



Booking Terms & Conditions with Paul Creamer Golf

1. Golf Classes/Golf Days

We require all places for Golf Classes or Golf Days to be booked prior to the term or day commencing. Payment is required before turning up to a Golf Class or Golf Day. Registration and payment on occasion may be accepted on the day, depending on the availability.

2. Payments

Paul Creamer Golf the following forms of payment: Bank transfer, debit/credit card, Cash payment will only be accepted for on-the-day bookings.

Business Name: **Paul Creamer Golf Ltd** - Account Number: **71835203** Sort Code: **40-21-05** Bank: **HSBC**

3. Cancellations & Refund policy

3.1 Cancellations by Paul Creamer Golf - Should it be necessary for Paul Creamer Golf to cancel a Class or Day, you will be offered a full refund or credit for the session(s).

3.2 Cancellation notice of a Golf Day must be made more than 24 hours in advance. If cancelled within 24 hours, a cancellation fee of 50% of the cost will apply. A No-show will incur full payment (subject to the discretion of Paul Creamer Golf).

3.3 Routine illnesses or sick days will incur normal charges but if the student has a medical condition or injury that will require coming out of the lessons for a reasonable amount of time, a credit will be issued.

3.4 If your child does **NOT** wish to continue golf for the following term, please inform Paul Creamer Golf a minimum of 2 weeks before the new term starts.

3.5 To cancel **during** a term you must give a minimum of 2 weeks' notice. Failure to provide us with the correct notice will incur a cancellation fee equal to the cost 2 sessions. Paul Creamer Golf has the discretion to reduce this fee if there is a waiting list for the class.

3.6 If your child is unwell or in isolation for Covid-19 then a credit for missed sessions will be issued.

4. Returned payments

Payments returned by the bank are subject to bank charges. Any bank charges incurred by Paul Creamer Golf as a result of returned payments must be paid in full by the customer, in addition to the original fee.

5. Arrival Parents/guardians should ensure children arrive no earlier than 15 minutes before the designated start time for the day/session. I am unable to take responsibility for children who arrive earlier.

6. Departure Parents/guardians should arrive at least five minutes before the designated end time for the day/session. No child will be able to leave the premises without a parent/guardian unless notification is received before the start of course detailing suitable alternative arrangements.

7. Behavioural standards and exclusion Paul Creamer Golf expects all children to behave at all times in a manner that is acceptable to both fellow children and Paul Creamer Golf. I reserve the right to exclude a child from the course where he/she fails to maintain the required standard. Such failure shall include, but not be limited to, racial, sexual, verbal or physical bullying of a fellow child or member of staff.