



HEALTH.
GOLF.
LIFESTYLE.

TERMS & CONDITIONS

Refund policy

- Bookings cancelled with at least 48 hours' notice will receive a full refund to the credit card with which the booking was made, with the exception of "unlimited holes" bookings (see next point).
- Any rounds with "unlimited holes" are not eligible for a refund or credit unless the course is officially closed by the Course Superintendent.
- For bookings cancelled due to inclement weather within 48 hours' notice, including heavy rain or excessive heat, a credit note will be provided with six months' validity.

Delivery policy

All charges made on this web site are in Australian Dollars (AUD\$). All payments made through this web site are processed through a secured gateway. Successful online bookings will receive an automatic confirmation via email. No further confirmation is required. The internet booking system is directly linked to the reservation software, and the customer will only be contacted if a Sandhurst Club staff member has a query regarding your booking.

If a confirmation email is not received, the customer must check that the email entered is correct. Any questions or problems with the Sandhurst Club booking system should be directed to (03) 8787 7022. The customer is required as proof of booking to provide the reference number or the credit card used to secure the booking at the time of registration to the Sports Shop staff. Sandhurst Club reserves the right to alter tee times without notice due to circumstances outside of Sandhurst Club's control. (e.g. lightning, slow play, course renovations).

Tee time modifications

Bookings cannot be modified online. Modifications to tee times can be made by calling the Sports Shop on (03) 8787 7022 or sending an email to marketingmanager@sandhurst.com together with a copy of the original confirmation email. Should the customer not be able to confirm a re-scheduled tee time, the refund policies above will apply.

Credit notes are issued for tee times and motorised carts only. If the customer fails to re-schedule this tee time within six months, the credit will be considered forfeited and no refund will be given. Sandhurst Club reserves the right to refuse a credit note should the customer not provide 48 hours' notice to a staff member of Sandhurst Club. Should a player of a prepaid group tee time become unable to play, the Sports Shop must be advised within 48 hours, should 48 hours not be provided, Sandhurst Club reserves the right to refuse credit note for this non-played tee time.

Additional conditions: You must check in at the Sports Shop a minimum of 20 minutes before your tee time is due to start. Should you not arrive and register, you may risk the cancellation of your tee time, in this event a credit note will not be given. Balance credit note must be used in full before credit note expiry date, partial credits will not be re-issued. Refunds will only be paid towards the credit card used to secure the booking. Refunds will be issued within 7 working days.

Sandhurst Club reserves the right to remove customers from the course if the rules of Sandhurst Club Course have not been adhered to. Please refer to the course rules upon arrival. No refunds will be given in the event that the customer is removed from the course. In the event that bookings are made in multiples and a player does not show, no refund will be given for the "no show" player. In the event that a player is unavailable to play for a pre-booked tee time reservation 48 hours' notice must be given to an authorised representative of Sandhurst Club and a credit note for the tee time will be issued. The credit note will be issued and must be used within one month from the date of the original booking.