

Northbridge Golf Club - ONLINE BOOKING TERMS & CONDITIONS

Northbridge Golf Club DOES NOT REFUND ONLINE PAYMENTS UNLESS THE COURSE IS OFFICIALLY CLOSED BY THE COURSE SUPERINTENDENT.

CONFIRMATION

- 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 Northbridge Golf 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. Queries, questions or problems with the Northbridge Golf Club Booking System please telephone (02) 9958 7517. 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 reservations staff.
- Northbridge Golf Club reserves the right to alter tee times without notice due to circumstances outside of Northbridge Golf 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 Pro Shop on (02) 9958 7517 or sending a detailed email to proshop@Northbridgegolf.com.au together with a copy of the original confirmation email. No guarantee can be given for the requested date/time.
- Should the customer wish to modify or change their booking to an alternative time or date, contact must be made with Northbridge Golf Club 48hrs before the reserved tee time, the customer must speak to the Golf Professional or delegated proxy on (02) 9958 7517 or email proshop@Northbridgegolf.com.au. The Golf Professional will confirm availability of the new tee time date and time and when modifications cannot be processed immediately a credit note will be issued.
- Should the customer not be able to confirm a re-scheduled tee time, a 'golf voucher' will be provided. To redeem the 'voucher' the customer is required to reschedule the tee times at a mutually agreed time. Golf vouchers are issued for TEE TIMES ONLY.
- Northbridge Golf Club reserves the right to refuse a 'golf voucher' should the customer not provide 48 hours' notice to a staff member of Northbridge Golf Club.
- Should a player of a prepaid group tee time become unable to play, the Pros Shop must be advised within 48 hours, should 48 hours not be provided, Northbridge Golf Club reserves the right to refuse a golf voucher for this non-played tee time.
- You must check in at the Pro Shop a minimum of 20 minutes before your tee time is due to start, should you not arrive and register with the Pro Shop you may risk the cancellation of your tee time, in this event a golf voucher will not be given.
- Balance a golf voucher must be used in full before the golf voucher expiry date, partial vouchers will not be re-issued.
- In exceptional circumstances the Professional or delegated proxy may issue refunds. Refunds will only be paid towards the credit card used to secure the booking.
- After the confirmation of credit card details, refunds will be issued within 7 working days.
- Northbridge Golf Club reserves the right to remove customers from the course if the rules of Northbridge Golf Club Course have not been adhered to. These rules are consistent with the etiquette outlined by the R&A in the rules of golf and are monitored by golf operations staff.
- All patrons utilising the Northbridge Golf Club golf courses do so under the instruction of the Pro Shop staff. Failure to adhere to instructions may result in removal from the golf course.
- 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 48hrs notice must be given to an authorised representative of Northbridge Golf Club and a golf voucher for the tee time will be issued. The 'golf voucher' will be issued and must be used at a mutually agreed time.