



## **3 Hammers Golf Academy – Terms & Conditions**

### **1. Online Purchases**

- 1.1** We use secure third-party payment providers (Stripe and PayPal). We do not store your credit or debit card details.
- 1.2** Our providers do not share your personal or payment information with any third party.
- 1.3** By placing an order, you confirm all details are accurate, the payment method is yours, and sufficient funds are available.
- 1.4** All online purchases generate an email confirmation, which acts as your proof of purchase. Please present this when redeeming.
- 1.5** If you believe there is a discrepancy in your transaction or you feel it was mis-sold, contact us by writing or via email as soon as possible.

### **2. Lesson Booking Policy**

- 2.1** Lessons must be paid for in full at the time of booking.
- 2.2** Bookings may be made via Golf Reception, online, or directly with a coach. Pre-payment confirms the booking.
- 2.3** Golf lessons are non-transferable, unless approved in exceptional circumstances by the Golf Academy Director.

### **3. Cancellation Policy (Lessons & Group Classes)**

#### **Private Lessons**

- 3.1** A minimum of 48 hours' notice is required to cancel or reschedule.
- 3.2** With more than 48 hours' notice, lessons may be moved without penalty.
- 3.3** Cancellations with less than 48 hours' notice will be forfeited—deducted from a plan or lost if purchased individually.
- 3.4** Failure to attend a lesson without notice results in a forfeited session.

#### **Group Classes**

- 3.5** Group class bookings require a minimum of 2 days' (48 hours') notice for cancellation or rescheduling.
- 3.6** Missed sessions or late cancellations will not be refunded or rescheduled.
- 3.7** 3 Hammers Golf Academy reserves the right to enforce these policies as needed.
- 3.8** A minimum of 4 participants are required 48 hours before the class is due to start for the session to be delivered.



**3.9** If there are fewer than 4 participants enrolled in a class 48 hours prior to the start time the class shall be cancelled.

#### **4. Purchase Expiration Policy**

**4.1** All lesson and package purchases have a 6-month expiry from the date of purchase.

**4.2** If you're unable to use your sessions within this timeframe (e.g., due to injury), please contact us as soon as possible to discuss options.

**4.3** Extensions are only granted in exceptional circumstances, at the sole discretion of the Academy.

#### **5. Refund Policy**

**5.1** Refunds are only issued under the following conditions:

- **5.1a** Exceptional circumstances (e.g. serious injury, illness, or bereavement).

- **5.1b** Failure by the Academy to deliver services as outlined in these Terms & Conditions or a specific purchase.

**5.2** Refunds for gifted purchases can only be made to the original purchaser.

**5.3** All refund requests must be made in writing. We aim to respond in writing within 7 days and resolve issues fairly.

#### **6. Direct Debit Programme Policy**

**6.1** The Direct Debit Programme provides golf instruction time monthly.

**6.2** Unused sessions can be rolled forward for one month only. Further carryover is not permitted.

**6.3** Cancellations require 1 full months' notice.

**6.4** To postpone/reschedule a lesson, 48 hours' notice is required. Missed sessions within this window may be lost.

**6.5** Additional benefits (e.g. free clinics, social events, supervised practice) are optional bonuses and not guaranteed every month. No refunds are offered for months without these extras.

**6.6** The Direct Debit Programme is non-refundable.

#### **7. Weather Policy**

**7.1** Lessons will generally proceed in light rain or poor weather unless safety is compromised.

**7.2** In the case of dangerous or extreme weather, lessons may be postponed and rescheduled at no penalty.



**7.3** Decisions regarding weather-related cancellations are made by the coach or Academy team and communicated as early as possible.

## **8. Conduct & Etiquette**

**8.1** All clients are expected to behave respectfully toward staff, fellow clients, and the facility.

**8.2** The Academy reserves the right to refuse service or remove individuals for inappropriate conduct without refund.

## **9. Health & Safety**

**9.1** Clients are responsible for their own health and safety during sessions.

**9.2** Please notify your coach of any medical conditions, injuries, or limitations prior to participation.

**9.3** 3 Hammers Golf Academy accepts no responsibility for injury resulting from pre-existing conditions not disclosed to staff.

## **10. Data Privacy**

**10.1** Your personal information is used solely for booking, communication, and service delivery.

**10.2** We do not share your data with third parties except as required to process your payments or deliver services.

**10.3** You may request to view or delete your data by contacting us in writing.

## **11. Website Disclaimer**

**11.1** The information on our website is for general informational purposes only.

**11.2** While we strive for accuracy, we make no warranties about the completeness or reliability of any content.

**11.3** We are not liable for any loss or damage arising from use of our website.

**11.4** Links to third-party sites do not imply endorsement. We are not responsible for their content or availability.

**11.5** We aim for uninterrupted website access but cannot guarantee uptime due to factors beyond our control.

**Thank You**



Thank you for choosing 3 Hammers Golf Academy. We look forward to supporting your golf journey and helping you achieve your goals.