

MOORE PARK SCHOOL OF GOLF

“The more I practice the better I get”

TERMS AND CONDITIONS



Thanks to the loyalty of our customer and the reputation our Professionals have gained in the industry, we have become one of the busiest golf schools in Australia. Our aim is to provide you with the most professional service available. Please take a few minutes to read the following:

ALL CUSTOMERS MUST REPORT TO THE MOORE PARK SCHOOL OF GOLF STAFF BEFORE YOUR SCHEDULED LESSON COMMENCES.

LESSON PAYMENT

- Customers should register arrival with the School Administration (located in the Pro Shop) prior to commencing lesson.
- It is not Moore Park Golf's business practice to allow customers to "pay next time" or "part pay", to save embarrassment please give your payment to the School Administration prior to meeting with your professional.
- All weekend and night lessons (after 5pm) must be paid for in advance.

VOUCHERS & PACKAGES

- The gift voucher must be presented on commencement of lessons.
- All packages and gift vouchers are valid for one year only from date of purchase. (after remitting a gift certificate for a package of lessons, these packaged lessons are only valid for one year from the date of the gift certificate purchase)
- Vouchers and packages are non-refundable.
- When a customer is experiencing extreme circumstances that prohibit him/her from taking their lesson/s or remitting a gift certificate before a validity period expires, the customer must (in order to apply for an extension) put in writing their circumstances with no less than 30 days notice from the date of expiry. This letter of exceptional circumstances is an application only (not an assurance of extension) and will be considered by Management and advise will be given to the customer within three business days of receipt of the letter.
- Packages purchased are not exclusive to any teaching professional. Should the preferred teacher be unavailable it will be at the discretion of the administration staff to replace this teacher unless a preferred teacher is advised by the customer.
- Additional participant may be invited to a packaged lesson, an additional credit will be charged from for each 30 min time frame used.

CANCELLATION AND NO SHOWS

WEEKDAY CANCELLATIONS

24 hours cancellation is required for cancellation of weekday lessons, if cancelled on the day we will strive to fill this vacancy, if we can't a \$20 cancellation fee will apply per 30 minute lesson booked. Alternatively if you are on a package you can opt to forfeit one of your lessons/credits.

WEEKDAY NO SHOWS

If you do not cancel and just don't attend your weekday lesson, a \$20 fee will be charged. Alternatively if you are on a package you can opt to forfeit one of your lessons/credits. You will be expected to pre-pay when you book in your next lesson

WEEKEND CANCELLATIONS

All weekend lessons require a 24 hour notice period, if cancelled on the day or do not attend, the lesson the full value of the lesson booked will be charged.

It is not our aim to make a profit from cancellations or "no show" fees, rather to make sure appointment times are available for other customers.

WET WEATHER

On the day of your lesson if it is raining, please call into the office for advice whether it is still suitable for your lesson to go ahead. 90% of the time a class can be conducted if raining, except if they are going out on-course or if the rain is blowing onto the driving range.

EVENING AND WEEKEND LESSONS

As these are the most popular, pre-payment is required at the time of the booking.

GROUP CLASSES

Once payment has been made for a specific group class, customers are registered to those particular dates and times. If a customer is unable to attend any of the dates then the customer will forfeit the class. There are no make-up classes for any group classes (adults or children).

*** PLEASE BE PUNCTUAL FOR YOUR LESSON AND AIM TO ARRIVE AT LEAST 10 MINUTES BEFORE YOUR SCHEDULED APPOINTMENT, THIS WILL ENSURE THAT THE TIME THAT YOU HAVE PAID FOR IS NOT LOST. ***

THANK YOU MOORE PARK SCHOOL OF GOLF MANAGEMENT