

BOOKING TERMS & CONDITIONS

Collier Park Golf reserves the right to issue refunds in exceptional circumstances. However, only the Golf Operations team or the Golf Operations Manager has the authority to approve such refunds.

CONFIRMATION

Successful online bookings will receive an automatic confirmation email. No further confirmation is needed. The online booking system is directly linked to our reservation software, and you will only be contacted if there is a question or issue with your booking. If you do not receive a confirmation email, please ensure the email address you entered is correct.

If you have any questions, concerns, or issues with the Collier Park Golf Booking System, please contact us by phone at (08) 9484 1666.

As proof of booking, please present the Golf Shop staff with the confirmation email you received when the booking was made, at the time of registration.

Collier Park Golf reserves the right to modify tee times without notice due to factors beyond our control, such as course renovations or weather events like lightning.

TEE TIME MODIFICATIONS & REFUNDS

Modifications to tee times for **public players and visitors** can be made by the person who made the original booking. They can cancel their booking online through our website and will receive a voucher to use for their next round of golf (valid for green fees, cart hire, and/or club hire).

For **members**, booking modifications & cancellations can be made by calling the Golf Shop at (08) 9484 1666 or by sending a detailed email to golf@collierpark.com.au, along with a copy of the original confirmation email. Please note that we cannot guarantee availability for preferred dates or times.

For 'Pre-paid online bookings,' if you wish to modify or reschedule your booking to a different date or time, you must contact Collier Park Golf at least 24 hours before your reserved tee time. Please reach out to the Golf Operations Team or Golf Shop Staff at (08) 9484 1666 or email golf@collierpark.com.au. The Golf Operations team will confirm the availability of the new tee time and date.

If you are unable to confirm a new tee time and have contacted Collier Park Golf at least **24 hours** before your original booking, a voucher will be issued. This voucher can be used for rebooking any green fees, cart hire, and/or club hire, and is valid for 3 years. Vouchers will cover the balance of the cancelled booking, and if you wish to book a tee time with a

different value, any difference will either be stored on the voucher for future use, or if the new booking is at a higher rate, you will be required to pay the difference.

If you do not reschedule within three years, the credit note will be forfeited, and no refund will be provided.

Collier Park Golf reserves the right to refuse a credit note or refund if you fail to provide at least **24 hours'** notice to a staff member, as outlined above.

If a player in a prepaid group tee time is unable to play, the Golf Shop must be notified no later than **24 hours** before the scheduled tee time. Failure to provide at least **24 hours'** notice will result in Collier Park Golf refusing to issue a voucher for the unused tee time.

If multiple bookings are made and a player does not show up, no refund will be provided for the "no show" booking.

You must check in at the Golf Shop at least **15 minutes** before your scheduled tee time. Failure to do so may result in the cancellation of your tee time, and no credit note or refund will be issued in this case.

All credit notes must be used in full before their expiration date, and partial credits will not be reissued.

Refunds are at the complete discretion of Collier Park Golf and will only be processed to the credit card used to secure the booking. Collier Park Golf will make reasonable efforts to issue refunds within 7 working days.

Collier Park Golf reserves the right to remove customers from the course if any policies or rules are not followed. Please refer to the course rules available in the Golf Shop upon arrival. No refunds will be issued if a customer is removed from the course.

RISK WARNING

Playing golf and using our driving range involves certain risks, including:

- Errant golf balls
- Uneven terrain and obstacles
- Adverse weather conditions such as heat or cold
- Presence of plant and animal life, including snakes
- Accidents involving vehicles, other players, or pedestrians

Additionally, there may be delays in accessing medical, evacuation, or search services, as well as the potential for damage to or loss of personal property.

MAINTENANCE STAFF – RIGHT OF WAY

All Golfers acknowledge that they must give maintenance staff complete right of way while on course, to eliminate any potential of risk on their behalf. The course has adopted safe working practices to prevent injury to all staff. Anyone found to play while potentially endangering maintenance staff, may be asked to leave the course.

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 needed.**
- The online booking system is directly linked to the reservation software, and you will only be contacted if a Collier Park staff member has a question about your booking. If you do not receive a confirmation email, please ensure that the email address you entered is correct.
- For any queries, questions, or issues with the Collier Park Booking System, please call 08 9484 1666. As proof of booking, you will need to provide the booking reference number to the reservations staff at the time of registration.

