

Member & Guest Terms and Conditions: Drew Laborde Indoor Golf Facility

1. Membership Duration and Renewal

- Memberships are billed on a 4-week basis. The date of sign-up is considered the billing date, and memberships will auto-renew on the same day of each subsequent month.
- Members may cancel their membership at any time, but cancellation must occur at least 5 days before the next billing date to avoid charges for the upcoming month.

2. Guest Policy

- Each booking allows up to 4 people in total, including the member. Guests must be accompanied by the member at all times.

3. Booking Terms

- Members and guests are permitted to book 1 bay per hour. You may book multiple hours within one reservation, but each additional hour will deduct from your total monthly hours.
- Members have the option to book 2 bays at the same time; however, this will count as 2 hours against your monthly hours.
- Reservations are subject to availability and can be made 4 weeks in advance.
- Cancellations or modifications to bookings must be made at least 48 hours in advance.

4. Usage of Monthly Hours

- **Members can book a bay for up to 4 consecutive hours at a time, subject to availability. If the member chooses to use multiple hours within a single booking, each hour will be deducted from their monthly allotment.**
- **For example, if a member books a bay for 4 hours and uses all 4 hours, this will count towards the monthly limit of 5 or 10 hours, depending on the membership level. If the member reaches their monthly limit, any additional hours needed for the remainder of the month will need to be purchased at the standard hourly rate based on peak or non-peak times.**
- **Members may also choose to book a bay for up to 4 hours but only use 1 of their membership hours. In this case, the remaining hours can be utilized by guests, who will be charged the regular hourly rate according to peak or non-peak pricing. This option allows members to share a session with friends or family while staying within their membership limit.**
- **Unused membership hours do not roll over to the next month. All hours reset on the billing date, at which point the new month's hours become available.**

5. Membership Downgrades or Upgrades

- Members may upgrade or downgrade their membership level. Changes must be requested at least 5 days prior to the next billing date and will take effect on the next billing cycle.

6. Payment and Refund Policy

- Membership fees are automatically charged on the billing date. Payments are non-refundable once processed.
- Members are responsible for keeping payment information up to date to avoid disruption in access. If a payment fails, members will have a 7-day grace period to resolve the issue, after which the membership will be suspended.

7. Facility Rules and Conduct

- All members and guests must adhere to the facility's rules, including respecting time limits, keeping noise levels reasonable, and using equipment responsibly.
- The facility reserves the right to suspend or terminate memberships without refund for members or guests who engage in disruptive or inappropriate behavior.

8. Limitation of Liability

- The facility is not responsible for any injury, loss, or damage that may occur during your visit. Members and guests agree to use the facility at their own risk and assume full responsibility for their guests.

9. Responsibility for Damage

- Members and guests are responsible for the proper use of all equipment and facilities. Any damage caused to the equipment, bays, or other parts of the facility by the member or their guests will be assessed, and the member will be held financially responsible for repair or replacement costs.
- If equipment is found to be malfunctioning or damaged upon arrival, members should promptly notify facility staff. Failure to report pre-existing damage may result in the member being held accountable for the damage.
- Members and guests agree to treat the facility and equipment with care and respect. The facility reserves the right to suspend or terminate memberships in cases of intentional damage or repeated negligence.

By signing up for a membership or visiting as a guest, you agree to abide by these terms and conditions. The facility reserves the right to amend these terms with 30 days' notice.