

PLAY & STAY PACKAGE - TERMS & CONDITIONS

1. Standard Terms

- All Prices are in AUD, include GST and are subject to change without notice.
- Any rescheduling of paid packages are subject to a 'like for like' rebooking (ie. Off-Peak for Off- Peak period).
- All packages or relevant parts thereof, are subject to third party availability and specific terms & conditions which are available upon request.
- Package proposals (quotations) are valid for 30 days from date of issue.

2. Package Exclusions

- Flights NOT included
- Meals and Drinks unless stated
- Cart hire unless stated

3. Off-Peak

- Off-Peak is the period from 1 June to 31 August

4. Car Hire

- On pickup you will be required to provide a Driver's License and Credit Card for security and incidental costs. Damage excess waiver options are available and payable directly at time of rental pick-up.

5. Booking Confirmations

- A verbal acceptance and request to HOLD provides a 'Reserved' status and a 'First Right of Refusal'
- Full payment will CONFIRM your booking
- Confirmed bookings will receive a confirmation via email.
- If a confirmation email is not received please email enquiry@oceandunes.com.au or call +61 447 830 202.
- Ocean Dunes reserves the right to request proof of Australian citizenship otherwise International rates may be charged.

6. Tee Time Modifications

- Ocean Dunes reserves the right to alter tee times to manage circumstances including inclement weather & course maintenance. Any change of times will be notified as soon as possible.
- Requests for changes can be made by emailing enquiry@oceandunes.com.au, together with a copy of the original confirmation email or calling +61 447 830 202.
- No guarantee can be given for the new date or time requested.
- Any change to a booking should be notified to Ocean Dunes as soon as possible.

7. Golf & Hospitality

- All golfers must check in at least 30 minutes before their scheduled tee time.
- All golfers are expected to adopt the minimum 'Standards of Player Conduct' as outlined in the R&A Rules of Golf (www.randa.org) including 'taking good care of the course' & 'showing consideration for others' especially regarding speed of play.
- All visitors to the course and facilities do so under the instruction of golf operations staff. Failure to adhere to instructions may result in removal from the property.

8. Rain Check Policy

- If 'severe weather' prohibits play on the course, a Rain Check Voucher may be provided in lieu, valid for 12 months.
- The determination of 'severe weather' and the extent to which play has been impacted for Rain Check Voucher purposes, is at the sole discretion of OceanDunes.
- The voucher is non-redeemable for cash, not transferable and cannot be split into separate

9. Cancellation Policy & Fees

- Should you wish to amend any reservations, please contact us at your earliest convenience.
- Ocean Dunes will not be liable should it fail to provide its products and services due to unavailability.
- Ocean Dunes reserves the right to impose a cancellation fee. Bookings must be cancelled by the time indicated to avoid cancellation fees.
- Any cancellation of Bookings by the client must be provided in writing to Ocean Dunes and are subject to the cancellation fees set out below:
 - Cancellations made at least 30 days prior to the golf/package booking date, will be entitled to a 100% refund.
 - Cancellations made less than 30 days prior to the golf/package booking date, will not be entitled to a refund.
 - A 'No Show' will not be entitled to a refund.

10. Payment

- Full payment will CONFIRM your booking

11. Payment Options

- Credit Card (Mastercard / Visa) – please call +61 447 830 202
 - A processing fee of 1.9% will be charged
- Bank Transfer:
 - Account Name: Ocean Dunes Operations Pty Ltd
 - BSB: 013 128
 - Account: 6587 76825
 - Using your SURNAME & ODP number as the reference

12. Confidentiality

- We respect your privacy and are committed to protecting the personal information we collect.
- Privacy Policy located at www.oceandunes.com.au

13. Property Information

Ocean Dunes Operations Pty Ltd
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