



Refund and Return Policy of Monkstown Golf Club

“The Club” refers to Monkstown Golf Club in this policy.

Overview

Our refund and returns policy lasts 30 days from the date of purchase. If 30 days have passed since your payment for golf fees or membership, we cannot offer a full refund or exchange. Refunds are focused on payments for playing golf, green fees, and member credits rather than physical product returns.

Refunds

1. Eligibility:

To be eligible for a return, the item must be unused and in the same condition as received, with original packaging intact.

A receipt or proof of purchase is required to process your return.

2. Non-refundable Items:

Refunds are not available for sale items or membership fees, except in exceptional circumstances as outlined below.

3. Processing:

Once your return is received and inspected, we will notify you via email of the approval or rejection of your refund.

If approved, a credit will be applied to your payment method within a certain number of days.

4. Late or Missing Refunds:

If you haven't received a refund after 30 days, check your bank account and contact your payment provider.

For unresolved issues, contact us at office@monkstowngolfclub.com.

Sale Items

Only regular-priced items may be refunded. Sale items cannot be refunded.

Exchanges

We only replace defective or damaged items. To request an exchange, email office@monkstowngolfclub.com and send your item to Monkstown Golf Club, Parkgarriff, Monkstown, Co. Cork, T12 W803, Ireland.

Gifts

If the item was marked as a gift when purchased and shipped directly to you, we will issue a gift credit for the return's value.

If the item wasn't marked as a gift, or if it was shipped to someone else to give to you later, a refund will be issued to the original purchaser.

Shipping Returns

Return your product to Monkstown Golf Club, Parkgarriff, Monkstown, Co. Cork, T12 W803, Ireland.

You are responsible for shipping costs, which are non-refundable.

Refunds will deduct return shipping costs.

Membership Refund Policy

Monkstown Golf Club relies on membership fees as a primary source of revenue. Annual budgets are based on projected memberships, and fees like Golf Ireland union subs are paid upfront.

1. Refunds:

No refunds are given for annual membership fees unless approved by the Management Committee in exceptional cases (e.g., illness or injury).

2. Requests:

Submit refund requests in writing to the Management Committee, detailing the circumstances.



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Competition Refund Policy

Competition entry fees are non-refundable once signed up.

Any changes or cancellations for groups of 12 or more must be confirmed in writing.

Bar/Competition Purses

Any unused funds in a member’s bar or competition purse carry forward to the next year. Upon terminating membership, any remaining balance will be returned as a club voucher.

General Terms & Conditions

Booking & Cancellation Policy

Payment for green fees and competitions is required at booking.

Full refunds are given if canceled 48 hours before the tee time. No refunds for cancellations within 48 hours.

Bookings are transferable to another person.

Group Bookings (12 or more):

Cancellations must be confirmed in writing.

Deposits are transferred or refunded at the discretion of the General Manager if canceled 4 weeks in advance.

Less than 4 weeks notice results in a non-refundable deposit.

Four-ball Policy:

The club reserves the right to pair groups into four-balls. A surcharge may apply for private lines.

Course Closure Policy

In extreme conditions, an alternative date is offered or refunds are issued at Management’s discretion.

Inclement weather does not justify course closure. Players who leave of their own accord will be charged full fees.

Dangerous Situations

All players must leave the course immediately in dangerous situations like lightning.

Delays of more than 90 minutes due to dangerous situations may result in green fee vouchers for return play.

Pace of Play Policy

Slow play is monitored by staff and Rangers. Maximum time limits apply (4 hours 30 minutes on the course).

Dress Code

Proper golf attire is required; denim, sleeveless shirts, and inappropriate clothing are not permitted.

Rules of Golf

Visiting golfers must comply with Golf Ireland rules, local rules, and dress codes.

Need Help?

Contact us at office@monkstowngolfclub.com for refund and return inquiries.