



## **GOLF LESSON TERMS AND CONDITIONS**

### **BOOKING**

Lessons can be booked directly with the instructor, or via the Club's online booking system, telephone 01202 814088 or by submitting an online enquiry via [darrel.ranson@hoburne.com](mailto:darrel.ranson@hoburne.com).

In all cases, your lesson contract will be with Burry and Knight Limited, a company registered in England & Wales under company number 0552582, whose registered office is at 10 Hoburne Lane, Christchurch BH23 4HP ('We/Us/Club')

All lessons must be pre-booked via one of the methods above.

### **PAYMENTS**

All payments must be made in full to the instructor or at the Club's golf shop.

All payments must be made before the end of each lesson.

### **CANCELLATION POLICY**

We require a minimum of 24 hours' prior notice of any cancellation of any lesson. Notice can be provided directly through your instructor or through the Club's golf shop. If you do not provide a minimum of 24 hours' prior notice, you may lose that lesson and no refund will be made to you.

The instructor(s) reserve the right to reschedule golf lessons if required.

Any rearranged lessons will be at a time mutually agreed between you and your instructor.

### **LATENESS / NO SHOW**

If you are late for your lesson, the duration of your lesson will be reduced so that it will still end at the same time as it would have done if you had been on time. If you are more than 20 minutes late, we may choose to cancel the lesson, in which case no refund will be made.

If you do not attend a lesson that you have booked but not paid for, or if we choose to cancel a lesson because you were more than 20 minutes late, then the lesson charge remains payable.

No- show pre-paid lessons will be deducted from your bank of pre-paid lessons.

## **EXPIRY**

All lesson vouchers purchased have a set expiry date of six month from the date of purchase, upon which time they will expire, and no refund will be made.

You may extend the validity of lesson vouchers for between one month and 6 months for the following reasons only:

- Pregnancy
- Serious illness or injury
- Redundancy

To extend the validity of your voucher(s), you must contact your instructor. We may ask you to provide proof of pregnancy, serious illness, serious injury or redundancy.

Any other extensions are entirely at the discretion of the Woodland Golf Centre Manager.

## **YOUR INSTRUCTOR**

If for any reason you wish to change your lesson instructor, you may transfer to another instructor at the Woodland Golf Centre (if available) at any given time.

If your instructor ceases to provide lessons at the club, you will be assigned another instructor by the Woodland Golf Centre Manager.

We reserve the right to assign you another instructor for operational reasons.

No refund in respect of lessons already taken will be due to you if you change instructor, or if we assign you a different instructor.

## **REFUNDS**

If for any medical reason you are no longer able to complete any lessons, any outstanding valid voucher(s) may be transferred to another player of your choice. We may ask you to provide proof from your GP.

## **PRIVACY NOTICE – DATA PROTECTION**

We take your privacy seriously and will only use your personal information to manage your lesson account, send you automated reminders and promotional emails.

From time to time, we will need to contact you, via phone or email to provide you with updates, share relevant news and to send invoices.

We will input your data into a system to track your lesson history and record your lesson purchases. For marketing purposes, we will also use a Foremost Lesson Booking System, your data is held in securely and can only be accessed by authorised personnel.

Personal information will not be shared with any third parties.

We hold your personal data and use it to:

- - Send you news and information
- - Send you special offers and updates
- - In case of an emergency
- - Contact you about appointments

Your information will not be used for any other purpose or shared with any other organisation unless provided for by law or covered in this Privacy Notice.

Our full privacy notice can be viewed on the following <https://www.crane-valley.co.uk/privacy-policy/>

**Your information will not be used for any other purpose or shared with any other organisation unless provided for by law or covered in this Privacy Notice.**