

Mitchell Spearman Golf Academy Program Policies

RESERVATION OF SPACE

Reservation in a Mitchell Spearman Golf Academy Program is contingent upon:

- Full payment of tuition and fees
- Completion of all required forms and waivers

Please note, registration for a program, agreeing to accompanying waivers, and the completion of necessary forms all independently indicate consent with service terms. Furthermore, participation in our programs is consent for Emergency Medical Services to treat any major injury in which parents / guardians cannot be reached in a timely manner.

FORMS

In order to participate golfers (and/or parents of minors) must complete all necessary forms and waivers during the registration process. All forms and waivers are online or can be emailed by request. Additional waivers, such as an off-site travel waiver, can be filled out prior to the start of a program but will be requested on a needs basis. Filling out forms and the signing of waivers are considered consent with the terms of the agreement.

HOURS/PACKAGE USE

With the exception of summer camp purchased hours packages and lessons can be used by a golfer on a flexible basis and can be transferred to another golfer through email or phone request.

CANCELLATION / RESCHEDULING / REFUNDS

Non-Summer Camp Programs

Our after-school, winter, and weekend programs offer a flexible scheduling system that can be completed online, by phone, or through email. The system enables users to cancel or reschedule a reservation up to six hours in advance of a class, we ask that you call or email with at least 12 hours' notice so that we have time to return and process the request. Requests made with less than six hours by phone or email are subject to availability and may not be granted due to staffing requirements in place to provide golfers with the expected experience.

Class and lesson fees, packages, series, etc. are non-refundable and valid for one year.

Tournaments

Tournament registration fees are not refundable though in the event of tournament cancellation or postponement golfers will be allowed to participate in a future event(s) as a make-up.

Summer Camp

Cancellations occurring between the time of registration and 14 days prior to the start of the selected camp week will result in a \$150 NON-REFUNDABLE, NON-TRANSFERABLE fee that will be retained by Mitchell Spearman Golf.

Cancellations occurring between 14 days prior to the start of the selected camp week and 3 days before the start of the selected camp week (commonly considered the Friday morning before 12:00pm) will result in a refund of half the tuition amount.

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Cancelled registrations within 3 days of the start of the selected camp week, after Friday, 12:00pm, are not refunded.

No deductions or prorating will be made for late arrivals to, or early departures from, camp. In cases of medical necessity wherein a camper is unable to continue and must withdraw, upon receipt of a doctor's note a credit will be given for each remaining day that will remain valid for 1 year. With medical documentation a prorated refund can also be given for the remaining days, excluding the \$150 non-refundable amount. If it is necessary for a camper to reschedule a selected week a rescheduling fee of \$25 will be added to the tuition.

RIGHT TO REFUSE SERVICE

The Mitchell Spearman Junior Golf Academy reserves the right to dismiss any golfer whose behavior is detrimental to the experience of others participating in programs or thought to be disrespectful to the game, the golfer, or the organization. Parents and guardians in addition to all golfers should review the academy and golf course rules prior to a first class and ask any questions they may have. In the case of misconduct or rules violations, and at the discretion of the instructor (with input from other staff), golfers may be subject to a temporary in-class suspension, immediate dismissal from the day, or permanent ban from the academy with no refund of instructional fees.

DISRESPECTFUL BEHAVIOR

There is a zero-tolerance policy for disrespectful behavior and golfers are advised to know and understand course and academy rules in order to participate in training. Foul language, harassing or teasing other golfers, and causing damage to the course or equipment are all examples of disrespectful behavior (subject to refusal of service).

DISCLOSURES

We ask that you disclose any medical information that may be relevant to your golfer or the safety of other golfers/staff working in close proximity. For instance:

- Medications
- Known Allergies
- Injuries
- Special Needs
- Behavioral Irregularities

Conditions that may cause erratic behavior and have been documented by a healthcare professional may be sensitive in nature and we will take care in sharing the information with staff that need to know.

FUTURE CREDIT

If at any time a credit is issued it is considered valid for use within 1 year of its issue.