



Headland Golf Club

Online Booking - Cancellations / Refunds

Cancellations & Refunds

Headland Golf Club does not refund online payments unless the course is officially closed by the Course Superintendent.

Confirmation

Successful online bookings will receive an automatic confirmation via email.

No further confirmation is required.

- The internet booking system is directly linked to the reservation software, and the customer will only be contacted if a Headland Golf Club staff member has a query regarding your booking. If a confirmation email is not received, the customer must check that the email entered is correct. Queries, questions or problems with the Headland Golf Club Booking System telephone the Proshop +61 (07) 5444 5800
- The customer is required as proof of booking to provide the reference number or the credit card used to secure the booking at the time of registration to the Pro Shop staff.
- Headland Golf Club reserves the right to alter tee times without notice due to circumstances outside of Headland Golf Club's control. (E.g. lightening, slow play, course renovations).

Tee Time Modifications

- Bookings cannot be modified online. Modifications to tee times can be made by calling the Pro Shop on +61 (07) 5444 5800 or sending a detailed email to proshop@headlandgolfclub.com.au together with a copy of the original confirmation email. No guarantee can be given requested date/time.
- Should the customer wish to modify or change their booking to an alternative time or date, contact must be made with Headland Golf Club at least 48 hours before the reserved tee time, the customer must speak to the Pro Shop staff on +61 (07) 5444 5800 or email proshop@headlandgolfclub.com.au. The Pro Shop or Golf & Operations Manager will confirm availability of the new tee time date and time and when modifications cannot be processed immediately a credit note will be issued.
- Should the customer not be able to confirm a re-scheduled tee time, a 'credit note' will be provided. To redeem the 'credit' the customer is required to reschedule the tee times within one month of the original booking date. Credit notes are issued for TEE TIMES ONLY and should the customer wish to reserve a tee time of lesser value the difference is forfeited, alternatively if the tee time booked is a higher rate, then the customer must pay the difference.
- If the customer fails to re-schedule this tee time within one month the credit will be considered forfeited and no refund will be given.

Headland Golf Club Inc.

Golf Links Road, Buderim QLD 4556, Telephone: +61 (07) 5444 5800, Email: golf@headlandgolfclub.com.au



Headland Golf Club

Online Booking - Cancellations / Refunds

- Headland Golf Club reserves the right to refuse a 'credit note' should the customer not provide 48-hours notice to a staff member of Headland Golf Club.
- Should a player of a prepaid group tee time become unable to play, the pro shop must be advised at least 48 hours prior, should 48 hours notice not be provided, Headland Golf Club reserves the right to refuse credit note for this non played tee time.
- You must check in at The Pro Shop a minimum of 15 minutes before your tee time, should you not arrive and register with the Pro Shop you may risk the cancellation of your tee time, in this event credit note will not be given.
- Balance credit note must be used in full before credit note expiry date, partial credits will not be re-issued.
- Refunds will only be paid towards the credit card used to secure the booking. In the event of a refund the credit card details must be supplied with the corresponding security pin number.
- After the confirmation of credit card details, refunds will be issued within 7 working days.
- Headland Golf Club reserves the right to remove customers from the course if the rules of Headland Golf Club have not been adhered to.. No refunds will be given in the event that the customer is removed from the course.
- In the event that bookings are made in multiples and a player does not show, no refund will be given for the "no show" player.

Headland Golf Club Inc.

Golf Links Road, Buderim QLD 4556, Telephone: +61 (07) 5444 5800, Email: golf@headlandgolfclub.com.au