

# Booking Terms & Conditions

Moore Park Golf course must be officially closed by the course superintendent to refund payments.

## 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 Moore 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 Moore Park Golf Booking System please contact us via telephone on (02) 96631064.

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

Moore Park Golf reserves the right to alter tee times without notice due to circumstances outside Moore Park Golf's control. (e.g. weather conditions such as lightening, 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) 9663 1064 or sending a detailed email to [info@mpgolf.com.au](mailto:info@mpgolf.com.au) together with a copy of the original confirmation email. No guarantee can be given to any requested date/time.

Should you wish to modify or change your booking to an alternative time or date, contact must be made with Moore Park Golf at least 48hrs before the reserved tee time; you must speak to the Pro Shop Manager or Administration Manager (02) 9663 1064 or email [info@mpgolf.com.au](mailto:info@mpgolf.com.au). The Pro Shop or Administration Manager will confirm availability of the new tee time date and time.

In the event that you are not able to confirm a re-scheduled tee time, and provided that you contacted Moore Park Golf at least 48 hours prior to your original booking, a 'credit note' will be provided. To redeem the 'credit' you must reschedule the booking within one month of the original booking date. Credit notes are issued for TEE TIMES ONLY and should you wish to reserve a tee time of lesser value the difference will be forfeited. 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 one month the credit note will be considered forfeited and no refund will be given.

Moore Park Golf reserves the right to refuse a 'credit note' if you do not provide 48 hours notice to a staff member of Moore 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 48 hours of the booked time. If at least 48 hours notice is not provided, Moore Park Golf reserves the right to refuse to provide a credit note 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 20 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 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 Moore Park Golf and will only be made on the credit card used to secure the booking. In the event of a refund the credit card details must be supplied with the corresponding security pin number.

After the confirmation of credit card details, Moore Park Golf will use its reasonable endeavours to issue a refund within 7 working days.

Moore Park Golf reserves the right to remove customers from the course if any policies or rules of Moore 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 Moore Park Golf, to the fullest extent permitted by law, you release the Trust and Clublinks Management Pty Ltd (Clublinks), their employees, officers and contractors from any liability for any Loss suffered by you and you release each of the Trust, Clublinks and their employees, officers and contractors from any responsibility or legal liability for death or personal injury associated with your presence at Moore Park Golf and any activities you undertake at Moore 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 [www.mooreparkgolf.com.au/privacy](http://www.mooreparkgolf.com.au/privacy)