

Alto Club Golf Academy by Suzanne Peterson

BOOKING TERMS AND CONDITIONS

1. PURPOSE

This document sets out the terms and conditions applicable to the booking, contracting and use of the services offered by the Golf Academy, including private lessons, group lessons, courses, monthly programmes, clinics and use of the facilities.

2. TYPES OF SERVICE

Customers may book the following services:

- Private lessons
- Group lessons
- Clinics
- Facilities access (driving range, short game area, putting green)
- Par 3 Course
- Fitting

3. CONFIRMATION AND PAYMENT

- Bookings will be considered confirmed once full payment for the lesson has been made in advance.
- Payment may be made by card, cash, or any other payment method approved by the Academy.
- All prices include applicable taxes.
- Payments for lesson packages will be made at The Alto Café or The Alto ProShop.

4. CANCELLATION AND REFUND POLICY

4.1 Cancellations by the Customer

Customers may cancel their booking in advance. The following policy will apply:

Groups (+8 people): 14 days' notice – 100% refund

Notice period	Refund
More than 72 hours	100% of the amount paid
Less than 72 hours	Non-refundable

Groups of fewer than 8 players

Notice period	Refund
More than 14 days	100% of the amount paid
Less than 14 days	Non-refundable

Exceptions: In cases of duly documented force majeure (such as illness, accident, etc.), the academy may consider rescheduling or a full/partial refund.

4.2 Cancellations by the Academy

In the event of cancellation by the academy (due to technical, weather-related or unforeseen logistical reasons), the following will be offered:

- A new date at no additional cost, or
- A full refund if requested by the customer.

5. GENERAL TERMS OF USE

- Punctuality is requested. Sessions will start at the scheduled time. Any time missed by the student will not be made up or refunded.
- For group lesson/course programmes, a student's absence from one or more sessions will not entitle them to a make-up session, refund or compensation of any kind.
- Respectful and appropriate behaviour towards staff, other students and the facilities is expected.
- The Academy reserves the right to refuse admission or continued access in cases of serious misconduct.

6. EQUIPMENT AND SAFETY

- Students may use their own equipment or request loan or rental equipment, subject to availability.
- Use of the facilities must be approved by academy staff or expressly authorised in advance.
- The academy is not responsible for personal belongings that are lost, stolen or damaged.

7. WEATHER CONDITIONS

- Lessons will take place provided that weather conditions permit. In the event of storms, heavy rain, extreme wind or other conditions that compromise safety, the lesson may be cancelled and rescheduled.
- The academy will assess each case individually.

8. AMENDMENTS

The academy reserves the right to amend these Terms and Conditions. Amendments will not affect bookings that have already been confirmed and will be duly communicated through the usual channels.