Terms and Conditions – Coaching at Newgreens Chatswood

Payment

- All lessons must be paid for at the time of booking. Newgreens Chatswood does not permit any customers to defer payment or make partial payments.

Cancellations

- A minimum of 24 hours' notice is required to cancel or postpone lessons. Within the 24-hour period, your lesson payment will be forfeited.
- Lesson cancellations and reschedules outside of 24 hours can be self-managed online via our customer portal. When cancelling with more than 24 hours of notice, the customer is entitled to a full refund or credit.
- If the customer is unable to attend a due to injury, illness, or other medical reasons, a valid medical certificate must be emailed to the Golf Operations Manager within 7 days of the lesson date in order to qualify for a makeup lesson.

Group Programs

- When paying for a program, the customer is committing to attend all classes on the scheduled dates and time for the duration of the term.
- If a customer is unable to attend any of the dates once the program has started, the class fee will be forfeited.
- No makeup classes are available for group classes unless the customer is unable to attend due to an injury or other medical incident that occurred after the commencement of the program. In this scenario, a valid medical certificate must be emailed to the Golf Operations Manager within 7 days of the lesson date in order to qualify for a makeup lesson. Furthermore, a makeup lesson is only available where class capacity allows.
- If the minimum class size (4ppl) is not met, the program dates will remain the same, but the duration of each class will be adjusted accordingly. All affected customers will be contacted at the time of any change.

Inclement Weather

- In the event of inclement weather on the day of your booking, alternative arrangements may be necessary. This decision will be made by the Golf Operations Manager and will be communicated with affected customers as soon as possible.

Gift Vouchers and Lesson Packages

- All gift vouchers and lesson package purchases are non-refundable and will remain valid for three years only from the date of purchase (not from the date of redemption).
- When a customer is experiencing extenuating circumstances that prohibits them from using their gift voucher or lesson package before its expiry, the customer must apply for an extension via email to the Golf Operations Manager with no less than 14 days' notice before the date of expiry. This is an application only and not an assurance of an extension. The Golf Operations Manager will advise the customer of the outcome of their application within 5 business days of receival.