

Sydney Golf Academy

Thanks to our loyal customers and the excellent reputation of our golf professionals, we've become the top choice for learning golf in Australia. Our goal is to offer you the best service possible. Please take a moment to review the following terms and conditions:

Terms and conditions

General

- All lessons must be paid for in advance at the time of booking.
- Moore Park Golf does not permit customers to defer payment or make partial payments. To save embarrassment please provide payment to the Sydney Golf Academy administration, prior to meeting with your professional. Failure to do so may result in cancellation or rescheduling of your lesson.
- Customers are required to check in with the Sydney Golf Academy, located in the Golf Shop, at least 10 minutes before the scheduled start time of your lesson.

Gift Vouchers and Lesson Packages

- Gift vouchers and lesson packages are non-refundable.
- All lesson packages and gift vouchers are valid for three years only from date of purchase. (after redeeming a gift voucher for a lesson package, please note that the lessons included are valid for three years from the date of the gift voucher purchase).
- The gift voucher and/or package voucher must be redeemed to the respective account before bookings can be made.
- When a customer is experiencing extenuating circumstances that prohibit them from taking their lesson/s or redeeming a gift voucher before its expiry, the customer must apply for an extension via email with no less than 30 days' notice from the date of expiry. This is an application only and not an assurance of extension. The Sydney Golf Academy Coordinator will advise the customer of their decision within five business days of receipt.

Cancellation / No Show

- A 24-hour notice is required to cancel or reschedule lessons.
- If you cancel or request a reschedule within the 24-hour period, your lesson payment or package/voucher credit will be forfeited.
- Lesson cancellations and reschedules outside of 24-hours can be self-managed online. To do this, cancel your booking and re-book the lesson as usual. The credit will be automatically applied at checkout.
- If a medical reason is given for non-attendance, a medical certificate must be provided by email to the Sydney Golf Academy Coordinator.
- If extenuating circumstances are reason for non-attendance, the customer must apply for an extension via email. This is an application only and not an assurance of extension. The Sydney Golf Academy Coordinator will advise the customer of decision within five business days of receipt.
- Subject to availability, we can reschedule your lesson to a different time on the same day with the same coach.

Wet weather

- If it is raining on the day of your lesson, please contact the Sydney Golf Academy for advice on whether your lesson can proceed.
- Our driving range provides shelter from the rain, so most lessons will go ahead as scheduled.
- If the weather makes it unplayable or if you have an on-course lesson, different arrangements may be necessary. Unless informed otherwise, you are expected to attend.

Group classes

- Once payment has been made for a specific group class, customers are expected to attend all classes on the scheduled dates and times for the entire term.
- If a customer is unable to attend any of the dates once the term has begun, the customer will forfeit the class.
- There are no make-up classes for any group, adults, or children unless medical or extenuating circumstance reasons are provided as outlined in "Cancellation / No Show". If application is approved by the Sydney Golf Academy Coordinator, make-up lessons can only be scheduled with the same coach IF they have space in a future class.
- If the minimum class size is not met, then the duration of the class will be adjusted accordingly, and all affected customers contacted.