

# Yarra Bend Golf - ONLINE BOOKING TERMS & CONDITIONS

## CONFIRMATION

- Successful online bookings will receive an automatic confirmation via email.
- **No further confirmation is required, unless specifically requested by Yarra Bend Golf.**
- The internet booking system is directly linked to the reservation software, and the customer will only be contacted if a Yarra Bend Golf staff member has a query regarding your booking. If a confirmation email is not received, the customer must check that the email entered is correct. For queries, questions or problems with the Yarra Bend Golf Booking System please telephone (03) 9481 3729. As proof of booking, please provide the reference number used to secure the booking at the time of registration to the reservations staff.
- Yarra Bend Golf reserves the right to alter tee times without notice due to circumstances outside of Yarra Bend Golf's control. (E.g. lightning, slow play, course renovations).

## TEE TIME MODIFICATIONS AND CANCELLATIONS

- Bookings cannot be modified online. Modifications to tee times can be made by calling Yarra Bend Golf on (03) 9481 3729 or sending a detailed email to [golf@yarrabendgolf.com](mailto:golf@yarrabendgolf.com) together with a copy of the original confirmation email. No guarantee can be given for the requested date/time.
- Should the customer wish to modify or change their booking to an alternative time or date, contact must be made with Yarra Bend Golf with 24 hours' notice, or risk forfeiting all payments. A staff member representative of Yarra Bend Golf will confirm availability of the new tee time date and time and when modifications cannot be processed immediately a credit note will be issued.
- In the event of a prepaid cancellation outside of 24 hours' notice, a full credit will be issued to be used within the following 60 days. Any prepaid cancellations within 24 hours' notice will only be offered a credit only in inclement weather at management's discretion.
- Should the customer not be able to confirm a re-scheduled tee time, a 'credit note' will be provided. To redeem the 'credit' the customer is required to reschedule the tee times at a mutually agreed time. Credit notes are valid for 60 days **only**.
- Yarra Bend Golf reserves the right to refuse a 'credit note' should the customer not provide 24 hours' notice to a staff member of Yarra Bend Golf.
- You must check in at Golf Reservations a minimum of 15-20 minutes before your tee time is due to start, should you not arrive and register with Golf Reservations you may risk the cancellation of your tee time, in this event a credit note will not be given.
- Balance credit note must be used in full before credit note expiry date, partial credits will not be re-issued.
- In exceptional circumstances a Senior Manager or delegated proxy may issue refunds. These will solely be at the discretion of management, evaluated with a full understanding of the circumstances.
- Yarra Bend Golf reserves the right to remove customers from the course if the rules of Yarra Bend Golf have not been adhered to. These rules are consistent with the etiquette outlined by the R&A in the rules of golf and are monitored by golf operations staff.
- All patrons utilising the Yarra Bend Golf course do so under the instruction of the golf operations staff. Failure to adhere to instructions may result in removal from the golf course.
- No refunds will be given in the event that the customer is removed from the course.
- In the event that bookings are made in multiples and a player does not show, no refund will be given for the "no show" player. In the event that a player is unavailable to play for a pre-booked tee time reservation 24hrs notice must be given to an authorised representative of Yarra Bend Golf and a credit note for the tee time will be issued. The 'credit note' will be issued and must be used at a mutually agreed time.
- Alcohol is prohibited from consumed on the golf course, with strict rule enforcement from golf operations staff.