



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.