



Araluen Golf Resort Pty Ltd T/A Araluen Estate

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2023 – 2024 Araluen Estate Golf Groups Terms & Conditions

These T&C are applicable for Golf Groups (+17) pax which exclude pre-arranged catering & sundry services

References

Araluen Estate "AE" - The land and buildings / **Araluen Estate Lodge "AEL"** - All public buildings located on the Araluen Estate / **Client** - The authorized person and deemed to be the organizer / **Event** - A golf group / **Event Order** - Final agreed services products & schedule of the Event

1. **Bookings greater than (+15) days in advance of tee date**
 - a. Tentatively held in system from formal inquiry for (3) business days to allow for payment to process
 - b. Booking automatically cancelled thereafter - no follow up
2. **Bookings less than (-15) days in advance of tee date**
 - a. Held in system from formal inquiry for (2) business days to allow for payment to process
 - b. Booking automatically cancelled thereafter - no follow up
3. **Required Booking details**
 - a. Group Name
 - b. Group contact name, email address & phone number
 - c. Tee Date & First Tee Time Slot
 - d. Number of players
 - e. Contact on day & mobile number
 - f. Format of play
4. **Confirming Tee Date**
 - a. Once "AE" receives the required Booking Details an invoice will be prepared
 - b. Invoices are generated from our secure payment portal Stripe
5. **Deposit**
 - a. 50% deposit of group size green fees and cart to secure
6. **Payment Types for Deposit**
 - a. Secure Payment with Stripe via Credit Card
 - b. Direct Deposit
7. **Balance**
 - a. Bookings that fall on Saturdays Sundays require the balance to be paid on the Thursday prior to tee date
 - b. Bookings that fall on a Public Holiday require the balance to be paid 72 hours prior to tee date
8. **Payment Types for Balance**
 - a. Secure Payment with Stripe via Credit Card
 - b. Direct Deposit
 - c. Eftpos on day in golf Shop
9. **Increase in Numbers**
 - a. Accepted by Email only
 - b. Increases subject to availability
10. **Reduction of Group**
 - a. Accepted by Email only
 - b. Subject to our cancellation policy below

11. **Cancellation of group**
 - a. Accepted by Email only
 - i. (+15) days from tee date deposit fully refundable
 - ii. (-15) days from tee date 50% of deposit refundable
 - iii. (-7) days no refund
12. **Golf Cart**
 - a. A valid drivers license is required for the user to operate
 - b. Carts must be pre-booked
 - c. Subject to availability at time of booking
 - d. Organiser will ensure guests are notified that each cart must be signed for with a valid driver's license.
 - e. All golf carts must be returned in the same condition as they are received.
 - f. Any damage must be reported to the golf-shop prior to the commencement of your round, otherwise the hirer is responsible for the full cost of the damage/repair.
 - g. Hirer is personally liable for all damage should this occur during play.
 - h. All carts must be returned by 5:30pm or fees and charges will apply (unless pre-arranged with management).
 - i. Carts must remain on designated path ways
13. **Damage**
 - a. The client will be financially responsible for any damage caused at "AE", including property, grounds and golf carts
 - b. This includes damages sustained at "AE" by the client, their guests, their sub-contractors and persons associated with their Event
 - c. The appropriate charges shall be determined by the post Event evaluation of the premises, property and grounds
 - d. The client accepts and acknowledges those charges
 - e. "AE" will supply photographic evidence of any damages billed if requested by the Client
14. **Smoking**
 - a. Is not permitted inside "AEL"
 - b. Smoking is permitted in designated areas around "AE"
15. **Beverage Menu, Service & Substitutes**
 - a. BYO is NOT permitted
16. **Outside Food**
 - a. No outside food shall be permitted
17. **Noise Restrictions**
 - a. "AE" reserves the right to control the volume of any music or noise emitted from the group
18. **Code of Conduct**
 - a. The client and all persons associated with the Event shall conduct themselves in an orderly law-abiding manner
 - b. Your assistance is required in achieving the best possible experience for you and your guests
 - c. We reserve the right to close down the event if behaviour of guests becomes unacceptable
 - d. The client is not entitled to any form of refund in this instance
 - e. All guests are encouraged to use safe transport to and from the event
 - f. All guests are asked to respect our neighbours and are encouraged to leave the premises in a manner that does not affect the amenity of the area
19. **Pricing**
 - a. All pricing displayed on our website and in our promotional material is correct at the time of publication
 - b. Pricing is not confirmed until the Event organiser has been presented with invoice for payment
 - c. Changes to your Event may incur additional charges, and shall be displayed on your revised invoice for payment
20. **Unforeseen circumstances "AE"**
 - a. Should an unforeseen circumstance result such as;
 - i. Earthquake
 - ii. Fire
 - iii. Flood
 - iv. Pandemic
 - c. And prevent your Event, "AE" shall not be liable for costs associated

- d. In the event "AE" is required to cancel or postpone, every effort will be taken to notify you as far in advance as possible
- e. Alternate dates will be offered and deemed to be a new contract if accepted
- f. The client will be eligible for a full refund less costs incurred

21. Photography & Videography

- a. If the client or photographer shares images directly with "AE", "AE" can share and use at their discretion.
- b. Shared images and video footage can be used in promotional material and social media posts.
- c. Social media posts "AE" will tag and promote suppliers involved in the event

22. COVID

- a. In the event Federal or State Governments impose restrictions and they materially affect the delivery and or suitability of the Event, the Client may wish to amend and or cancel all or part of their function
 - i. "AE" will adopt a reasonable approach.
 - ii. "AE" reasonable approach will as a minimum ensure costs incurred have be fully covered
- d. The client is responsible for ensuring all guests abide by the State and or Federal government mandates
- e. The client acknowledges that access to "AE" premises and facilities is based on the person/s being compliant with relevant mandates which may be amended from time to time
- f. The client & "AE" are jointly responsible for ensuring current conditions are being adhered too
- g. The client indemnifies "AE" against any fines or action that maybe imposed by Law in the event any guest, contractor, supplier associated with the event fails to follow reasonable and or legal instructions from "AE" in the safe and legal management of the event

23. Acknowledgment and Acceptance

- a. In lieu of a signature, the payment of a deposit, in any amount, is acknowledgment as acceptance of the terms and conditions, here in above
- b. Acceptance is deemed to be in effect on the date of deposit