

Brookwater Golf & Country Club

ONLINE BOOKING TERMS & CONDITIONS – CANCELLATIONS & REFUNDS

BROOKWATER GOLF & COUNTRY CLUB DOES NOT REFUND ONLINE PAYMENTS UNLESS THE COURSE IS OFFICIALLY CLOSED BY 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 Brookwater Golf & Country Club 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 Brookwater Golf & Country Club Booking System telephone (07) 3814 5500
- The customer is required as proof of booking to provide the reference number or the credit card used to secure the booking at the time of registration to the Golf Shop staff.
- Brookwater Golf & Country Club reserves the right to alter tee times without notice due to circumstances outside of Brookwater Golf & Country Club control. (E.g. lightening, slow play, course renovations).

TEE TIME MODIFICATIONS

- Bookings cannot be modified online. Modifications to tee times can be made by calling the Golf Shop on (07) 3814 5500 or sending a detailed email to golfshop@brookwatergolf.com together with a copy of the original confirmation email. No guarantee can be given requested date/time.
- Should the customer wish to modify or change their booking to an alternative time or date, contact must be made with Brookwater Golf & Country Club 48hrs before the reserved tee time, the customer must speak to the Golf Shop staff on (07) 3814 5500 or email golfshop@brookwatergolf.com. The Golf Shop or Manager on duty will confirm availability of the new tee time date and time and when modifications cannot be processed immediately 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 times within one month of the original booking date. Credit notes are issued for **TEE TIMES ONLY** and should the customer wish to reserve a tee time of lesser value the difference is forfeited, alternatively if the tee time booked is a higher rate, then the customer must pay the difference.
- If the customer fails to re-schedule this tee time within one month the credit will be considered forfeited and no refund will be given.
- Brookwater Golf & Country Club reserves the right to refuse a 'credit note' should the customer not provide 48-hours notice to a staff member of Brookwater Golf & Country Club.
- Should a player of a prepaid group tee time become unable to play, the pro shop must be advised within 48 hours, should 48 hours not be provided, Brookwater Golf & Country Club reserves the right to refuse credit note for this non played tee time.
- You must check in at The Golf Shop a minimum of 20 minutes before your tee time is due to start, should you not arrive and register with the Golf Shop you may risk the cancellation of your tee time, in this event credit note will be given.
- Balance credit note must be used in full before credit note expiry date, partial credits will not be re-issued.
- Refunds will only be paid towards the credit card used to secure the booking. In the event of a refund the credit card details must be supplied with the corresponding security pin number.
- After the confirmation of credit card details, refunds will be issued within 7 working days.
- Brookwater Golf & Country Club reserves the right to remove customers from the course if the rules of Brookwater Golf & Country Club Course have not been adhered to. Please refer to the course rules located in the Pro Shop upon arrival. 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 Brookwater Golf & Country Club and a credit note for the tee time will be issued. The 'credit note' will be issued and must be used within one month from the date of the original booking.