



Cancellation & Refund Policy

We have clear payment and cancellation terms that are fair to both sides. People rely on good Equipment and we rely on good paying clients.

Cancellation by customer:

1. Payment in full must be received with 48 hours prior to your booking commencing or your Credit Card details will be held as security until payment is made. Confirmations may be received either verbally or in writing.
2. Cancellation outside 48 hours of hire: *OHGC* will retain 10% of the total cost of your booking and 90% will be refunded to you.
3. Cancellation within 48 hours of hire: *OHGC Limited* will retain 50% of the total cost of your booking and 50% will be refunded to you.
4. Cancellation within 24 hours of hire: You will receive no refund for cancellation.
5. Cancellation after commencement of hire: You will receive no refund once your booking has commenced.
6. Cancellation due to bereavement or health reasons will be dealt with on a case by case basis.
7. Amendments made to your booking after confirmation may occur an 'Administration Amendment Fee'.
8. ***Please note that upon payment of your Confirmation Deposit you confirm that you have read and agreed to the OHGC Ltd Terms and Conditions.***

Cancellation by OHGC:

1. We will try our best not to cancel bookings, however sometimes this is unavoidable.
2. Our first option is to transfer your booking to another suitable time.
3. If we cannot transfer your booking, the cost of the affected booking (or part of booking) will be refunded to you in full.
4. Combination packages: only the affected part of the package will be cancelled. The remainder of the booking remains valid and subject to the 'Cancellation by customer' policy.
5. If you are stopped from participating in an activity because you have not complied with the conditions of that activity or followed the instructions of staff, no refund will be given to you.

Refund process

1. Payments made by **debit or credit card** will be refunded by reversing the payment to the original card. Refunds will be processed by OHGC within two working days, excluding bank processing times.
2. Payments made by **internet banking** will be refunded into a New Zealand bank account of your choice. Refunds will be processed by OHGC within two working days, excluding bank processing times.

3. Payments made by **EFTPOS or cash onsite** will be refunded onsite using the same method as payment.

Service Delivery

Activities

Golf activities are on a first come, first served basis onsite.

Hire activities can be pre-booked for a particular time and date. We aim to ensure that all equipment is ready and available no more than 10 minutes after the specified collection time, unless impacted by factors outside our control. Please ensure that you arrive 15 minutes before your scheduled pick up time in order to complete the necessary paperwork, competency checks and safety briefings before your selected collection time.

Weather & Other Schedule changes

From time to time, our business may be affected by weather or other events outside our control. In the event that our operations are not able to proceed as normal, in the first instance you will be offered the opportunity to transfer your booking to another suitable time. If no suitable alternative is available for you, your booking will be fully refunded.

You accept that OHGC is not responsible for damage, expense, inconvenience or injury related to schedule changes or events outside its control.

Alternative Products

Where a product has multiple options (for example bike size or kayak length), OHGC will do our best to ensure that you receive your requested option. However, we do reserve the right to provide you with an alternative option of the same product. If no suitable alternative is available for you, you may choose to transfer your booking to an alternative time or date, or to have your booking fully refunded.