

Online Booking, Cancellation, and Refund Policy

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Entity Name: Nethercross Ltd. trading as Roganstown Golf and Country Club

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1. Overview & Scope

This Policy sets out the terms and conditions governing cancellations, amendments, and refunds for transactions made online via www.roganstown.com or through our direct digital booking engines.

By completing a purchase or booking accommodation, or vouchers with Roganstown Golf and Country Club, you agree to be bound by the terms outlined below.

2. Hotel Accommodation Bookings

Cancellation and refund terms for hotel rooms vary depending on the rate plan chosen at the point of booking:

2.1 Flexible / Standard Rates

- **Free Cancellation Window:** Cancellations or modifications made up to **24 hours** prior to the standard check-in time (e.g., [3:00 PM] local time on arrival day) are entitled to a **100% full refund**.
- **Late Cancellations:** Cancellations received within **24 hours** of check-in will incur a charge equal to the **first night's room rate and applicable taxes**.
- **No-Shows:** Failure to arrive without prior notification will be charged the **total cost of the first night** (or the full reservation amount for multi-night stays, subject to specific package terms), and any subsequent reserved nights may be released.

2.2 Non-Refundable & Promotional Rates

- **Advance Purchase Rates:** Bookings made under discounted, promotional, flash-sale, or explicitly labeled "Non-Refundable" terms are charged in full at the time of purchase.

- **Refund Eligibility:** Payments for non-refundable bookings are **strictly non-refundable** and non-transferable under any circumstances, including early departures or unexpected changes in personal travel plans.

2.3 Early Departures

- Guests who check out prior to their confirmed departure date are not eligible for a refund on the remaining unused nights, unless agreed in writing with hotel management under exceptional circumstances.

2.4 Group Bookings (5+ Rooms)

- Group reservations are subject to separate group contract terms, phased deposit schedules, and tiered cancellation cut-offs detailed in your dedicated group agreement.

3. Gift Vouchers & Experience Packages

- **Cooling-Off Period:** Monetary or experience gift vouchers purchased online carry a **14-day statutory cancellation right**, provided the voucher has not been partially or fully redeemed.
- **Expired Vouchers:** Vouchers cannot be refunded or exchanged for cash once expired. Voucher validity is [5 years in Ireland / standard term as per local law].
- **Transferability:** Vouchers are fully transferable to another recipient prior to expiration, but cannot be redeemed for cash or credit balance payouts.

4. Force Majeure & Cancellations by the Property

- **Cancellations Initiated by Us:** If we are forced to cancel your booking due to events beyond our reasonable control (e.g., severe weather warnings, critical infrastructure failure, health emergency orders, building fire), you will be offered:
 1. An alternative comparable date or accommodation option, or
 2. A credit voucher for future use, or
 3. A **100% full refund** to the original payment method.
- **Limitation of Liability:** Nethercross Ltd. is not liable for secondary expenses incurred by the customer (e.g., transport tickets, independent flight reservations, external event tickets).

5. Refund Processing & Timelines

- **Method of Refund:** Approved refunds are processed **strictly back to the original payment card or digital wallet** used at the point of purchase. Cash or

secondary card refunds are not permitted for anti-fraud and anti-money laundering compliance.

- **Processing Times:** Once authorized by our accounts department, funds are submitted to our payment gateway within **3 to 5 business days**. Depending on your card issuer or banking institution, funds typically reflect in your account within **5 to 10 working days**.
- **Administrative Fees:** Unless explicitly specified in your rate plan or booking contract, no hidden cancellation processing fees are applied to permitted cancellations.

6. How to Request a Cancellation or Refund

To request a cancellation, date amendment, or refund, please provide your **Booking Confirmation ID**, the **Full Name on the Reservation**, and the **Reason for Request**:

1. **Self-Service:** Click the "Manage Booking" link in your initial confirmation email.
2. **Email:** Submit a written request to [info@rogantown.com].
3. **Telephone Assistance:** Contact our front-of-house team at [**+353-1-8433118**] (followed by written email confirmation).

7. Disputes and Consumer Rights

Nothing in this Policy affects your statutory rights under applicable consumer protection legislation (e.g., Consumer Rights Act / EU Consumer Rights Directive). If an issue cannot be resolved through our customer care team, customers have the right to submit complaints via recognized alternative dispute resolution bodies or local consumer advocacy agencies.