

Birdie Booking & Cancellation Policy

Effective October 21, 2026. Applies to every bay reservation made on our website.

At a glance

- A valid credit or debit card is required to book. It is held on file and **not charged when you book**.
- You pay for your bay in the lounge when you arrive, the same as always.
- Cancel more than 4 hours before your tee time: **no fee**.
- Cancel within 4 hours of your tee time: **100% of your reservation price**.
- No-show: **100% of your reservation price**.

1 Agreeing to this policy

Before you confirm a booking you will be asked to check a box that says "I have read and agree to the Birdie Booking & Cancellation Policy." Your booking cannot be completed without it. By checking the box you agree to everything in this document, including the fees in section 6 and our use of your card on file as described in section 7.

2 Card on file

- Every online reservation needs a valid credit or debit card in the name of the person booking.
- The card is used only to secure your reservation. **Nothing is charged when you book.**
- Your card is entered into a secure form run by Square, our payment provider. Square verifies the card with your bank and stores it. The Birdie Lounge never sees or keeps your full card number.
- By booking, you authorize The Birdie Lounge to charge this card later, without you being present, for a late cancellation or no-show fee as described in sections 6 and 7. We will never use it for anything else, including your bay, food or drinks, unless you ask us to.
- You can ask us to remove your card from file once your reservation is complete.

3 Paying for your visit

Bay time, food and drinks are paid in the lounge, at the counter, using any payment method we accept in store. Holding a card on file does not change how you pay when you visit. Your reservation price is shown before you book and on your confirmation. Bays are \$32.50 per 30 minutes, and online totals are rounded up to the next whole dollar.

4 Reservations and player count

- Each online reservation is for one simulator bay, for the start time and length you choose. Tee times start every 15 minutes, and you can book up to 6 months ahead.
- You must choose how many players are coming. A bay holds up to 6 players. For 7 to 12 players, call us and we will set up two bays side by side.
- Bays are priced per bay, not per player, so the number of players does not change the price or any fee.
- Bays are assigned when you arrive. Please arrive a few minutes early. If you arrive late, your reservation still ends at its scheduled time if the bay is booked after you.

5 Cancelling or rescheduling

- To cancel or change a reservation, call us at **(970) 363-7336** during opening hours.
- The time of your cancellation is the time it is recorded in our booking system.
- **More than 4 hours before your tee time:** you can cancel or move your reservation free of charge. Moves depend on what is available.
- **Within 4 hours of your tee time:** a cancellation is charged as a late cancellation. A change of time inside this window counts as a cancellation unless our staff are able to move you to another open time.

6 Late cancellation and no-show fees

What happens	Fee
Cancelled more than 4 hours before the tee time	No fee
Cancelled within 4 hours of the tee time	100% of the reservation price
No-show: nobody in your party arrives and the reservation was not cancelled	100% of the reservation price

The reservation price is the price shown when you booked, for the bay and length you reserved. A reservation may be treated as a no-show once 15 minutes have passed after the tee time with nobody from your party checked in.

7 How and when fees are charged

- Fees are charged by our staff to the card you saved on file, after a late cancellation has been recorded or after a missed tee time has passed.
- Each reservation can be charged one fee at most, and never more than its reservation price. A late cancellation fee and a no-show fee are never both charged for the same reservation.
- If the charge is declined, we may contact you to settle the fee before you book with us again.
- If you think a fee was charged in error, contact us using the details below and we will look into it.

8 When we cancel

If we have to cancel or cannot honor your reservation, for example because a simulator is out of service, there is no fee and we will contact you to rebook. We may also waive a fee at our discretion, for example when mountain roads into Fraser are closed.

9 Accurate booking information

You are responsible for giving us your correct name, phone number, email address and player count, and for choosing the right date, start time and length. Please check your confirmation as soon as you receive it. If something is wrong, call us more than 4 hours before your tee time and we will fix it at no charge. We are not responsible for fees that result from incorrect information given at booking.

10 Contact us about a reservation

Phone: (970) 363-7336 (the fastest way to cancel or change a booking)

Email: fraserbirdielounge@gmail.com

In person: 406 N Zerex Street, Unit B, Fraser, Colorado 80442

Hours: Sunday 11 am to 11 pm, Monday to Thursday noon to 11 pm, Friday and Saturday noon to midnight.

The Birdie Lounge may update this policy. The version you agreed to when you booked applies to that reservation.