

# Woodside Golf Course Glass Program

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## *Frequently Asked Questions*

### **The Woodside Glass Program Explained...**

#### **The Application Form...**

To be entered into the program, you must complete the application form fully and submit it along with dated photos of all the windows and deck glass in your home. These pictures should show the glass in your home in perfect condition. Please include your name and address on the back of all photos submitted. These items should be delivered by one of the following means:

- 1) Delivered in person to the Woodside Administrative Office or the Woodside Pro Shop
- 2) E-mailed to [feedback@woodsidegc.com](mailto:feedback@woodsidegc.com)
- 3) Mailed to: Woodside Golf Course - re: Woodside Glass Program  
525 Woodside Drive  
Airdrie, AB T4B 2C6

#### **Now that you've submitted the Application Form with Photos...**

Congratulations, you are now part of the Woodside Golf Course Glass Program. The glass in your home is now covered from damage caused by errant golf balls during the operating season of Woodside Golf Course.

#### **What do I do if an errant golf ball causes glass damage to my home?**

Should your home suffer from such an unfortunate incident, we ask that you first notify the Woodside Administrative Office at (403) 948-6717. If no one is available to take your call, please leave a message in our general delivery mailbox and we will be sure to have your home repaired at our first opportunity.

Next, please complete the waiver form along with a photo of your damaged window. This should be either e-mailed to [feedback@woodsidegc.com](mailto:feedback@woodsidegc.com) or delivered to the Woodside Golf Course. Once the waiver and photo have been received, Woodside will dispatch a glass provider to contact you for repair. All invoicing will be forwarded directly to Woodside Golf Course.

#### **An explanation of the Waiver Form:**

The Woodside Golf Course Glass Program Waiver states the following:

As a Homeowner you are willing to release Woodside Golf Course Inc. and the golfer responsible for the action. In return you will be compensated by having the damaged glass replaced with the same or a similar product. This waiver does not remove any parties from personal injury incidents, etc... Also, the waiver is only applicable for the individual incident in question not future or past events. A waiver is completed for each claim that is submitted.

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## **A Trial Program...**

The Woodside Golf Course Glass Program is a trial program that can be terminated at anytime. With that being said, those individuals registered in the program will be advised if said program is removed. Please ensure that you keep the Woodside Administrative Office advised of current contact information - such as e-mail addresses and phone numbers so that you can be contacted in the event of a program change.

## **Dated Photos...**

Most cameras have the ability to date stamp a photo, but if your camera does not - then any photo development lab can date your photos for you.

## **What if an incident happens on the weekend when the office is closed...**

Please leave us a message at (403) 948-6717 in the general delivery mailbox and we will return your call at the first opportunity. If you need to talk to someone or would like to report the responsible party, please contact the Woodside Golf Course Pro Shop at (403) 686-GOLF (4653). The Pro Shop will forward the information related to your incident to the administrative office, who will contact a glass provider at the first available opportunity.

## **If you are going to be moving...**

If you are selling your home and you are registered in the program, please inform the Woodside Administrative office of your move date. We will then remove your home from the program. Should the new residents wish to have their home registered in the program, they must submit a new application.

**If you have any further questions with respect to the Woodside Golf Course Glass Program, they can be directed to Chris McNicol - Marketing Coordinator at (403) 948-6717 ext. 223 or by e-mail [chris@woodsidegc.com](mailto:chris@woodsidegc.com)**