



Card Payment Policy

Olton Golf Club

Introduction

Olton Golf Club is committed to providing a modern, efficient, and secure payment experience for all members, guests, and visitors. In line with current best practices and to enhance both convenience and financial security, the Club is adopting a Card Only Payment Policy. This document outlines the procedures, expectations, and rationale for the transition towards card-based payments across the Club's facilities.

Scope

This policy applies to all transactions conducted at Olton Golf Club, including but not limited to membership fees, green fees, bar and catering purchases, pro shop sales, and event bookings.

Policy Statement

From the effective date of this policy Olton Golf Club will prioritise card payments for all monetary transactions conducted on Club premises. Members, guests, and visitors are encouraged to use their club card, debit or credit cards, including contactless payments, for all purchases and payments. Cash payments will be phased out except in exceptional circumstances, subject to management approval.

Objectives

- To improve transaction security and reduce the risk of theft or loss associated with cash handling.
- To streamline payment processes and reduce administrative workload for Club staff.
- To align with contemporary payment trends and member expectations.
- To ensure compliance with legal and financial regulations regarding cash management and anti-money laundering.

Accepted Payment Methods

The following payment methods are accepted at all payment points within Olton Golf Club:

- Club Card
- Debit cards (including contactless)

- Credit cards (including contactless, but excluding American Express)
- Mobile payment systems

Cash payments will only be accepted in exceptional circumstances as determined by Club management.

Membership Subscriptions will be collected as now by BACS transfers paid to our bank, or Direct Debit if Members want to pay by instalment.

Implementation

- Point-of-sale terminals will be available at all relevant locations within the Club.
- Staff will receive training on card payment procedures and customer assistance.
- Signage will be displayed to inform members and visitors of the card payment policy.
- Members will be notified in advance of the policy implementation date via email, the Club website, and on-site notices.

Exceptional Circumstances

In rare cases where card payment is not possible (e.g., technical issues, member without access to card), cash may be accepted at the discretion of Club management. Such transactions will be recorded and monitored to ensure compliance with financial controls.

Data Protection and Security

Olton Golf Club is committed to protecting members' financial and personal information. All card transactions are processed in accordance with Payment Card Industry Data Security Standards (PCI DSS). Staff are trained to handle card details securely and confidentially.

Review and Amendments

This policy will be reviewed annually or as required in response to changes in payment technology, member feedback, or regulatory requirements. Amendments will be communicated promptly to all stakeholders.

Contact

For questions or further information regarding this policy, please contact the General Manager via email or visit the Club office during normal opening hours.

Board Approved September 2025