



## **Lesson Policies: Terms & Conditions**

### ***Purchases***

All lessons must be purchased in advance (prior to the start of the first class). After payment, the student is then in a "credit position" to receive lessons as purchased. Lesson purchases are valid for 12 months from the date when the first lesson is taken. Accepted forms of payment: MasterCard, Visa, AMEX, Debit Cards, Cheque or Cash. 5% GST is applicable to all lesson purchases.

### ***Length***

Standard private lessons are 45-minutes in length, unless stated otherwise. Group lessons range from 60 to 120 minutes, depending on the program. Junior Program and Camp lessons range from 60 minutes to 6 hours.

### ***Cancellations***

Junior Group classes or camps with fewer than 5 students registered may be cancelled at the discretion of the instructor (parents/students will be notified in advance).

Students needing to cancel, or re-schedule private coaching lessons must provide a minimum of 24-hour advance notice. Cancelling with less than 24-hours advance notice is considered a "no-show" and will result in a \$50 charge or reduction in the length of the next lesson.

### ***Cancellation and Refund Policy - Junior Golf Camps***

Full refunds will be provided for any class or program that is cancelled by Fraserview Golf Academy.

For multi-day programs (Junior Camps, Long Term Player Development Programs, etc.), a full refund will be provided if cancellation is received a minimum of 7-days prior to the start date of the program.

If cancellation is received with less than 7-days' notice from the start date of the program, up until 24-hours before the program starts, 50% of the registration fee will be refunded.

If cancellation is received within 24-hours of the start of the program or is received after the program has started, there will be no refund. "No-shows" (even due to illness) will count as a class attended and will not receive a refund. Students who miss more than 50% of a program due to medical illness (doctor verified document required), may apply for a 50% registration fee credit towards another approved lesson program.

### ***General Refund Policy***

Please be advised that refunds for lessons booked online will be charged a \$20 fee to cover the expense of our online service provider and may take up to 10 days to process.

### ***Pricing***

Fraserview Golf Academy reserves the right to change lesson prices at its sole discretion.

### ***Registration***

Parents must complete and sign a Fraserview Golf Academy Registration/Release form for all junior group classes, programs and camps.

### ***Release***

The student assumes all risks incidental to participating in lessons, practice, and other services, whether such activity is held inside or outside Fraserview Golf Academy. The student releases Fraserview Golf Academy from all liability and represents that the student is in good health and has no special physical needs or limitations, unless otherwise disclosed to Fraserview Golf Academy.

*Questions about our policies may be directed to either the Director of Instruction or to the Head Golf Professional by emailing: [info@fraserviewgolfacademy.com](mailto:info@fraserviewgolfacademy.com)*



Revised January 1, 2019

## **Privacy Policy**

This Privacy Policy describes how we collect, use and share personal information that we obtain relating to services provided to our clients. These privacy practices apply to past, current and potential future clients, as well as any others who may be involved with Fraserview Golf Academy. As used in this Policy, the terms "we" and "our" refer to Fraserview Golf Academy.

### ***Collection of Information***

We may collect information about you or your account history several different ways: from what you provide to us when you become a Fraserview Golf Academy client; when you use our services; from Fraserview Golf Academy Web pages you visit; or from calls or e-mails between us. Information we collect about you includes contact information (such as name, mailing address, phone number and e-mail) and other personal information that helps us customize our services (such as your requests for special orders, use of specific services, or attendance at classes and similar events).

### ***Use of Your Information***

We may use your information to: (a) provide Fraserview Golf Academy services to you; (b) check or maintain your Fraserview Golf Academy lesson account; (c) evaluate and improve our service; (d) offer you new or additional products or services.

### ***Information Sharing***

It is Fraserview Golf Academy's policy that we not disclose, compile or resell your personal information to any vendor or other third-party.

### ***Security of Your Personal Information***

It is important to Fraserview Golf Academy to protect your personal information. We implement and maintain reasonable technical, physical and administrative safeguards to protect the security and confidentiality of client personal information under our control from theft, loss, misuse, improper disclosure, distribution or alteration.

### ***Control of Your Personal Information***

You may modify, correct, change or update your contact information at any time by contacting Fraserview Golf Academy via e-mail at [info@fraserviewgolfacademy.com](mailto:info@fraserviewgolfacademy.com).

While we use reasonable efforts to ensure that the personal information we hold about you is accurate, complete and current, we generally rely on you to inform us about changes to your contact or other relevant information (such as name, address, telephone number, etc.).

You may also contact us to be placed on our Do-Not-Contact lists (mail, e-mail and telephone), so you won't receive marketing materials from us.

### ***Changes to the Fraserview Golf Academy Privacy Policy and the Lesson Policies Terms and Conditions***

We have the discretion to change both our Privacy Policy and our Terms and Conditions at any time. When changes are made, we will update the "Revised" date at the top of this page. We encourage you to review our website for updates.