

## Booking Terms & Conditions

Collier Park Golf course reserves the right to refund in extenuating circumstances however only the Golf Operations Team and/or Golf Operations Manager has the authority to do so.

### 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 you will only be contacted if a Collier Park Golf staff member has a query regarding your booking. If a confirmation email is not received, you must check that the email address entered by you is correct.

If you have any queries, questions or problems with the Collier Park Golf Booking System please contact us via telephone on (08) 9484 1666.

As proof of booking you will be required to provide the Pro Shop staff the reference number sent to you or the credit card used to secure the booking at the time of registration.

Collier Park Golf reserves the right to alter tee times without notice due to circumstances outside Collier Park Golf's control (e.g. course renovations or weather events such as lightning).

### Tee time modifications / refunds:

Modifications to tee times for **public users and visitors** can be made by the player who made the original booking. They can modify the booking online through our website and will be refunded a voucher to use for their next round of golf (green fees, cart hire and/or club hire). **Members** booking modifications can be made by calling the Pro Shop on (09) 9484 1666 or sending a detailed email to [golf@collierpark.com.au](mailto:golf@collierpark.com.au) together with a copy of the original confirmation email. No guarantee can be given to any preferred date/time.

For 'Pre-paid online bookings', should you wish to modify or change your booking to an alternative time or date, contact must be made with Collier Park Golf at least **24hrs** before the reserved tee time; you must speak to the Golf Operations Team, Golf Shop Staff, and/or Golf Operations Manager (08) 9484 1666 or email [golf@collierpark.com.au](mailto:golf@collierpark.com.au). The Golf Operations Coordinator and/or Golf Operations Manager will confirm availability of the new tee date and time.

In the event that you are not able to confirm a re-schedule tee time, and provided that you contacted Collier Park Golf at least **24 hours** prior to your original booking, a 'voucher' will be provided. The voucher is able to be utilised to rebook any green fees, cart hire and/or club hire and is valid for three years. Vouchers are issued for the balance of the booking being cancelled only and should you wish to reserve a tee time of alternate value the difference will either be stored on the voucher for future use. Alternatively, if the new tee time booked is a higher rate then you must pay the difference.

If you fail to re-schedule the new tee time within three years, the credit note will be considered forfeited and no refund will be given.

Collier Park Golf reserves the right to refuse a 'credit note' or refund if you do not provide **24 hours** notice to a staff member of Collier Park Golf as set out above.

Should a player of a prepaid group tee time become unable to play, the pro shop must be advised no later than 24 hours prior to the booked time. If at least 24 hours notice is not provided, Collier Park Golf reserves the right to refuse to provide a voucher for this non played tee time.

In the event that bookings are made in multiples and a player does not show, no refund will be given for the "no show" booking.

You must check in at The Pro Shop a minimum of 15 minutes before your tee time is due to start and if you do not do so you may risk the cancellation of your tee time. In this event a credit note/refund will not be given.

All credit notes must be used in full before the credit note expiry date, and partial credits will not be re-issued.

Refunds will be at the complete discretion of Collier Park Golf and will only be made on the credit card used to secure the booking. Collier Park Golf will use its reasonable endeavours to issue a refund within 7 working days.

Collier Park Golf reserves the right to remove customers from the course if any policies or rules of Collier Park Golf have not been adhered to. Please refer to the course rules located in the Pro Shop upon arrival. No refunds will be given in the event that the customer is removed from the course.

### **Risk warning**

Playing golf and accessing our driving range is subject to risks, including:

- Errant golf balls
- Rough terrain and obstacles
- Heat, cold or other adverse weather conditions
- Plant and animal life including snakes
- Accidents with or in vehicles, other competitors or pedestrians

There are also risks that access to medical, evacuation or search services might be slow; and of damage to, or loss of, your personal property.

### **Release and waiver**

If you suffer injury, loss, claims, liability or damage (Loss) while at Collier Park Golf, to the fullest extent permitted by law, you release Clublinks Management Pty Ltd (Clublinks), their employees, officers and contractors from any liability for any Loss suffered by you and you release each of Clublinks and their employees, officers and contractors from any responsibility or legal liability for death or personal injury associated with your presence at Collier Park Golf and any activities you undertake at Collier Park Golf.

To the extent that the Competition and Consumer Act 2010 (Cth) applies this release is limited to responsibility and legal liability for death or personal injury and does not apply to any person if significant personal injury was caused by the reckless conduct of that person, as defined under the Competition and Consumer Act 2010 (Cth).

### **Privacy policy**

All personal information disclosed to us will be used and handled in accordance with our Privacy Policy. To see our Privacy Policy please visit <https://collierparkgolf.com.au/privacy/>

## **Collier Park Golf Course - ONLINE BOOKING TERMS & CONDITIONS**

### **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 Collier Park 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 Collier Park Booking System please telephone 08 9484 1666. The customer is required as proof of booking to provide the reference number of the booking at the time of registration to the reservations staff.

Collier Park reserves the right to alter tee times without notice due to circumstances outside of Collier Park'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 Golf Reservations on 08 9484 1666 or sending a detailed email to [<Insert Email>](#) 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 Collier Park 48hrs before the reserved tee time, the customer must speak to the Golf Operations Manager or delegated proxy on 08 9484 1666 or email [golf@collierpark.com.au](mailto:golf@collierpark.com.au). The Golf Operations Manager will confirm availability of the new tee time date and time.

Should a player of a prepaid group tee time become unable to play, public players and visitors are able to cancel themselves up until 24hrs before their tee off. When cancelling players will be immediately sent a voucher to use on green fees, carts and/or club hire the next time they book at Collier Park. These vouchers are valid for 3 years.

You must check in at Golf reservations 15 minutes before your tee time is due to start, should you not arrive and register with Golf Reservations you may risk the cancellation of your tee time, in this event a credit note for pre-paid times will not be given.

Balance credit note must be used in full before credit note expiry date, partial credits will not be re-issued.

In exceptional circumstances the Golf Operations Manager 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.



Collier Park reserves the right to remove customers from the course if the rules of Collier Park 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 Collier Park golf course do so under the instruction of the golf operations 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 24hrs notice must be given to an authorised representative of Collier Park and a credit note for the tee time will be issued. The credit note will be issued and must be used at a mutually agreed time.