

Cancellation & Refund Policy

Cancellation, Booking & Refund Policy

DOCUMENT METADATA & LEGAL NOTICE

Effective Date	29 September 2026
Entity Name	Swing Society Golfers Club (Pty) Ltd
Physical Address	Shop 5B, Sable Square Shopping Centre, c/o Bosmansdam & Ratanga Rd, Milnerton, Cape Town, 7441
Governing Act	Consumer Protection Act 68 of 2008 (CPA)

01 General Overview

This Cancellation and Refund Policy applies to all hourly simulator bay bookings, PGA coaching sessions, venue hire, event reservations, retail purchases, and custom simulator installations provided by Swing Society Golfers Club (Pty) Ltd. This policy is aligned with Section 17 of the South African Consumer Protection Act 68 of 2008 (CPA).

02 Simulator Bay Rentals & Coaching Sessions

More than 24 Hours' Notice	Cancellations made more than 24 hours prior to the scheduled booking time are eligible for a full refund (less a standard 5% payment gateway processing fee) or a 100% credit voucher toward a future booking.
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Between 12 to 24 Hours' Notice	Cancellations made between 12 and 24 hours before the session time will receive a 50% system credit voucher. Cash or credit card refunds are not issued within this window.
Less than 12 Hours' Notice / No-Shows	Cancellations made under 12 hours prior to the session, or failure to arrive for a booked session ('No-Show'), will result in full forfeiture of the booking fee with no refund or store credit issued.
Rescheduling	Customers may reschedule a session free of charge up to 12 hours prior to the start time via the online booking portal or by contacting store management directly.

03 Group Events, Corporate Bookings & Facility Hire

Deposit Requirements	Corporate events, private venue rentals, and group bookings require a 50% deposit to secure the date and time slots.
More than 14 Days' Notice	Full refund of deposit, minus a 10% administrative fee.
7 to 14 Days' Notice	50% of the deposit is retained; the remaining balance is refunded or credited.
Less than 7 Days' Notice	The entire 50% deposit is non-refundable.

04 Technical Downtime & Weather Interruptions

Hardware or System Downtime	In the rare event of a software failure (GSPro), camera/tracking sensor malfunction (ProTee VX), or local power interruption preventing play, Swing Society will grant pro-rated session extensions or issue a credit voucher for the unfulfilled time.
No Refunds for Unused Time	If a player voluntarily ends their session early, no partial refunds or credits will be provided.



05 Retail Goods & Golf Hardware Purchases

Defective Goods	Under Section 56 of the CPA, defective retail items (golf gear, accessories) returned within 6 months of purchase with original proof of purchase will be repaired, replaced, or fully refunded.
Change of Mind Returns	Unopened, unused retail items in original packaging may be exchanged or returned for store credit within 14 days of purchase. Custom or special-order items are non-refundable unless defective.

06 Custom Simulator Installations

Deposit and milestone payments for bespoke home or commercial simulator installations (ProTee VX hardware, custom enclosures, impact screens) are governed by the specific terms outlined in the individual installation contract. Initial design and hardware ordering deposits are non-refundable once procurement has commenced.

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