

## Event Payment & Refund Policy

### Purpose

The Birdie Club UAE is committed to providing a fair, professional, and enjoyable environment for all members. This policy outlines the payment and refund policy for events to ensure clarity, fairness for all.

### Payment Method

- All payments must be made through the official Birdie Club website: [thebirdieclubuae.com](http://thebirdieclubuae.com).
- Payments are received in AED. Both local and international card payments are accepted.
- Payments should be made through the official website through the product selection page.
- Payment links can also be generated and shared directly with existing members. Payment must be received within the specified time-frame provided. Failure to complete payment within this time-frame will result in your space being cancelled.

### Payment Terms

- Full payment is required to secure your place for all events.
- Payment applies only to the specific event for which you have booked.
- If you cancel your space or can no longer attend, payments cannot be transferred to future or later events. Refunds will be processed as per below.
- It is the clients responsibility to ensure they have selected the correct event at the time of booking.

### Payment breakdown

- Payments for events cover the green fee and applicable transaction charges.
- Club hire, golf balls, trolley hire and driving range access are not included unless specified.



**Phone**

058 597 7893



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info@thebirdieclubuae.com



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## Event Refunds

Please note that once payment has been received for events with The Birdie Club, refunds are available only under the following terms:

- Full payment is required to secure your booking.
- All event payments include a AED 100 transaction fee within the total amount.
- Cancellations made 7 days or more before the event will receive a full refund minus the AED 100 transaction fee.
- Cancellations made 3 to 6 days before the event will receive a 50% refund minus the AED 100 transaction fee.
- Cancellations made within 3 days of the event are not eligible for a refund.
- All cancellations must be made by contacting The Birdie Club via WhatsApp or email.
- All cancellations must be communicated by notifying The Birdie Club team via WhatsApp (+971 58 597 7893) or email (info@thebirdieclubuae.com).
- Bookings may be transferred to another individual, provided they are not already registered for the event. Transfers must be arranged with The Birdie Club team in advance.

## No-Shows

Participants who fail to attend the event without prior cancellation will be considered no-shows and will not be eligible for any refund or credit.

## Late Arrivals

Events will start at the scheduled time. Participants arriving late may miss part of the event without adjustment or refund. It is the clients responsibility to arrive on time for all events and account for traffic.

## Force Majeure

The Birdie Club UAE is not responsible for cancellations or changes due to circumstances beyond its control (e.g., government restrictions, natural disasters). In such cases, reasonable efforts will be made to reschedule the event.

### **Event cancellation due to weather**

- Events will proceed as scheduled unless there is a health or safety risk due to weather conditions such as rain or sandstorms.
- Communication will be issued if an event is cancelled due to inclement weather. Your booking will be moved to the next available event of your choice - within 2 months of the date of cancellation. Failure to attend/book will result in loss of your booking.

### **Minimum Attendance Requirements**

Events may require a minimum number of participants to proceed. If this minimum is not met, The Birdie Club reserves the right to cancel or reschedule the event. In such cases, participants will be offered alternative dates or issued a credit note.

### **Transfer of Bookings**

Event bookings may be transferred to another individual, provided they are not already registered for the event. Transfers must be arranged with The Birdie Club team at least 48 hours before the event start date.



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