

## Lesson Booking, Cancellation, and Catchup Policy

### Purpose

The Birdie Club UAE is committed to providing a fair, professional, and enjoyable environment for all members. This policy outlines the booking, cancellation, attendance, and catchup session rules to ensure clarity, fairness, and respect for everyone's time.

### Booking and Attendance

- All lessons must be booked and confirmed through the designated registration process. Spaces are not confirmed until full payment has been received.
- Participants are responsible for attending lessons at the scheduled day and time.
- If the minimum number of participants for a group is not reached, The Birdie Club will contact you with alternative options for timings, days, or locations. If no suitable alternative is available or the programme is cancelled, a full refund will be issued.

### No-Shows and Late Arrivals

- If you fail to attend your lesson without prior notice, you will be marked as a "no-show", and the lesson will be considered used. No catchup session or refund will be offered.
- If you arrive late, your lesson will still end at the scheduled time to respect the schedule of other participants. Regardless of reduced duration, the full lesson will be considered used. Please arrive on time to show respect to your PGA professional and fellow participants.

### 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 lessons.



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## **Weather Policy**

- Lessons 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 a lesson is cancelled due to inclement weather. An alternative session will be offered - either in the form of one additional lesson, or extra time added to existing lessons.
- Where possible, lessons may be moved indoors.
- If you choose not to attend a lesson that has not been cancelled, it will be marked as a "no-show" and considered used.
- Hot weather is inevitable during the summer months in the Middle East. Lessons will not be cancelled due to heat. All participants are responsible for preparing accordingly by wearing appropriate protective gear such as hats, sunscreen, and staying hydrated.

## **Catchup Sessions**

- Catchup sessions may be offered if you notify The Birdie Club at least 48 hours in advance of your inability to attend a lesson.
- Cancellations made within 24 hours of the lesson are not eligible for catchup sessions.
- Our programme week runs from Monday to Sunday.
- Catchup sessions are subject to group size and availability and are offered at The Birdie Club's discretion on a first-come, first-served basis. They are not guaranteed.
- If you miss an offered catchup session or cancel on the day, the session will be considered used.

## **Teaching Professional Unavailability**

If your Teaching Professional is unavailable for a scheduled lesson, additional time may be added to future lessons or an extra session may be included in the programme at the discretion of the Teaching Professional or Golf Club. The options will be presented to the group and this is subject to availability.

## **Lesson Locations**

Please note that lessons are location-specific. Bookings and payments apply only to the selected location and cannot be transferred or used at other locations.



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