

DEFINITION

Covers any support service away from our Indoor facility such as (1) Playing lessons at an outdoor golf course, (2) Remote Self practice form development sessions, (3) Personalised Self Practice Program creation/delivery, (4) Club fitting reports, (5) Video call meetings. These are explained in more depth via our website.

TIME RECORDS

Recorded and shared with customers within 2 areas: (1) Acuity; the coaches online booking software and, (2) Toggl time track; a bit of software that keeps track of what, when, how long a coach works for his customers remotely.

PLAYING LESSONS

Typically held at these golf courses; Pupuke, Wainui, Redwood, Waitakere, Windross.

Greenfees-

"Course playing fees" are paid by the customer to the golf course on the day.

Golf Carts-

If booked/desired paid by the customer, to the golf course on the day.

Tee Times-

Or in other words "the time slot we secure to start playing" is secured by the coach in most cases.

Bad weather-

Although both parties would prefer to undertake a playing lesson in nice weather, Golf is however a winter sport and played in the poor weather. Reasons we would consider cancelling at late notice; lightning, torrential rain and/or if both parties agreed.

Cancellation Policy-

3 working days (Tue, Wed, Thu, Fri, Sat) minimum notice required. Given the amount of time booked (2-5hrs) late cancellations are financially damaging to the coaches business, as it is very unlikely they can refill this time on short notice.

Travel time-

Any additional travel time the coach needs to complete to execute a playing lesson (outside of his regular to/from work travel time) is charged to the customer's remote package. Refer to below examples to better understand.

E.g. 1

The coach leaves Golfixx (HQ) for Pupuke GC, completes playing lesson, then returns to Golfixx to teach other customers. This results in 20min total travel time charged to customers Remote package (10min each way)

E.g. 2

Coach leaves his home and heads directly to Redwood Park GC to undertake a playing lesson. Then returns home. This results in only 10min total travel time charged to customers Remote package due to;

- > 50min return trip = coaches normal travel time to/from Golfixx
- > 60min return trip = coaches travel time to/from Redwood Park GC
- > 10min = being the difference charged.

REMOTE SELF PRACTICE SESSIONS

Is when a customer sends in videos/data/info with the intent of receiving clarification/advice on how to make their self practice sessions more effective. Ask the coach for how these work, benefits, process and associated time commitment.

PERSONALISED SELF PRACTICE PROGRAMS

Is any time associated with creating a purposeful/measurable self practice program or checking in/evaluating/changing up the activities/exercises within this personalised program. Ask the coach for examples on how this can look.

CLUB FITTING

Time spent by the coach to help a golfer determine the best golf set for a golfer i.e. club mix, specifications, ordering, referral process.