



ONLINE BOOKING TERMS & CONDITIONS – CANCELLATIONS & REFUNDS

Online Bookings

- (a) Online bookings may be made here: <https://www.brookwater.com.au/golf-and-country-club/golf/book-golf/>.
- (b) Successful online bookings will receive an automatic confirmation via email. No further confirmation is required.
- (c) The internet booking system is directly linked to the reservation software, and the player will only be contacted if Shop Staff have a query regarding your booking. If a confirmation email is not received, the player must check that the email entered is correct.
- (d) The player 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 Shop Staff.
- (e) Online bookings cannot be modified online (see below for modifications of bookings).
- (f) Online bookings cannot be cancelled due to change of mind.
- (g) Additional conditions may be imposed on online bookings. Those additional terms will be available at the time of booking (electronically).

Modification to Bookings

- (a) Modifications to any booking can be made by calling the Shop Staff 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 regarding the requested date/time.
- (b) Should the player wish to modify or change their booking to an alternative time or date, contact must be made with Shop Staff 48 hours before the reserved tee time by speaking to the Shop Staff on (07) 3814 5500 or emailing the Shop Staff at golfshop@brookwatergolf.com. The Shop Staff on duty will confirm availability of the new tee time date and time.
- (c) In the event that bookings are made in multiples and a player does not show, no refund or credit note will be given for the "no show" player (if payment has been made).
- (d) If a modification is made to a paid booking and the modification of the booking cannot immediately be accommodated by the Manager, the Manager will issue a credit note to the person that made the booking (provided the person attempted to modify the condition in the time frames set out above and the booking has been paid for). The below terms will apply to the issuing of credit notes.

Credit Note Terms and Conditions

- (a) These conditions apply where a credit note is issued by the Manager for a paid booking.
- (b) To use a credit note that relates to a rescheduled booking issued by the Manager, the player is required to reschedule the tee time within one month of the original booking date by making the modification to the booking as set out above.
- (c) Should the player wish to reserve a tee time that is priced at a lower rate, then the difference between the original booking price and the lesser price will be forfeited to the Manager. Should the player wish to reserve a tee time that is priced at a higher rate, then the player must pay the difference between the original booking price and the higher price before playing.
- (d) The Manager reserves the right to refuse the issuing of a 'credit note' should the player not provide 48-hours' notice to the Shop Staff.
- (e) Should a player of a prepaid group tee time become unable to play, the golf 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.
- (e) A credit note must be used within three months from the date of the original booking (after which date it will lapse and will not be redeemable).
- (f) Credit notes are not redeemable for cash and can only be used in the Golf Shop for rounds of golf.