

THE GOLF ROOM PTY LTD

Membership Terms & Conditions

Venue: The Golf Room, 1A Moorefield Park Drive, Wodonga VIC

1. Membership Structure

- Memberships run on a monthly rolling contract. Billing is monthly in advance by credit card or direct debit.
- There is no minimum term beyond the first month, unless otherwise stated in Schedule 1.
- Members may cancel with 14 days' written notice before the next billing date (see clause 8).

2. Entitlements

- Members receive booking rights, usage hours, guest passes and other benefits as set out in Schedule 1 (Membership Packages & Fees).
- Memberships are personal, non-transferable and cannot be shared (except as provided for Corporate Memberships).
- Membership does not guarantee availability at a specific time; bookings are subject to bay availability and rules in Schedule 2.

3. Payments & Fees

- Fees are payable monthly in advance by direct debit or credit card.
- Dishonoured or failed payments may incur a fee (see Schedule 1).
- Fees remain payable regardless of actual usage, unless a freeze has been agreed under clause 4.

4. Cooling-Off & Freeze

- A 7-day cooling-off period applies from the Start Date. If cancelled, any used sessions are charged at the casual rate.
- Members may freeze their membership for up to 4 weeks per rolling 12 months, in blocks of at least 1 week, with 7 days' notice. A freeze fee may apply (Schedule 1).
- Longer freezes may be granted for medical reasons with a doctor's certificate.

5. Bookings & Fair Use

- Bookings must be made via our booking system or in-venue.
- Minimum booking slot is 60 minutes (1 hour).
- No-shows and late cancellations (less than 24 hours' notice) forfeit the booked time.
- Members must check in via the app, QR code, or at reception before each session.
- Late arrival does not extend the booked session.

6. Conduct & Safety

- Only one player may swing in a bay at any time. Others must stand behind the safety line.
- Clean clubs and golf balls only; no cracked or dirty balls.
- Spikeless shoes or clean runners must be worn.
- Intoxicated patrons may be refused entry or service. Responsible Service of Alcohol applies; no BYO.
- Members are responsible for intentional or negligent damage caused by themselves or their guests. Repair/replacement costs may be charged.

7. Guests & Minors

- Guest policy is set out in Schedule 1 and 2.
- Members are responsible for their guests' conduct and fees.
- Minors must be supervised by an adult at all times.

8. Cancellation & Termination

- Members may cancel after the first month by providing 14 days' written notice before the next billing cycle.
- Cancellation requests must be submitted in writing via email to hello@thegolfroom.com.au. Members who advise staff in person or by phone will be asked to confirm their request by email, so we have a clear record and can discuss options such as membership freezes before processing.
- We may suspend or terminate membership for: non-payment of fees; serious or repeated breach of these Terms or Venue Rules; unsafe, illegal, or inappropriate conduct.
- Unused time is non-refundable unless required by law.

9. Closures & Events

- The venue may close occasionally for private functions, maintenance or upgrades. Where closure exceeds 7 consecutive days, we will credit or extend membership pro-rata.

10. Liability & Risk

- Golf carries inherent risks. Members use the venue at their own risk.
- To the extent permitted by law, we exclude liability for injury, loss or damage arising from recreational services under section 139A of the Competition and Consumer Act 2010 (Cth), except where caused by our reckless conduct.
- We are not liable for loss of personal property.

11. Privacy & Marketing

- We collect and use personal information to manage memberships, bookings and payments, in line with our Privacy Policy (Schedule 3).
- CCTV operates in public areas for safety and security.
- Members may opt out of marketing emails/SMS at any time.

12. Variation

- We may amend these Terms by giving 30 days' notice. Members who do not agree may cancel without penalty before the change takes effect.

13. Governing Law

- These Terms are governed by the laws of Victoria, Australia.

SCHEDULE 1 — MEMBERSHIP PACKAGES & FEES

All membership fees are billed monthly in advance and include merchant fees (approx. 1.8%). Hours = bay hire hours. Extra players may attend a booked session for an add-on fee of \$10 per hour (unless otherwise stated).

Membership	Fee (Monthly)	Included Hours	Usage / Booking Window	Key Benefits
Lifestyle (Entry)	\$89	4 hrs	Off-peak only (before 4pm Mon–Fri); bookings up to 1 month in advance	Free club hire; off-peak practice access
Access (Mid)	\$129	6 hrs	Anytime; bookings up to 1 month in advance	Free club hire; flexible mix of peak & off-peak play
Platinum (Premium)	\$199	10 hrs	Anytime; bookings up to 1 month in advance	Free club hire; invitations to member nights & tournaments; guest add-on \$10/hr (Founding Offer: first 20 Platinum members may bring 1 guest free each visit for first 3 months)
Corporate Silver	\$399 (Founding Rate)	10 hrs	Anytime; bookings up to 3 months in advance	Company-based membership; bookings via primary contact/authorised users; staff/clients may attend (max 4 per bay); logo recognition; 1 annual corporate event (4 bays × 3 hrs incl. host)
Corporate Gold	\$599 (Founding Rate)	15 hrs	Anytime; bookings up to 3 months in advance	Company-based membership; bookings via primary contact/authorised users; staff/clients

may attend (max 4 per bay); branding & social media exposure; 2 annual corporate events (4 bays × 3 hrs incl. host)

Corporate Membership Rules (Additional Conditions):

- Corporate memberships are bay-based, not per-player. One bay booking allows up to 4 players at a time, at no additional cost.
- Monthly included hours are measured per bay booking, not per person.
- Each corporate membership must nominate a primary contact and a small number of authorised users (typically 2–3) who may make bookings on behalf of the company.
- Authorised users do not need to be present at every session — they are responsible for making the booking.
- Staff, clients, or other guests may attend sessions within the 4-player bay limit.
- Larger groups require booking additional bays or use of the included Corporate Event (Silver = 1 per year; Gold = 2 per year).
- Updates to authorised user lists may be made at annual renewal or earlier with written notice and management approval.

Founding Corporate Rates:

- Founding Corporate Rates apply to Corporate Silver and Gold memberships for the first 12 months of continuous membership. Rates are subject to review after 12 months with 30 days' notice. Founding members will be recognised and prioritised.

Founding Platinum Offer:

- Limited to the first 20 Platinum members at launch. These members may bring one guest free of charge at each visit for the first 3 months. Thereafter, the standard guest policy applies (\$10/hr).

SCHEDULE 2 — BOOKING RULES

Peak & Off-Peak Hours

- Off-Peak: Weekdays before 4pm (Mon–Fri)
- Peak: Weekdays 4pm–9pm, Weekends 9am–6pm

Session Lengths

- Standard booking slots: 60 or 120 minutes (minimum 60 minutes).

Booking Windows

- Lifestyle, Access, Platinum: up to 1 month in advance
- Corporate Silver & Gold: up to 3 months in advance

Usage Limits

- Total monthly usage is capped at the hours in each tier (Schedule 1).
- Members may use hours flexibly across the month, subject to availability and minimum 60-min slots.

Cancellations

- Cancellations must be made at least 24 hours prior.
- Late cancels/no-shows forfeit booked time.

Check-In

- Members must check in via the app, QR code, or at reception before each session.
- Sessions start and finish at the booked time; late arrivals do not extend play.

Guests

- Guests must be accompanied by a member, sign a waiver, and follow venue rules.
- Guest fees apply unless expressly included (e.g., Founding Platinum offer).

Bay Capacity

- Each bay booking allows up to 4 players.
- Membership hours are per bay, not per person.
- Groups >4 must book extra bays.

4/1a Moorfield Park
Drive
West Wodonga, VIC
3690

P: 02 5000 1165

E: hello@thegolfroom.com.au

Corporate Events

- The annual corporate events included in Silver and Gold memberships are provided in addition to the monthly hours — they do not reduce your monthly allocation.

Equipment & Care

- Clean clubs and balls only; no cracked/dirty/range-marked balls.
- No food or drink on mats/sensors.
- Report faults to staff immediately.

Coaching & Commercial Use

- Only venue-approved coaches may operate in bays.
- Commercial/team use requires prior approval.

SCHEDULE 3 — PRIVACY SUMMARY

Information Collected

- Contact details (name, phone, email, address)
- Payment details
- Booking & attendance records
- CCTV footage in public areas

Purpose of Collection

- Manage memberships, bookings and payments
- Ensure safety, security and compliance with venue rules
- Communicate offers, updates and member information

Disclosure

- Third-party providers (payment processors, booking systems)
- Authorities where required by law

Member Rights

- Request access to/correction of personal info
- Opt out of marketing communications at any time