate until the A-Ga-Ming Front Desk receives their full payment. A-Ga-Ming does not allow on-site payments to be charged to the room; all additional payments (food and/or drinks, merchandise, additional golf...) must be paid in full at the time of purchase.

### LODGING

- Check-in time is 4:00 PM. Check-out time is 11:00 AM. Quiet times are from 11:00 PM to 7:00 AM. A security guard is on site during those times.
- All rooms are NON-SMOKING. Please smoke either outside of the building or on the unit's patio with the door closed. Additional charges will be applied if your unit smells of smoke at any time during your stay.
- Your unit is generously stocked and decorated by a private owner. If you remove any items from the unit, it is your responsibility to return it prior to departure. Any missing or damaged items will be charged to the card on file.
- Guests are required to leave their units in a cleanly state. If excessive housekeeping is required additional charges (based on condition of unit) will be applied.
- Please be sure to remove all belongings prior to any tee times or events on day of departure. If multiple items remain after 11:00 AM, the front desk will attempt to contact the group leader. If no contact can be made, a \$100 per hour late fee (up to \$300), will be charged to the group leader's credit card. If items are not removed by 2:00 PM, housekeeping will move your belongings to the front desk for pick up.
- No pets are allowed in any of the A-Ga-Ming lodging facilities, aside from registered service animals.
- For the safety of our staff and guests, daily housekeeping will not be offered during your stay. If additional items or service is needed, please contact the front desk.
- The Resort will make every effort to retrieve and hold any items accidentally left behind for up to 30 days. After that period has passed, and the item remains unclaimed are disposed of. The guest is responsible for the shipping cost and custom fees (where applicable) for the return of lost & found items. Any items left in or next to the garbage bins are considered refuse and will be discarded. The Resort is not responsible for items that appear to be for disposal.

## CONDUCT

As a family-owned business, we take a lot of pride in what we have built and will not tolerate any form of disrespect towards our courses, staff, or property while you are visiting. All guests are expected to exhibit appropriate civil conduct while visiting A-Ga-Ming. Inappropriate behavior including harassment, offensive or insulting language, public intoxication, or any other means deemed inappropriate by ownership will result in dismissal from the property in addition to paying for any charges the hotel incurs because of the disruption.

## GOLF

- All group members should be aware of typical golf etiquette and must be able to play READY GOLF.
  - **Pace of Play Policy:** *Each of the A-Ga-Ming courses should take a total of 4 ½ hours to complete.* For the sake of efficiency, we ask you adhere to the following pace of play guidelines. If you feel you are unable to play within this time frame, please let your booking agent know so we can put you in a more appropriate tee time slot. Should you fall behind, here's what you can expect from our rangers:
    - 1<sup>st</sup> step – Ranger informs you of your position in relation to time and/or the group in front of you and ask how they can help improve your play.
    - 2<sup>nd</sup> step – Ranger reminds you again and lets you know that we'll be forced to move your group into position if you're still lagging.
    - 3<sup>rd</sup> step – Ranger asks that your group pick up your balls and move into position behind the group in front of you. This may result in skipping a hole or two.
- Per our Antrim County Liquor License, we do not allow any outside alcoholic beverages on the golf courses. No outside coolers will be allowed. In the event that we do find that you have outside beverages, we'll take it and return it to you upon completion of your round.
- In the event of a rain out, please visit the front desk or email your A-Ga-Ming contact to discuss reimbursement. Rain check reimbursement is not available prior to departure.
- A-Ga-Ming does not offer overnight bag storage.
- Golf carts must remain within the designated areas at each facility. If a golf cart is reported stolen, misused, or damaged, additional charges will apply. If a cart is taken to your unit, it will be conserved stolen.

## PRIVACY

When you provide your personal information such as name, address, email address and telephone number, we will not give or sell this information to any outside company for any use. The information you provide will be kept confidential and will be used only to support your customer relationship with us. We have appropriate security measures in place to protect against the loss, misuse, or alteration of information we have collected from you at our site.