

SEMBAWANG COUNTRY CLUB GOLF BOOKING TERMS & CONDITIONS (EFFECTIVE - 31 DEC 2019)

A. Cancellation & Amendments Policy

- Any request for game cancellation or amendment will only be entertained if the request is made within three working days from the game date.
- Full golfing rate charges will be imposed should any game cancellation request be rejected by Golf Booking administrator.
- Each booking is entitled to only one amendment after approval. Administration fee of **\$10.00** will be imposed for any subsequent amendment made.

B. Payment

- Payment has to be made via any Payment has to be made via bank transfer to HomeTeamNS bank account 3 working days before the game.
- Golfers are required to produce their bank transfer transaction record with their HomeTeamNS Membership cards and HI cards at Sembawang Country Club Reception Counter for verification and registration.

C. Amendments, Cancellation & No-Show Policy

- Each booking is entitled to one amendment only after approval. Administration fee of \$10.00 will be imposed for any subsequent amendment made.
- Any request for booking amendments or cancellation will only be entertained if the request is made within three working days from the golf game date.
- Should any booking amendments or cancellation be made after three working days from the golf game date, members shall be liable to pay the No-Show / Cancellation Fees which shall be equivalent to the total amount set out in the confirmed booking invoice.
- Should members fail to turn up for any booking, members shall be liable to pay the No-Show / Cancellation Fees which shall be equivalent to the total amount set out in the confirmed booking invoice.
- Payment of any No-Show / Cancellation Fees must be settled via bank transfer to HomeTeamNS bank account within 48 hours in order to continue to enjoy golf booking access.
- Failure to settle any No-Show / Cancellation Fees at Sembawang Country Club will result in the cancellation and / or suspension of all future bookings. The member's golf booking access will also be suspended until settlement of any outstanding No-Show Fees. An additional penalty fee of \$20 will be required to be paid to HomeTeamNS to reinstate golf booking access. The member shall also be liable to reimburse HomeTeamNS for any No-Show Fees which are incurred by HomeTeamNS arising out from the failure to settle the No-Show Fees.
- In the event that the member golf booking access are suspended for two (2) or more times (whether due to non-payment of No-Show Fees or for any other reasons), HomeTeamNS shall have the right to terminate your HomeTeamNS GolfLinks Ordinary / Associate / Family membership without any refund of fees being given. (*Constitution article 3, cessation of membership point 5b).

D. Golf Games Affected by CAT 1

- Golf games that are unable to tee-off due to CAT 1 may be rescheduled should the next preferred golf game date be less than 30 days from the affected date. Otherwise, a refund may be processed.
- No refund, rescheduling, or raincheck will be issued for golf games that have tee-off that are affected by CAT 1.
- For game rescheduling, a copy of the bank transfer transaction record and the next preferred golf game date and time are to be emailed to Golfbooking@HomeTeamNS.sg for processing.
- Rescheduling request will be processed on a first-come, first-served basis within three working days; subjected to corporate cards and slots availability.

E. Refund Policy

Refund due to CAT 1 (Did not tee-off)

- For refund due to CAT 1 (Did not tee-off), the bank transfer transaction record must be produced to support the claim.
- A copy of the bank transfer transaction record and the reason for refund are to be emailed to Golfbooking@HomeTeamNS.sg for processing.
- Refund request submission will be reviewed on a case-by-case basis, subjected to the prevailing rules and regulations of Sembawang Country Club.

Refund due to Illness

- For refund due to illness, a Medical Certificate and bank transfer transaction record must be produced to support the claim.
- A copy of the Medical Certificate and bank transfer transaction record and the reason for refund must be emailed to Golfbooking@HomeTeamNS.sg for processing.
- Refund request submission due to illness will be reviewed on a case-by-case basis, subjected to the prevailing rules and regulations of Sembawang Country Club.

F. Golfing Etiquette & Insurance Coverage

- Golfers are required to observe the golfing rules and bylaws of Sembawang Country Club. Sembawang Country Club reserves the right to refuse play or evict any golfers from the course in any court of law should it find that the golfer's behaviour or game is detrimental to Sembawang Country Club.
- Golfers are to have valid insurance coverage for all golf games.
- HomeTeamNS and Sembawang Country Club shall not be held responsible for any claims arising out of any death or injury, damage or loss, suffered or caused during participation, and this includes all costs and expenses incurred as a result of such claims.

G. General

- HomeTeamNS reserves the right to make any changes or modify our Terms & Conditions without prior notice.
- HomeTeamNS decisions are final. No correspondence will be entertained.

For any golf booking enquiries, please email Golfbooking@HomeTeamNS.sg.