

CANCELLATION POLICY

Effective Date: October 1, 2025

1. Policy Overview:

We are committed to providing an exceptional experience for all our customers. To ensure fairness and accommodate all patrons, we have established a 6-hour cancellation policy for all bookings at our golf simulator facility.

2. Cancellation Window:

Customers must cancel their reservation at least 6 hours prior to the scheduled start time to avoid any cancellation fees.

3. Cancellation Process:

- **Online Reservations:** Cancel your booking through our online booking system at www.doglegg-golf.com
- **Phone Reservations:** Call us at (979) 317-4100 to cancel your reservation.
- **In-Person Reservations:** Visit us at 2551 Texas Ave. S. Ste E1, College Station, TX, 77840, to cancel your reservation.

4. Cancellation Fees/Refunds:

- **Cancellations made 6 hours or more before the scheduled start time:** No cancellation fee will be charged and a full refund will be issued.
- **Cancellations made less than 6 hours before the scheduled start time:** A cancellation fee equivalent to 100% of the booking fee will be charged meaning no refund of the booking fee will be given..
- **No-Shows:** If you do not show up for your reservation and do not cancel, you will be charged the full booking fee.

5. Rescheduling:

- Rescheduling is allowed up to 6 hours before the scheduled start time without any fees.
- Rescheduling requests made less than 6 hours before the scheduled start time will be treated as a cancellation, and the cancellation fee policy will apply.

6. Exceptional Circumstances:

In case of emergencies or exceptional circumstances, please contact our management directly at (979) 317-4100. We will consider these on a case-by-case basis.

7. Contact Information:

- **Phone:** (979) 317-4100 // **Address:** 2551 Texas Ave. S. Ste E1, College Station, TX, 77840
- **Email:** golf@doglegg-golf.com // **Website:** www.doglegg-golf.com

We appreciate your understanding and cooperation. Our goal is to provide a fair system for all our customers and ensure that everyone has the opportunity to enjoy our state-of-the-art golf simulator.

Thank you for choosing us!

If you need any adjustments or additional details, feel free to ask!