

## PUTT PUTT FREQUENTLY ASKED QUESTIONS

### How long does it take to play?

As the course is popular over Christmas, seasonal events and summer months, please allow for the following time to play (including wait times):

Off Peak - 1 hours

(6am - 3pm Monday - Friday)

Peak - 2 hours

(3pm to close Monday to Friday / all day weekends and school holiday periods)

### Is there a queue?

During peak times we can see wait times of up to 30mins. We encourage you to book earlier in the day to avoid waiting in line.

### How many people can I arrange in a group?

You are welcome to arrange Putt Putt tickets for as many people as you like, keeping in mind that all players need to be in groups of 4 or less while playing. Groups tee off every few minutes so your friends and family won't be too far away during your game.

### What age can my kids play from?

The course is open to everyone! Children under the age of 15 must be supervised by a parent/guardian.

### Is the course COVID-19 Safe?

Yes, Victoria Park are taking precautions to be COVID-19 safe on the Putt Putt course. All players must register their details and use hand sanitizer before entering the golf shop and Putt Putt course. All clubs are sanitized between play as well as social distancing on the course.

### What do I need to bring?

Wear comfortable shoes when playing on the Putt Putt course, as well as a hat and sunscreen during daytime play as not all areas of the course are shaded.

### What about food and drink?

There are a variety of snacks and beverages sold at the Golf Shop and at the Putt Putt Kiosk counter. For a larger meal, you can dine at the Victoria Park Bistro before or after you play. We encourage customers to eat at the Bistro before playing due to possible wait times and to avoid disappointment with missed bookings.

### How do I book?

Booking online is essential, please visit [victoriapark.com.au/golf/putt-putt/](http://victoriapark.com.au/golf/putt-putt/)

### How do I book a large group for Putt Putt only?

All groups need to book via our website. Groups can purchase tickets across two booking windows and still come together. Please feel free to contact [golf.shop@victoriapark.com.au](mailto:golf.shop@victoriapark.com.au) should you need any assistance

### How do I book a large group for Putt Putt and food at the Bistro?

For groups of 15 people or more please contact the Bistro on [bistro@victoriapark.com.au](mailto:bistro@victoriapark.com.au). We will check table availability first and then Putt Putt bookings should be made online keeping in mind the game duration recommendations

### I'd like to book a private function room and play Putt Putt. How do I do this?

Our event sales team would be pleased to assist. Please email [info@victoriapark.com.au](mailto:info@victoriapark.com.au) or phone 07 3253 2525.

### What happens if it rains and we can't play?

The course is outdoors and we won't force anyone to play in the rain, however if you do wish to play in showers you can. Rain check vouchers can be arranged so you can come back at another available time to enjoy your game. In order to receive a rain check voucher, customers will need to present to the Putt Putt counter in store or contact the golf shop at [golf.shop@victoriapark.com.au](mailto:golf.shop@victoriapark.com.au)

### What happens if I can't make my session time anymore?

Please contact [golf.shop@victoriapark.com.au](mailto:golf.shop@victoriapark.com.au). You can change your session time if required with a min 24 hours notice. Tickets can also only be moved once.

### Can I get a refund?

Unfortunately, there are no refunds available. Please consider your game date and time carefully before purchasing.

### General Enquiries

For any further information or assistance please contact [golf.shop@victoriapark.com.au](mailto:golf.shop@victoriapark.com.au)