

URBAN SWING

GENERAL TERMS AND CONDITIONS

Use Of Facilities

By entering and using the Facilities, Users acknowledge that they have read, understood, and agree to the following terms and conditions of use:

1. **Acceptance of Terms:** By accessing or using the Facilities at Urban Swing (the "Facilities"), Users agree to comply with and be bound by these terms and conditions. Failure to adhere may result in the denial of access or other consequences as deemed appropriate by management.
2. **Operating Hours:** The Facilities are open during designated hours as displayed on-site or communicated via official channels. Users must vacate the premises promptly at closing time.
3. **Eligibility:**
 - a. Users must be at least 16 years old unless accompanied and supervised by a responsible adult.
 - b. Any User with a medical condition that could affect their ability to safely use the Facilities is advised to consult a physician before participating.
4. **Booking and Fees**
 - a. Use of the Facilities require prior booking and is subject to availability.
 - b. Fees for use are as per the published rates and must be paid in full before access.
5. **Equipment**
 - a. Users are encouraged to bring their own equipment. Limited rental equipment may be available on-site and must be returned in the condition it was provided.
 - b. Damage to rental equipment will result in repair or replacement charges.
6. **Code of Conduct**
 - a. Users must adhere to safety guidelines and instructions provided by staff or displayed on-site.
 - b. Disruptive behaviour, including but not limited to loud noises, misuse of equipment, or interference with others' use, is prohibited.
 - c. Smoking or use of illegal substances is strictly forbidden on the premises.
7. **Safety**
 - a. Users must wear appropriate attire and footwear.
 - b. Only one person is permitted to stand on the driving mat at a time.
 - c. Users must ensure their swing zone is clear of other individuals before swinging.
 - d. Report any accidents or unsafe conditions to staff immediately.
8. **Liability**
 - a. Users participate at their own risk and acknowledge that the Management is not liable for injuries, loss, or damage to personal property resulting from the use of the Facilities.
 - b. Users are responsible for any damage they cause to the Facility or equipment.
9. **Reservations and Cancellations:** No cancellation of reservations may be made after confirmation of reservation. However, Users may, subject to availability, reschedule their reservations up to 24 hours before the date of use. No changes to reservation shall be permitted within 24 hours of the date of reservation.
10. **Prohibited Activities**
 - a. The use of non-golf equipment or engaging in non-golf activities is not permitted.
 - b. Unauthorized coaching or commercial activities are prohibited unless pre-approved by the Management.
11. **Management Rights:** Management reserves the right to refuse entry, remove Users, or terminate access for

breach of these terms or at their discretion to ensure safety and enjoyment for all.

Pre-Paid Credits

These Terms & Conditions govern the use of prepaid credits at Urban Swing. By purchasing or using credits, you agree to the following terms and conditions:

1. **Credit Usage & Redemption**
 - a. All credit purchases are final and non-refundable.
 - b. Credits can be used exclusively for simulator bookings, club fittings, lessons, standard drinks offered in-house, and other eligible services at Urban Swing.
 - c. Urban Swing reserves the right to modify eligible services at any time.
 - d. Credits cannot be used for purchase of food and beverage provided by 3rd party providers.
 - e. Unless otherwise specified, credits may be used for purchase of merchandise sold in the Facilities.
 - f. Credits are non-transferable and can only be used by the account holder.
 - g. Urban Swing reserves the rights to adjust the rates of products and services including, but not limited to, hourly rates, equipment repair etc, without prior notice.
2. **Credit Validity & Expiry**
 - a. All regular credits are valid for 12 months from the date of purchase. Unused credits will expire automatically.
 - b. All promotional or bonus credits are valid for 6 months unless otherwise specified.
 - c. All expired credits will not be refunded, extended, or reinstated under any circumstances.
3. **Minimum & Maximum Top-Ups**
 - a. The minimum credit top-up is SGD100.00, and the maximum balance allowed is SGD2,000.
 - b. Urban Swing reserves the right to adjust credit limits or introduce bonus schemes at any time.
4. **Refunds & Cancellations**
 - a. Credits are strictly non-refundable and cannot be exchanged or converted to cash.
 - b. In the unlikely event of business closure or service discontinuation, Urban Swing may provide refunds at its sole discretion.
5. **Account Management**
 - a. Users are responsible for monitoring their credit balance and expiry dates.
 - b. Credits are non-transferable and can only be used by the registered account holder.
 - c. Urban Swing is not liable for unused or expired credits.
 - d. **Fraud or Misuse:** Users are responsible for securing their account login and credit balance. Urban Swing is not liable for unauthorised use of credits. Credits obtained through unauthorised means will be voided.

Amendments to Terms and Conditions

Urban Swing reserves the right to modify these terms at any time and are subject to change without notice. Users are encouraged to review them periodically.

Contact Information: For enquiries or assistance, please email us at enquiries@urbanswing.golf or contact us at 8895 9366