



## Procedure: Taking Payments & Invoicing – Golf Bookings

### Purpose

To ensure all golf bookings are correctly charged, recorded, and communicated to Accounts in a consistent and auditable manner.

### Scope

This procedure applies to all golf-related payments processed through the Golf Shop, including Fairways Resort, Tour Operators, Social Groups, and Corporate or Dining-inclusive bookings.

### Responsibility

- Group Bookings Coordinator
- Golf / Event Managers
- Accounts Team (for reconciliation)

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### 1. Fairways Resort Bookings (Golf for Fairways Account # 90044)

1. Process the chargeback through the **Golf Shop till**.
  2. Enter the following details clearly:
    - Group name (Add Comment to Cheque)
    - Number of players
    - Cart hire (if applicable)
    - Total amounts charged
  3. Finalise the transaction so it is sent through to **Accounts**.
  4. Print the **Tax Invoice**.
  5. Staple the Tax Invoice into the **Golf Shop diary** for future reference.
  6. Accounts to Invoice Fairways Resort for payments
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## 2. Tour Operator Bookings (Charge as per Accounts List)

1. Process the chargeback through the **Golf Shop till on the day of play**.
  2. Record the following information:
    - Group name (Add Comment to Cheque)
    - Number of players
    - Cart hire (if applicable)
    - Total amounts charged
  3. Finalise the transaction so it is sent through to **Accounts**.
  4. Print the **Tax Invoice & mark as paid on MiClub**.
  5. Staple the Tax Invoice into the **Golf Shop diary** for record keeping.
  6. Accounts to Invoice Tour operator within (5) business days for payment.
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## 3. Social Group Bookings (16+ Players)

Social Groups with 16 or more players may be charged using one of the following methods:

### Preferred Payment Method – Credit Card via MiClub

1. Take **full payment via credit card over the phone** prior to the date of play.
2. Process payment through MiClub (Stripe).
3. Confirmation of payment will be populated via MiClub if there is an email address associated with the booking.

### Alternative Payment Method (RCC Golf Events (To Be Invoiced) Account # 90075)

1. Process the charge through the **Golf Shop till** as a debtor (RCC Events – to be Invoiced)
2. Include the following details:
  - Group name (Add Comment to Check)
  - Number of players
  - Cart/Equipment hire (if applicable)
  - Total amounts charged

3. Finalise the transaction so it is sent through to **Accounts**.
  4. Print the **Tax Invoice**.
  5. Staple the Tax Invoice into the **Golf Shop diary** for reference.
  6. Accounts to Invoice group organiser for payment.
  7. Email Cheque # & Customer billing details to Carol [accounts@rcc.golf](mailto:accounts@rcc.golf)
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#### 4. Social, Corporate, or Group Bookings with Golf & Dining (F&B)

1. For any booking involving **Food & Beverage**, prepare a detailed cost breakdown of golf charges, including:
  - Group Name (Add Comment to Cheque)
  - Number of players
  - Cart hire
  - Equipment hire
  - Any other applicable golf charges
  - Total golf amount being charged
2. Email the cost breakdown to:
  - **house@rcc.golf**
  - CC: **accounts@rcc.golf**
  - CC: Relevant **Golf Managers**
3. Ensure all totals are clearly stated and match Golf Shop records. Retain a copy of the communication for reference if required.
4. Accounts or Event Manager to Invoice group organiser for payment.
5. Accounts or Event Manager to email [groupbookings@rcc.golf](mailto:groupbookings@rcc.golf) and golf managers to confirm payment.