



ASHGROVE GOLF CLUB
Refund Policy – Tee Time Bookings

Purpose

This policy outlines the conditions under which refunds may be requested and processed for tee time bookings at Ashgrove Golf Club. It is designed to ensure fairness, consistency, and operational efficiency.

1. Submission of Refund Requests

- All refund requests must be submitted in writing to Ashgrove Golf Club Reception.
 - Requests submitted verbally (in person or via phone) will not be accepted or processed.
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2. Standard Refund Eligibility

- Refund requests must be received 48 hours prior to the scheduled tee time.
 - Requests received before the tee time will be processed in full, subject to verification of booking details.
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3. Late Refund Requests (After Tee Time)

- Refund requests submitted after the scheduled tee time will not be automatically approved.
 - Consideration may be given only in exceptional circumstances, where:
 - A valid reason is provided; and
 - Supporting documentation is submitted (e.g. medical certificate, emergency notice, or other relevant evidence).
 - Approval of such requests is at the sole discretion of Ashgrove Golf Club management.
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4. Non-Attendance (No Shows)

- Failure to attend a booked tee time without prior written notice will result in the forfeiture of all fees paid.
 - No refunds or credits will be issued in these instances.
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5. Refund Method

- Approved refunds will be processed via the original payment method, where possible.
 - Processing timeframes may vary depending on the payment provider.
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6. Club Discretion

- Ashgrove Golf Club reserves the right to assess each request on a case-by-case basis.
 - The Club may offer a credit in lieu of a refund, where appropriate.
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7. Contact

All written refund requests must be submitted to:

Reception – Ashgrove Golf Club
reception@ashgrovegolf.com.au
(07) 3366 1842

Ashgrove Golf Club appreciates members' and guests' cooperation in adhering to this policy to support fair access and efficient course operations.