

ONLINE BOOKING TERMS & CONDITIONS

CONFIRMATION

- All green fees must be paid for at the time of booking
- 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 Chatswood Golf Club (CGC) team member has a query regarding your booking.
- If a confirmation email is not received, or the customer has any queries regarding the booking system, please contact the CGC Operations team on 02 9419 2336
- CGC reserves the right to alter tee times without notice due to circumstances outside their control. (E.g. lightning, storm, fog, slow play).

TEE TIME MODIFICATIONS

- Bookings cannot be modified online. Modifications to tee times can be made by calling Golf Operations on 02 9419 2336 or sending a detailed email to golf@newgreenschatswood.com.au together with a copy of the original confirmation email.
- If the customer is unable to attend a pre-paid booking and provide the CGC team with greater than 24-hours' notice, either a reschedule, full credit, or refund can be requested and will be actioned by CGC. If less than 24-hours' notice is given, only a reschedule or credit is available. If no notice is given before the scheduled tee-time, the customer is not entitled to recoup any monies from CGC.
- Rescheduled tee-times can only be moved up to four weeks in advance, and only if the requested day/time is available. If the new tee-time is of a higher or lesser value, the difference will be settled upon check-in for the round.
- Approved credit requests will be moved to CGC's 'Credit Sheet' and can be rescheduled by the customer anytime by contacting the Golf Operations team. If the new tee-time is of a higher or lesser value, the difference will be processed upon check-in for the round. Credits can only be moved once unless the second request is out of the customer's control (e.g. inclement weather or extenuating personal circumstances).
- Refund requests will be forwarded to Golf Operations Management and processed in a timely manner. A refund receipt will be emailed to the customer upon completion.
- Should any player/s of a prepaid group become unable to play but the rest of the group still wish to play, the above rules to reschedules, credits and refunds apply.
- Customers must check-in at the Golf Shop a minimum of 15-minutes before their scheduled tee time. Failure to do so may result in delay of tee time or cancellation if tee time is missed. No reschedule, credit or refund will be provided unless proof of extenuating circumstances is provided to Golf Operations management.
- CGC Golf Operations team reserves the right to remove customers from the course if CGC course rules, etiquette, fair instruction, or Anti-Social Behaviour policy are not being adhered to.
- **No reschedules, credits, or refunds will be given in the event that the customer is removed from the course**