



Araluen Golf Resort Pty Ltd T/A Araluen Estate

Country Club Avenue, Roleystone, WA, 6111

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## Online Booking Terms & Conditions FY25

These Term's & Conditions ("T&C's") applies to the following Products: Araluen Estate Quick 18 Booking Portal

### 1. Bookings

- a. Bookings are made online at [www.araluenestate.com.au](http://www.araluenestate.com.au)
- b. Bookings for groups up to 12 persons are fully pre paid using our online booking system
- c. Bookings for 3rd party voucher golf are per the vouchers Terms and Conditions and in addition to these terms and conditions

### 2. Confirmation

- a. Successful online bookings will receive an automatic confirmation via email
- b. The booking system is directly linked to the reservation software
- c. The customer will only be contacted if Araluen Estate golf staff have a query regarding a booking
- d. If a confirmation email is not received, the customer must first check that the email entered is correct and or there junk folders before contacting us
- e. For queries or questions with the Araluen Estate Booking System please Telephone +618 9397 9000
- f. Araluen Estate reserves the right to alter tee times without notice due to circumstances outside of Araluen Estate's control. Where cancellation is required by Araluen Estate a full refund will be provided or if acceptable an alternate tee date and time.

### 3. Tee Time Modifications

- a. Bookings cannot be modified online
- b. Modifications to tee times can be made by sending a detailed email to [golfshop@araluenestate.com.au](mailto:golfshop@araluenestate.com.au) , together with a copy of the original confirmation email. No guarantee can be given for the requested date/time.
- c. A new reservation confirmation email will be sent for all modifications
- d. When modifications cannot be accommodated and are requested in the cancellation notice period a refund will be issued
- e. Should a player of a prepaid booking tee time become unable to play, golf reservations must be advised at least 24hours before the tee time, should 24 hours before the tee time not be provided, no refund shall be issued, except in exceptional circumstances and at the sole discretion of course management
- f. Any change in date/time of play where the cost is greater than the original booking shall be liable to pay the additional fee on arrival at the golf shop prior to play commencing

### 4. Arrival

- a. You must check in at Golf reservations a minimum of 10 minutes before your tee time is due to start, should you not arrive and register with the Golf Shop you may risk the cancellation of your tee time, and all funds forfeited.
- b. Play is strictly prohibited without first checking in at the Golf Shop

### 5. Play

- a. Araluen Estate reserves the right to remove customers from the course if the rules of Araluen Estate Course have not been adhered to. These rules are consistent with the etiquette outlined by the R&A in the rules of golf and are monitored by golf operations staff.
- b. All patrons utilising the Araluen Estate golf courses do so under the instruction of the golf shop staff.
- c. Failure to adhere to instructions may result in removal from the golf course
- d. No refunds will be given in the event that the customer is removed from the course
- e. Course staff have right of way at all times
- f. Clubs may not be shared between players
- g. No more than a 4 ball will be permitted in any group
- h. Players must maintain pace of play
- i. Etiquette of golf applies for all play through requests

### 6. Carts

- a. Carts must be signed for prior to use
- b. Full details of the cart driver are required per the cart assignment form
- c. A valid Driver Licence is required to hire and operate the cart

- d. The driver of the cart is personally responsible for the safe and appropriate use of the cart
- e. Any damage to the cart found on arrival must be reported to the Golf Shop prior to commencement of play or all damage found is assumed by the driver.
- f. Any damage to the Cart once play commences is at the sole expense of the driver/hirer as detailed on the cart assignment form.
- g. The golf booker warrants that they are responsible for securing payment for any damage repairs caused as a result of the groups hire
- h. The golf booker acknowledges that they are personally liable for all damage to motorised carts booked under their name and within their group.
- i. The signer accepts all costs associated with repair.
- j. Course staff have right of way at all times.
- k. All carts must be returned by 5:30pm.

**7. Cancellation & Refunds**

- a. All cancellation requests must be made in writing via email to [golfshop@araluenestate.com.au](mailto:golfshop@araluenestate.com.au)
- b. Golf bookings (excluding groups) requesting a cancellation must do so providing at least 24 hours notice, in order to receive a full refund for the cancelled portion of the booking
- c. Acceptance of cancellation will be sent via email to the same address as the request
- d. Refunds will only be processed to the same account as received and via electronic transfer
- e. Refunds can take up to 7 working days to process and are outside the control of Araluen Estate

**8. Credit Notes**

- a. A credit note may be issued in exceptional circumstances where cancellation is requested inside 24 hours
- b. The issuing of a credit note is at the sole discretion of Araluen Estate Management
- c. A credit note must be used in full and prior to expiry date

**9. Group Booking**

- a. A group booking is 13 players and above
- b. Additional terms and conditions apply for all group bookings
- c. Terms and Conditions are issued at the time of group confirmation
- d. Acknowledgement of terms and conditions is considered binding on receipt of the advanced deposit