



ONLINE BOOKING TERMS & CONDITIONS

SPGC Does not refund online payments unless the Course is officially closed by Course Management.

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 the customer will only be contacted if a **Spring Park Golf Course** 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. Queries, questions or problems with the **Spring Park Golf Course** Booking System please telephone (03) 9551 5163.
The customer is required as proof of booking to provide the reference number used to secure the booking at the time of registration to the Pro-shop staff member.
- **Spring Park Golf Course** reserves the right to alter tee times without notice due to circumstances outside of **Spring Park Golf Course's** control. (E.g. lightning, slow play, course renovations).

TEE TIME MODIFICATIONS

- Bookings cannot be modified online. Modifications to tee times can be made by calling Golf Pro-shop on (03) 9551 5163. No guarantee can be given for requested date/time changes.
- Should the customer wish to modify or change their booking to an alternative time or date, contact must be made with **Spring Park Golf Course** 48hrs before the reserved tee time, the customer must speak to Pro-shop Staff Member on (03) 9551 5163.
The Pro-shop Staff Member will confirm availability of the new tee time date and time and when modifications cannot be processed a credit note will be issued.
- 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 time at a mutually agreed time.
Credit notes are issued for **TEE TIMES ONLY** (ie. can not be used for alternative purchases at the course)
- **Spring Park Golf Course** reserves the right to refuse a 'credit note' should the customer not provide 48 hours' notice to a staff member of **Spring Park Golf Course**.
- Should a player of a prepaid group tee time become unable to play, golf reservations must be advised within 48 hours.
Should 48 hours not be provided, **Spring Park Golf Course** reserves the right to refuse credit note for this non played tee time.
- You must check in at Golf Pro-shop a minimum of 15-20 minutes before your tee time is due to start. Should you not arrive and register with Golf Pro-shop you may risk the cancellation of your tee time, in this event a credit note will not be given.
- Any credit note must be used in full before the credit note expiry date, partial credits will not be re-issued.
- **Spring Park Golf Course** reserves the right to remove customers from the course if the rules of **Spring Park Golf Course** 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 management and pro-shop staff.
- All patrons utilising the **Spring Park Golf Course** do so under the instruction of golf management and pro-shop 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 48hrs notice must be given to an authorised representative of **Spring Park Golf Course** 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.