

LESSON POLICIES: Terms and Conditions

Purchases

- Lessons must be purchased in before the first class starts.
- 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, or cheque.
- 5% GST is applicable to all lesson purchases.
- Exception: 5% GST is not applied to youth group lessons that qualify as educational programs.

Length

- Unless stated otherwise, Private Lessons are 45-minutes and Lesson Programs are 60-minutes in length.

Cancellation Policy

In the interest of fairness and mutual respect for students, coaches, people on wait lists, and administrative services, the following cancellation policies apply:

- Any scheduled program cancelled by Fraserview Golf Academy – students will receive a full refund.
- Once the first class in any program has been completed, the student is considered fully registered and any ensuing illness or “no shows” will be considered as a class attended and there will be no refund or credit.
- All refund requests **must** be sent/received by SMS text message or email which records date and time.
- **Online lesson payments** made through the Fraserview Golf Academy website are processed by a third-party service provider involving credit checks and banking transfers. These fees cannot be reversed or refunded, therefore a third-party administration fee of \$20 is applied to all lesson refunds and may take up to 14 days to process.

Cancellations

- 1. Junior Golf Camps (Spring Break, Summer and Fall Camps) and Long-Term Player Development Programs**
 - A minimum of 7-days’ notice in advance of the start date is required to receive a full refund (by email).
 - If cancellation is received with **less than 7-days’ notice**, there will be **no refund**.
 - Refund deadline: 9:00 am Pacific Standard Time (Vancouver time), 7 full days in advance of the start date.
 - If a student misses more than 50% of a camp or program due to medical illness (doctor verified document required), they may apply for a 50% registration fee credit towards another approved lesson program.
- 2. Group Classes (Adult Get Golf Ready and Junior After-School Camps)**
 - A minimum of 2-days’ notice in advance of the start date is required to receive a full refund (by email).
 - If cancellation is received with **less than 2-days’ notice (48-hours)**, there will be **no refund**.
- 3. Private Lessons (Adult and Junior)**
 - A minimum of 24-hours’ notice before the appointment time by text/email/phone directly to your coach.

Waitlist Process - All Group lessons

- Students may ask to be placed on a waitlist for classes that are full and will receive notification should space open due to cancellation. The waitlist does not guarantee access to a class.

Pricing

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

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: info@fraserviewgolfacademy.com



Revised February 2021

PRIVACY POLICY

This Privacy Policy describes how we collect, use and share personal information that we obtain in connection with 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 Frasierview Golf Academy. As used in this Policy, the terms "we" and "our" refer to Frasierview 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 Frasierview Golf Academy client; when you use the services; from Frasierview 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 Frasierview Golf Academy services to you; (b) check or maintain your Frasierview Golf Academy lesson account; (c) evaluate and improve our service; (h) offer you new or additional products or services.

Information Sharing

It is Frasierview 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 Frasierview 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 Frasierview Golf Academy via e-mail at info@frasierviewgolfacademy.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 (e.g., 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 Frasierview Golf Academy Privacy Policy and the Lesson Policies Terms and Conditions

We have the discretion to change our Privacy Policy and 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 occasionally review our website for updates.