

Getaway Golf & Leisure Travel Booking Terms and Conditions

Definitions

“Getaway Golf & Leisure Travel” refers to the service provider offering golf holiday packages and related services.

“Client” refers to the individual or group booking the golf getaway services.

“Package” refers to the golf holiday services offered, including accommodation, green fees, transport, and other inclusions as specified at the time of booking.

Quotes, Bookings and Payment

Booking Confirmation: All bookings are subject to availability until deposit is received. A booking will be confirmed upon receipt of a non-refundable deposit of 20% of the total package price or as otherwise specified.

Deposit: A non-refundable deposit of 20% is due within 7 days of accepting your quote. An invoice will be issued after quote is accepted which includes payment terms and details.

Full Payment: Full payment is required 30 days prior to the date of departure or as otherwise specified. If the booking is made within 30 days of departure, full payment is required within 7 days of accepting quote.

Payment Methods: Payments can be made via bank transfer, Visa, Mastercard or American Express. Payments via American Express will attract a 1.1% credit card fee.

Cancellation Policy

Client Cancellations:

Cancellations made more than 30 days prior to departure will incur a loss of deposit unless otherwise specified.

Cancellations made between 15 and 30 days prior to departure will incur a 50% charge of the total package price.

Cancellations made less than 15 days prior to departure will incur a 100% charge of the total package price.

Getaway Golf & Leisure Travel Cancellations: Getaway Golf & Leisure Travel reserves the right to cancel bookings in exceptional circumstances. In such cases, a full refund or alternative package will be offered.

Changes to Bookings

Client Changes: Any changes to bookings must be requested in writing and are subject to availability. Additional charges may apply if services have been pre-booked (e.g., tee times, accommodation).

Changes by Getaway Golf & Leisure Travel: Getaway Golf Australia reserves the right to modify the package in case of unforeseen circumstances (e.g., weather, course closures). Alternative arrangements of equal value will be made where possible.

Changes in Itinerary & Force Majeure:

Getaway Golf & Leisure Travel strives to conduct all Tours/Packages as outlined in the published itinerary. However, we reserve the right to modify or substitute parts of the itinerary when circumstances beyond our control arise. These may include, but are not limited to, natural disasters, road or weather conditions, local holidays, strikes, wars, civil unrest, pandemics (e.g. COVID-19 or its variants), government advisories, breakdowns, medical or customs regulations, alterations, cancellations, delays, tender unavailability, or golf course closures. If possible, we will provide a substitute of comparable quality. Any additional costs resulting from changes to the itinerary will be the responsibility of the guest.

Travel Insurance

Insurance Requirement: All clients are strongly advised to obtain appropriate travel insurance to cover medical, cancellation, personal liability, and other potential risks. Getaway Golf & Leisure Travel is not liable for any claims arising out of the client's failure to take out insurance.

Golf Course Rules and Regulations

Etiquette: Clients must adhere to the rules and dress codes of each golf course. Getaway Golf & Leisure Travel will not be responsible for clients being denied access due to failure to comply with these rules.

Course Conditions: Getaway Golf & Leisure Travel is not responsible for the condition of the golf course or the weather. No refunds will be issued for poor conditions or weather-related disruptions.

Refunds: Please note there is no refund if for any reason you elect not to play, unless the course is closed for any adverse or extreme weather conditions.

Rainchecks / Inclement Weather: If the golf course is closed due to extreme weather a raincheck or refund may be offered. This is at the discretion of the golf course.

**** Players will only be eligible for a raincheck or refund if they notify Golf & Leisure Travel or the golf course directly before scheduled tee time ****

Please note: If unsure of weather conditions please call the pro shop on the morning of play to check the condition of the course.

Liability

Personal Injury and Loss: Getaway Golf & Leisure Travel is not liable for any personal injury, illness, death, or loss of property experienced by the client during the trip unless it is due to negligence on the part of Getaway Golf & Leisure Travel.

Third-Party Suppliers: Many services provided during the package (e.g., accommodation, transport, golf courses) are supplied by independent contractors. Getaway Golf & Leisure Travel acts only as an agent in arranging these services and is not liable for any acts or omissions of third-party suppliers.

Complaints

Reporting Issues: If the client has any complaints during the trip, they must immediately notify Getaway Golf & Leisure Travel so that the issue can be addressed promptly. Complaints made after the conclusion of the trip will be reviewed, but action may be limited.

Governing Law

These terms and conditions are governed by and construed in accordance with the laws of Queensland, Australia, and any disputes arising out of or in connection with these terms shall be subject to the jurisdiction of the courts of Queensland, Australia.

Amendments

Getaway Golf & Leisure Travel reserves the right to amend these terms and conditions at any time. Clients will be notified of any significant changes that may affect their booking.
