

What to Expect When Booking a Stay & Play Package

Visit <https://islandresortgolf.com/packages/request/>

Our Package Request Form is the quickest and most efficient way to complete your package request in a timely manner.

Select what you are requesting

- Receive a Quote
 - A golf host will email you current availability and pricing based on your request. **This is not a booking and does not guarantee availability.**
 - To request the package after receiving a quote, reply to the original quote, and our hosts will send a calendar link to schedule an appointment with a dedicated golf host to secure your booking based on availability at the time of your appointment. The original quote availability is not guaranteed.
- Book Package
 - Complete and submit the package request form
 - Currently unavailable dates will not be available for selection on our booking form.
 - You will receive an email with a calendar link to schedule an appointment with a dedicated golf host within 48 hours.
 - Please provide your cell phone number when requesting your appointment. We will send a text reminder 1 hour prior to your appointment.
 - Canceling without rescheduling or not being available for your appointment will result in your original package request being canceled at that time. Your original request will no longer be available.
 - Your host will call at the scheduled time to complete and secure your package.

Things to Know for your booking call

A credit card will be required to complete and secure your package

Having all names and credit cards on file will expedite your check-in process. We prefer to complete guest names at the time of your booking call.

Credit Card Options for express check-in

One credit card - The organizer can provide one credit card for payment on the golf package for a speedy check-in. At the time of check-in, keys will be ready for pick up with your golf host upon arrival.

Individual credit cards – The organizer's credit card will be required at the time of booking, and each golfer will call 1-800-682-6040 to submit a credit card no less than two weeks prior to arrival. With all credit cards received, keys will be ready for pick up with your golf host upon arrival.

In the event we do not have a credit card on file two weeks prior, the room may be canceled or will be assigned and charged to the organizer of the group.

The credit card on file is charged for the package of all golfers in the room unless other arrangements are made at check-in. This will lengthen your Check-In process. One payment is preferred.

Please discuss potential shuttle requests, dinner reservations, and convention space at the time of your booking call.

Confirmations

After completing your booking call, your golf host will send an initial confirmation for your package. Please communicate quickly with your group to ensure we have names and credit card numbers to hold reservations as quickly as possible to ensure a seamless process as well as a speedy check-in.

When all golfer's names and credit cards have been received, the group organizer will receive a final confirmation.

In the event we do not receive room names and/or credit cards for each golfer, the rooms will be assigned and charged to the organizer.

The updated itinerary and rooming list will be emailed to the group organizer six weeks prior to your visit and again at four weeks and two weeks prior. Please confirm your package and communicate changes to ensure your package is complete at the time of arrival to accommodate availability and a speedy check-in process.

Changes/Cancelations

All changes and cancelations must be done 7 days prior to arrival. The original package will be charged for late cancelations. Change fees may apply after 7 days.

Please complete your package when booking to avoid extensive changes moving into the season. Availability is very limited, and we are usually not able to accommodate multiple changes.

In the event changes are needed, please email golf@islandresortandcasino.com to request to schedule an appointment with a golf host. Additional charges may apply.

Appointments may not have immediate availability; however, we schedule and book packages in the order of the original request.