

TERMS & CONDITIONS

GENERAL TERMS

- Enter at your own risk and follow the [Rules and Regulations](#).
- Products and services are subject to availability.
- Prices (in AUD), Terms and Conditions (Ts&Cs), Waivers, Rules and Regulations are subject to change without prior notice and may differ from other sites, stockists and providers.
- Protecting children and young people from harm is paramount. Concerns about their safety, abuse or neglect are heard and acted on following the [Safeguarding Children Policy](#).

PAYMENT & PLANS

- A casual visit for one person (approx. 55 mins) is \$50. Additional players are \$20. Sign up to a Membership Plan and save!
- Indoor golf club set hire is \$10.
- Signing up for a Plan with Indoor Golf Narrabri & Golfie Pro Shop (IGN&GPS) qualifies you for reduced fees, discounts, free passes, competitions and other benefits not available to people booking casual visits.
- All plans have the following payment options:
 - ✓ Annual;
 - ✓ Half-yearly;
 - ✓ Monthly or fortnightly.
- To book and pay online you must provide some personal details and link a credit or debit card to be stored and charged for future purchases. Plan purchases are a recurring subscription unless payment for a new plan is up-front before the current plan expires.
- Payments via a credit or debit card will incur a surcharge equal to IGN&GPS's merchant fees for the payment type, currently:
 - ✓ 1.55% for Card Presented transactions;
 - ✓ 1.85% for Card NOT Presented transactions.
- To avoid surcharges, pay by Cash or Direct Debit (Graeme Trew, BSB: 063 875, Acc#: 1027 6559).



- To understand how IGN&GPS stores and handles personal information, view the [Privacy Policy](#) and the [Complaints and Corrections Policy](#).

PROMOTIONS, PASSES & VOUCHERS

- Any promotions are time-limited, and special conditions must be met. Only one promo code can be used per order.
- Any discount is applied to the Recommended Retail Price and not to any Sale/Reduced/Marked Down Price of products and services.
- A Guest Pass or Corporate Pass is valid for use within 1 year from the issue date for Indoor Golf only and is not redeemable for any other product, service, or cash and is not valid with any other offers. E.g. if an Indoor Golf session was on sale for 20% off, you could not take the 20% off price and use a guest pass. Choose one offer or the other, whichever gives the better price.
- A Guest Pass must be used with another paying customer, such as a Plan Holder or Casual Visitor.
- [Gift Cards/Vouchers](#) are valid for 3 years from the issue date and are redeemable for any product or service. Use as many gift cards/vouchers as you like per order.
- Treat gift cards/vouchers like cash – if lost or stolen, it cannot be replaced without the receipt, any identifying code and IGN&GPS's ability to confirm it hasn't been redeemed. IGN&GPS monitor the issuance and redemption of gift cards/vouchers. In the event of related fraud, misuse, attempted deception, or illegal activity about issuance and redemption of gift cards/vouchers, IGN&GPS may block gift cards/vouchers and require a different means of payment.

FEES & CHARGES

- An Individual Administration Fee of \$50, a Double Administration Fee of \$100, and a Corporate Administration Fee of \$200 are included in Indoor Golf plan fees.
- An Individual Joining Fee of \$25, a Double Joining Fee of \$50, and a Corporate Joining Fee of \$100 are included in Indoor Golf plan fees for registration, orientation, printing and communication of events, competitions, news and special offers.
- A Cleaning fee of \$50 per studio applies for venue hire for groups, parties and events.
- a Hold Fee of \$30 applies to place a plan on hold for 1 to 2 months with 2 weeks written notice.
- Administration, joining, cleaning and hold fees are not refundable.

- Goods and services have guarantees governed by Australian Consumer Law. All refund rights under both State and Commonwealth law apply. For further information, view the [Returns Policy](#).

BOOKINGS & CANCELLATIONS

- All customers can book online using the [Client Portal](#). 14-day online priority booking is available for Plan Holders. IGN&GPS also provides assisted self-service for booking online through the Pro Shop.
- Online bookings close 1 hour before a class/session start time. Bookings within 1 hour of a class/session start time can be made by [contacting us](#) or visiting the Pro Shop.
- For a given day, 2 online bookings can occur per person. If space allows, additional bookings may occur on the day of service, including the ability to book further classes/sessions. A maximum of 8 online bookings can be held per person for a given fortnight.
- Bookings will not be effective until confirmed by IGN&GPS.
- By booking, you agree to be bound by these Terms and Conditions and the default Waiver.
- If you wish to cancel or reschedule, the following fees apply:
 1. The full-service fee will be forfeited if cancellation or rescheduling occurs less than 12 hours before a booked service.
 2. If cancellation or rescheduling occurs more than 12 hours before a booked service, the full-service fee will be credited to your account or refunded using your nominated payment method (for example, your nominated bank account if you paid by bank transfer, your card if you paid by EFTPOS or credit card or cash if paid with money).
 3. Any deposit paid will be forfeited upon cancellation and used to satisfy any administration, joining and cancellation fee payable or part thereof. A cancellation fee will apply regardless of whether a deposit has been received.
 4. 2 'no-shows' within a month will trigger an automatic block from the Client Portal for a month.
- If a booking is cancelled by IGN&GPS, no cancellation fee will be payable. You may reschedule, receive a credit or refund.
- A plan may be cancelled with a month's written notice. Plan cancellation cannot occur online. Email the cancellation request to improvemygolf@outlook.com.

TEC SUPPORT

- If you experience technical difficulties using the Client Portal or TrackMan Simulator, visit the Pro Shop or [Contact Us](#).