

Season Tickets & Multi Visit Terms and Conditions

Effective April 2020

1. Season Tickets & Multi Visits

- 1.1. Course Season Tickets & Multi Visit Passes are valid for a period of 12 months from the date of purchase.
- 1.2. All Season Ticket Holders must always display the current year's Season Tickets bag tag in a prominent place on their golf bag whilst utilising the course facilities. Regular Course Marshalling patrols are undertaken by City of Adelaide staff to ensure that all players have paid the appropriate course fees.
- 1.3. All Season Tickets and Multi Visit Passes are provided as a 'Loyalty Card' which is non-transferable and non-refundable.
- 1.4. There will at times be restrictions to parts or all courses for which there can be no recompense: examples could be but are not limited to:
 - 1.4.1. Routine or major maintenance, e.g. spraying of weeds, insect plagues, course renovations;
 - 1.4.2. Inclement weather, e.g. heavy rain, excessive heat and/or lightning;
 - 1.4.3. To ensure equitable access for public and different Categories of Card Holders ie specific times may be set aside for public only or particular Season Pass categories;
 - 1.4.4. Major Events and permanent group golf bookings: Corporate/Trade Days, group bookings.
- 1.5. Course Season Ticket Holders and Multi Visit Pass holders must present and swipe their Loyalty Card at the Pro Shop prior to commencing to play on any course regardless of the time of day and must commence from the 1st tee unless directed otherwise. Staff may request to see photo ID or a valid concession card at any time.
- 1.6. Season Ticket holders will be entitled to one level of discount only
- 1.7. New Season Ticket holders are entitled to a 3-day cooling off period from the date the contract is signed during which the Season Ticket holder may terminate their application.
- 1.8. You are required to have a photo taken for your Loyalty Card. This is to ensure that in the event of a stolen or lost card, nobody else can access the facility using your Season Tickets. Photos will not be used for any other purpose.
- 1.9. Season Ticket Holders and Multi Visit holders participating in organised events that require precedence of play or course closure, are required to pay the appropriate green fee associated with the event.
- 1.10. To accrue or receive any benefits associated with any Loyalty, Reward or membership scheme operated by the NAGC the Card Holder must provide the Loyalty Card on purchase or any goods or services
- 1.11. The North Adelaide Golf Course reserves the right to change, cancel or add to any of the facilities or services provided.

2. Playing Rights

- 2.1. **7 Day, all 3 courses (Adult and Concession):**
The Season Ticket Holders has full access and playing rights to the South, North and Par 3 courses over 7 days for a period of 12 months, except in the event of restrictions as per 1.4.
- 2.2. **5 Day, all 3 courses (Adult and Concession):**
The Season Ticket Holders has full access and playing rights (Monday to Friday only) to the South, North and Par 3 courses for a period of 12 months, except in the event of restrictions as per 1.4.
- 2.3. **Lifestyle Season Ticket Holders:**
The Season Ticket Holders has full access and playing rights to the South, North and Par 3 courses over 7 days for a period of 12 months, except in the event of restrictions as per 1.4.
The Season Ticket Holders also has full access to the Adelaide Aquatic Centre and associated facilities for a period of 12 months. Please refer to the Aquatic Centre terms and conditions of entry for further information.
www.adelaideaquaticcentre.com.au
- 2.4. **Junior (Under 18):**
A Junior Season Ticket Holders will be under 18 years of age at the time of joining/renewing and has full access and playing rights to the South, North and Par 3 courses over 7 days for a period of 12 months except in the event of restrictions as per 1.4. Note that if a junior member is signing up for the first time as a Season Pass Holder they may be eligible for a further discount as advised from time to time.
- 2.5. **Par 3 (Adult & Concession):**
The Season Ticket Holders has full access and playing rights to the Par 3 course only over 7 days for a period of 12 months except in the event of restrictions as per 1.4.
- 2.6. **North Course Season Tickets:**
The Season Ticket Holders has full access and playing rights 7 days a week to the North course only for a period of 12 months except in the event of restrictions as per 1.4.
- 2.7. **Multi Visit Pass (Adult and Concession):**

Multi Visit Pass holders are entitled to play 10 rounds of golf in total over 7 days a week (Or 5 Dys – Monday to Friday if a 5 day Multi Pass) on the South, North and Par 3 courses except in the event of restrictions as per 1.4. (7 Day Multi Visit Passes can be used to play in a Public Access priority time on Sunday mornings if the pass is for all 3 courses).

Multi Pass Holders can recharge their cards online through the online booking portal once existing rounds are used or expired.

2.8. Multi Visit Pass (North Course):

Multi Visit Pass holders are entitled to play 10 rounds of golf in total over 7 days a week on the North courses except in the event of restrictions as per 1.4. (Multi Visit Passes can be used to play in a Public Access priority time on Sunday mornings if the pass is for all 3 courses). Multi Pass Holders can recharge their cards online through the online booking portal.

2.9. Student Season Pass

Multi Visit Pass holders are entitled to play 10 rounds of golf in Full time students at University or TAFE under the age of 23 years at the time of purchase will be eligible to purchase a Student Season Pass. This Pass provides access to all 3 courses outside of recognised competition times subject to restrictions as per 1.4.

2.10. Summer Twilight Season Pass

This pass entitles the Pass Holder to play after 3.30pm during the period when daylight saving applies from 3 months from the date of purchase on all 3 courses, subject to restrictions as per 1.4.

3. Direct Debit Payment

- 3.1. Direct debit is a payment method that is only available for Season Ticket Holders to pay their Season Tickets fee over a 12-month period by direct debit instalment from the Season Ticket Holders's desired bank account, Visa or MasterCard.
- 3.2. The first payment is to be made up-front prior to the Season Ticket Holders playing at the North Adelaide Golf Course.
- 3.3. An administration fee is payable in addition to the Season Tickets fee for Season Ticket Holders who choose to pay the Season Tickets fee by direct debit.
- 3.4. Direct Debit payments are for the full 12-month period, any Season Ticket Holders wishing to cancel their payments before the end of the 12 months will need to pay out the full amount of their Season Tickets contract.
- 3.5. Should a Season Ticket Holders fail to meet 2 Direct Debit payments in any Season Tickets year, the Direct Debit payment option will not be offered to the Season Ticket Holders in any subsequent Season Tickets year and the annual pass can be suspended until full payment is received for any outstanding amounts.
- 3.6. There is a fee of \$21.60 or other fee as advised by Ezidebit from time to time for any payment dishonoured.
- 3.7. Please refer to clause 4 Suspension and Termination of Season Tickets in relation to failed Direct Debit payments.

4. Suspension and Termination of Season Tickets/Multi Visit Pass

- 4.1. Time-stopping for a medical illness or overseas Military Service greater than 21 consecutive days is available for Season Ticket Holders only, upon the Golf Course Manager receiving supporting documentation in the form of a valid Medical Certificate, r from senior officer of the Defence Force with the start and finish dates of the duration that you were unfit/unable to use the facility. The maximum time that a Season Tickets can be suspended is the period of the original Season Tickets.
- 4.2. Time stopping must be notified via email or writing within 14 days of the proposed commencement of the time stop with an appropriate medical certificate.
- 4.3. Time-stopping for general leave of absence is not provided as a Season Tickets benefit.
- 4.4. The North Adelaide Golf Course may suspend or terminate the Season Tickets of any Season Ticket Holders with immediate effect if that Season Ticket Holders commits a breach of the North Adelaide Golf Courses Terms and Conditions including but not limited to:
 - 4.4.1. Any amounts due and owing to the North Adelaide Golf Course by the Season Ticket Holders have not been paid within fourteen (14) days following the date of a written reminder of the amount due; this includes any Direct Debit payments which fall into arrears.
 - 4.4.2. Any Season Ticket Holders who fails two consecutive Direct Debit payments or who has a history of failed Direct Debit payments.
 - 4.4.3. The Season Ticket Holders is found to have given his or her Season Tickets card to another person to use at the facility.
 - 4.4.4. The Season Ticket Holders fails to adhere to the facilities strict no BYO alcohol policy.
 - 4.4.5. Users the course for practice facilities and/or playing with more than one ball at any time except in designated practice areas that will be advised from time to time

- 4.5. The North Adelaide Golf Course may deny entry into the facility by any Season Ticket Holders or former Season Ticket Holders whose Season Tickets has been previously, or is currently suspended or terminated.
- 5. 19th Hole, Function Room and Golf SA Boardroom**
- 5.1. Food and Beverage consumed within these facilities must be purchased from the North Adelaide Golf Course only unless pre-arranged with Golf Course management.
- 5.2. The North Adelaide Golf Course (including all course boundaries and facilities within) is a licensed facility and as such does not allow BYO alcohol. Season Ticket Holders found to be in breach of this regulation will have their Season Tickets terminated immediately.
- 6. Car Parking**
- 6.1. Once a Season Ticket Holders pays their Season Tickets fee they will receive a 12-month parking permit which must be displayed in the windscreen and will entitle the Season Ticket Holders to 6-hour free parking in the public Car Park on Strangways Terrace (opposite Calvary Hospital) and roadside parking on the golf course boundary side of Strangways Terrace.
- 6.2. Under no circumstances are Season Ticket Holders to park vehicles in parking spaces identified and signposted for Pro Shop Staff, Horticulture Staff, ACC staff, Trade and Delivery vehicles or park on the Park Lands.
- 6.3. It is the Season Ticket Holders's responsibility to display the parking permit in a visible place behind the front wind screen and abide by all parking requirements.
- 6.4. Vehicles that do not comply with the parking regulations will be photographed for supporting evidence and they will receive an expiation notice. Golf Course Management are unable to cancel expiation notices.
- 7. Conduct**
- 7.1. Management reserves the right to refuse entry, suspend or terminate a Season Tickets or Multi Visit Pass or request a patron to leave the premises if the Season Ticket Holders does not adhere to the Terms and Conditions, disobeys the instructions of North Adelaide Golf Course staff, behaves in an irresponsible manner or is under the influence of alcohol and/or drugs.
- 7.2. Complaints are to be directed in writing to the Golf Course Manager at teeoff@northadelaidegolf.com.au or please complete a feedback form available from the Pro Shop.
- 7.3. Golfers must comply with the directions given by any staff Season Ticket Holders. Failure to do so may result in suspension or termination of the Season Tickets.
- 7.4. Green-keeping staff have right of way on course at all times. Please ensure Green-keeping staff are not within reach before proceeding to play your shot. Failure to comply may result in suspension or termination of your Season Tickets.
- 8. Season Ticket Holders Cashless Accounts**
- 8.1. Season Tickets are automatically entitled to a Cashless Account. Funds can be paid into your Season Ticket Holders account at the Pro Shop to make purchases in the Pro Shop or the 19th Hole Club Lounge Bar at a later date.
- 8.2. If a Season Ticket Holders has a cashless balance still showing on a Season Tickets that has been expired for 12 months, this amount will automatically be removed and forfeited by the Season Ticket Holders.
- 8.3. A maximum amount of \$200.00 can be transferred from a Season Ticket Holders' cashless account and be used to pay or contribute towards the renewal of your Season Tickets.
- 9. Season Tickets Cards**
- If your card has been misplaced or stolen, please inform staff immediately. The lost card will be cancelled, and a new card issued retaining any accrued benefits. Replacement cards will be provided with a fee as set from time to time.
- 10. Dress Regulations**
- 10.1. For your comfort and safety and that of fellow patrons, appropriate sports footwear and clothing should be worn at all times.
- 10.2. The North Adelaide Golf Course requires players to dress in a neat and tidy manner. Casual clothing is acceptable, and a collared shirt is NOT essential.
- 10.3. Closed toe shoes are required to be worn by all players and all our courses are soft spike preferred courses. Should you not have your own golf shoes, then flat soled sneakers are the next best option to ensure comfort and minimal course damage throughout your round.
- 10.4. Singlet tops are not accepted on the South Course.
- 11. Golf Course Etiquette**
- 11.1. All players must report to the Pro Shop at least 15 minutes prior to their assigned tee time.
- 11.2. All players must carry and use a sand bucket to fill in divots. Players must also repair plug marks made on greens. Players must hit only when golfers ahead are out of range. Should a shot endanger another person, players should yell "FORE" as a warning.
- 11.3. Foot and club marks are to be raked before leaving a bunker.
- 11.4. It is the responsibility of all players to maintain an acceptable pace of play. Rounds at the North Adelaide Golf Course should not exceed 4hrs 10mins. Please monitor your pace of play and adjust accordingly if you are behind the sign posted schedules.
- 11.5. When using the electric Golf Carts, players are to not encroach on tees or within 6 metres of any green and must exit the fairway prior to these. Players observed driving on the Greens or tees and not respecting the course may have their Season Tickets suspended or terminated.
- 11.6. Management reserve the right to ban any personal carts from the course where they may, in managements opinion, cause damage to the course or disruption to other patrons.
- 11.7. Players must not bend the hole flag to assist in getting their ball out of the hole.
- 12. Privacy Policy**
- 12.1. Personal information collected will be used to:
- 12.1.1. Manage North Adelaide Golf Course Season Tickets / Multi Visits and communicate renewal information and program re-enrolment via your nominated contact method. This may include mail, email, text message, or telephone;
- 12.1.2. Distribute North Adelaide Golf Course and City of Adelaide promotional material and service improvement information; and;
- 12.1.3. Collate internal statistical information including but not limited to Season Ticket Holders demographics.
- 12.2. Personal information is collected, used and disclosed as prescribed in the City of Adelaide Privacy Policy and in the manner and for the purposes stated. To access or update your personal information, contact the North Adelaide Golf Course staff on 8203 7888. For further information regarding the City of Adelaide's commitment to privacy, visit www.cityofadelaide.com.au
- 12.3. These Season Tickets Terms and Conditions may be subject to change at any time without notice. Latest terms and conditions to be displayed on the Golf Course website at www.northadelaidegolf.com.au
- 13. Liability**
- As a Season Ticket Holders or multi visit pass holder, you agree to keep the City of Adelaide and the North Adelaide Golf Course fully indemnified for any third-party liability claims. City of Adelaide and North Adelaide Golf Course are not liable for any injury, loss or damage caused by or in connection with your access to the golf course or playing golf.
- 14. Private Carts and Bikes**
- Council reserves the right to limit/disallow the use of private carts or bikes at its discretion. This includes for maintaining course quality and impact on other patrons.
- 15. Acceptance of Season Tickets Terms and Conditions**
- The North Adelaide Golf Course Season Tickets Terms and Conditions are published on our website at www.northadelaidegolf.com.au. A hard copy version of the current Season Tickets Terms and Conditions is available from the Pro Shop counter or any of the Administration Staff can assist you.
- It is the responsibility of a North Adelaide Golf Course Season Ticket Holders to review the Season Tickets Terms and Conditions prior to joining or renewing a green fee Season Tickets.
- As a Season Ticket Holders of the North Adelaide Golf Course you agree to act and abide by all Conditions of entry/use and you understand that failure to do so may result in your removal from the premises and/or suspension or termination of your Season Tickets.