

E-COMMERCE REFUNDS and PRIVACY POLICY

All prices quoted by Beresfield Golf are in Australian dollars and include GST. Viney Creek is the golf club that is owned and operated by Avana P/L trading as Beresfield Golf ABN 82 056 664 558.

REFUNDS FOR CANCELLATIONS

We understand that peoples' situations change, and that you might reconsider your decision to become an annual member of Viney Creek Golf Club shortly after you signed up, so we offer a seven (7) day cooling off period, during which, if you change your mind we can offer you a refund.

If 7 days have gone by since your purchase of a golf service or membership, unfortunately we can't offer you a full refund or exchange.

You may be able to cancel your Membership and receive a full or partial refund if:

You let us know within the 7 day cooling off period.

There is a tragic loss of life

You become permanently sick or physically incapacitated (confirmed in writing by a licensed physician).

To be eligible for a refund, you must reply to us by email at teeup@beresfieldgolf.com.au with your name, the reason for cancellation with appropriate proof and a receipt of your payment.

Once your email is received and confirmed, we will send you an email to notify you that we have received your request to cancel your purchase and we will also notify you of the approval or rejection of your refund.

There is an administration fee of \$15 to cancel any purchase with us.

If your request has been approved, your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within the next 5 working days.

If you have elected to pay by the month, then your subsequent payments will be cancelled.

Membership Non-Approval

If your membership application is not approved, all monies that you have paid will be refunded within 5 working days of Beresfield Golfs' decision.

Late or missing refunds

If you haven't received a refund after having been notified that your request has been approved, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at teeup@beresfieldgolf.com.au.

Lost Membership Cards

It is the members' responsibility to contact Viney Creek Golf Club about any loss or damage to the membership card. A replacement card will be issued for a fee of \$10.

PRIVACY POLICY

Beresfield Golf is dedicated to keeping your details private. We will make reasonable efforts to keep any information, we collect in relation to you, secure, and ensure that any of our employees, contractors or agents who have access to information about you, do not make any unauthorised use, modification, reproduction or disclosure of that information.

However, we accept no responsibility for any loss, misuse, unauthorised access or disclosure, alteration or destruction of personal information which you submit to us.

We will only disclose information that we have about you: (a) If and to the extent required by law; or b) For the purposes of and as set out in the membership agreement and in accordance with this Privacy Policy or if you violate our Code of Conduct.

We do not sell, trade or rent your personal information to others. When we ask you for your personal information for marketing purposes, it is to identify your membership, provide you with our e-news (if applicable) and to personalise your golfing experience with us. If you do not wish to receive information about our services and promotions, please let us know by email at teeup@beresfieldgolf.com.au and we will remove your name from our mailing lists.

All credit card payments made to Beresfield Golf will be kept confidential by our e-commerce providers (National Australia Bank) in accordance to industry standards and regulations. If a credit card payment is made via mail or telephone, details will be kept confidential and held securely by Beresfield Golf.

If you choose a direct payment gateway to complete your purchase, then Beresfield Golf does not store your credit card data. It is encrypted through the NAB Transact gateway that is managed by the Payment Card Industry Data Security Standard (PCI-DSS). Your purchase transaction data is stored only as long as is necessary to complete your purchase transaction. After that is complete, your purchase transaction information is deleted.

PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

- THIRD-PARTY SERVICES

In general, the third-party providers used by us will only collect, use and disclose your information to the extent necessary to allow them to perform the services they provide to us.

However, certain third-party service providers, such as payment gateways and other payment transaction processors, have their own privacy policies in respect to the information we are required to provide to them for your purchase-related transactions.

For these providers, we recommend that you read their privacy policies so you can understand the manner in which your personal information will be handled by these providers.

Once you leave our store's website or are redirected to a third-party website or application, you are no longer governed by this Privacy Policy or our website's Terms of Service.

AGE OF CONSENT

By using this site, you represent that you are at least the age of majority in your state or province of residence, or that you are the age of majority in your state or province of residence and you have given us your consent to allow any of your minor dependents to use this site.

CHANGES TO THIS PRIVACY POLICY

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

If our store is acquired or merged with another company, your information may be transferred to the new owners so that we may continue to sell products to you.

QUESTIONS AND CONTACT INFORMATION

If you would like to: access, correct, amend or delete any personal information we have about you, register a complaint, or simply want more information contact our Privacy Compliance Officer at office@beresfieldgolf.com.au or by mail at Beresfield Golf, 260 Anderson Dr, Beresfield, NSW, 2322, Australia.