



# TERMS & CONDITIONS

Our goal is to provide you with a friendly, professional experience. We aim to make your purchasing experience as simple as possible. If you experience difficulties, please call the Pro Shop on (02) 9982 2943.

## Credit Card Transactions

- All transactions are processed in Australian Dollars.
- All credit card transactions will incur a 1.5% processing fee.

## PAYMENT & GST

- We accept cash and credit card.
- Booking can be paid by Direct Deposit for approved account holders.
- All Prices for lessons/Clinics that are quoted within the Long Reef website include GST unless otherwise stated.

## OPERATING HOURS

- Open 7 days from 6am – 7pm in Summer and 6am – 6pm in Winter.
- Please check Operating hours on public holidays on our website.

# GOLF LESSONS / GOLF CLINICS

## REFUNDS AND CANCELLATION POLICY

- Once classes/clinics have been paid for there are **NO REFUNDS**
- **MORE** than 24 hours' notice PRIOR to the start time of a lesson gives you the option of rescheduling your booking.
- **LESS** than 24 hours' notice prior the start time of a lesson will not enable you to reschedule or receive a credit for the cost of the lesson cancelled.
- **Weather** – If Long Reef Pros needs to cancel a lesson due to weather or other reasons beyond our control, your lesson will be rescheduled.
- Credits have a 3-month expiry date from the date the credit is created.
- We do not refund Pro Shop sales items. We offer exchanges with proof of purchase for unused Pro Shop items in good condition.

## SELECTION OF GOLF LESSONS/CLINICS

- If you are unsure of which Clinic or instructor would best suit your needs, please call us on (02) 9982 2943 or follow this link to the Long Reef website <http://www.longreefgolfclub.com.au>
- Clinics require a minimum number of participants to be able to run. Long Reef Pro shop will notify customers if a Clinic will not run BEFORE the day of the clinic.
- If Long Reef Pro Shop need to cancel a clinic, customers will receive a credit or a refund.

## **GOLF LESSON PACKAGES**

- All Golf Lesson Packages have a 12-month expiry date.
- The packages are interchangeable between our Pros, please keep in mind that there may be a difference in prices.

## **PLAYER CODE OF CONDUCT**

- Customers must follow staff directions at all times. Aggressive behaviour towards staff or other customers will not be tolerated.
- Please follow Long Reef Golf Club Safety Rules.

## **CONFLICT RESOLUTION**

- Please be advised that you may contact Management if you feel that you have been unfairly treated.
- For confidentiality please email [lisas@teed-up.com](mailto:lisas@teed-up.com)