



## **Thorpe Wood Golf Academy Terms and Conditions**

### *1. Booking Policy*

- If cancellations are within 48 hours of your lesson, a refund may not be offered and is at the discretion of the golf coach.
- Failure to show up for your booking without prior notice will result in the loss of your lesson booking.
- Failure to show for 2 or more bookings will result in further pre-arranged lesson released to those on a waiting list.
- Bookings for group coaching sessions are only for the designated block of sessions that the pupil is booking onto and cannot be carried over to alternative individual or group coaching sessions.
- Bookings for lesson packages (Gold, Silver, Bronze, Platinum) cannot be carried over to an alternative coach – the block of lessons must be completed with the same PGA Coach.

### *2. Refund Policy*

Refunds for lesson packages will only be given in the following circumstances:

- Exceptional circumstances such as death or serious illness/injury where the user or the intended recipient of a purchase is unable to use within the designated expiry date.
- Instances where Thorpe Wood Golf Academy has not met its requirements which are outlined in the booking purchase.

Refunds will not be given or sessions allowed to be carried over in instances resulting from extreme circumstances which means cancelling the session is unavoidable and is in the interest of safety but the customer may be offered to re-book at a later date at the discretion of the golf coach.

### *3. Lesson Expirations*

- All bookings and purchases made will be liable to an expiration date of 12 Months from the date of purchase or the date of the booking. Lesson credits, vouchers or gift cards not used after 12 months will automatically be removed from the system.

- If any instances exist where this is different, then you will be made aware of this at the time of booking. If for any reason, you believe that you will not be able to redeem your purchase in this period for example due to injury, then please contact the golf coach.
- Other than in exceptional circumstances, which will be at the discretion of the golf coach, purchase will not be extended beyond their stated date of expiry.

#### *4. Vouchers*

All online payments will receive an email confirmation detailing the transaction and appropriate future steps in order to redeem your purchase. This email will act as your proof of purchase and you should bring it along with you when redeeming your purchase.

If the details of the transaction outlined in the email confirmation does not correspond to the details outlined before such a purchase was made then you must make us aware of this as soon as possible in writing or via email.

Refunds will only be permitted for vouchers purchased both online and from the Pro Shop in exceptional circumstances such as death or serious illness/injury where the user or the intended recipient of a purchase is unable to use within the designated expiry date.

#### *5. Liability*

Thorpe Wood Golf Academy does not accept liability for damage or loss to either your property or to a guest's property that may happen on the premises, which includes the car park. The exception being, where a liability arises through the Academy's gross negligence or failure to take reasonable care to avoid any such losses being incurred.

The Academy does not accept liability for the injury or death of any member, child or guest that may happen on the premises or grounds other than a liability that arises due to gross negligence or failure to take reasonable care.