

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 proved itself to be successful in 2023 and we are going to continue with this model for the 2024 season. Once a month opens for booking it will remain open for the rest of the season. Please reference chart below for details.

Monday March 25th - May online bookings begin at 8:00am MT.

Tuesday March 26th - June online bookings begin at 8:00am MT.

Wednesday March 27th - July online bookings begin at 8:00am MT.

Thursday March 28th - August online bookings begin at 8:00am MT.

Friday March 29th - September / October online bookings begin at 8:00am MT.

2. **When does the course open for the 2024 season?** We are scheduled to open on Wednesday, May 8th.
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 online. 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 can 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 to 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 nonrefundable.
 - 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 prepay for a tee time. That is done through Tracy Paley who can set that up for you. 403-591-7070 ext 313

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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 looks 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 director 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 prefer one, but one is not better than the other.