Terms of sale

English translation of the published Czech terms. Effective from 20 July 2026.

Effective from 20 July 2026

Seller Otakar Mareš, business ID 72866560, email iam@omg.golf, telephone +420 774 455 599, website www.omg.golf.
Registered office / correspondence address Dittrichova 1941/18, 120 00 Praha 2. We are not registered for VAT. The language of the contract is Czech.

1) Definitions

Consumer — an individual entering into a contract with the seller outside their business activities.

Business customer — a person acting in the course of their business, purchasing under a business ID.

Online shop — the online shop available at www.omg.golf.

2) Product information and prices

Product descriptions, prices and availability are shown for each item. Prices are final, as we are not registered for VAT, and exclude delivery costs, which are displayed in the basket according to the selected delivery method.

3) Formation of the contract

The customer selects the goods, enters their details and submits the order.

The contract is formed when the seller confirms acceptance of the order by email.

We may reject an order for a justified reason, such as an obvious pricing error or unavailable goods. We will always explain the next steps.

4) Payment terms

Online payments through a payment gateway, such as PayPal or WooPayments, are secure and encrypted.

For bank transfers, payment details are provided after the order is placed.

We normally dispatch goods once payment has been received. This is immediate for online payments and depends on the bank for transfers.

5) Delivery

Available delivery methods and current charges are shown in the basket. Delivery times are indicative and depend on the carrier. The risk of damage to the goods passes to the customer when they receive them.

6) Consumer withdrawal within 14 days

A consumer may withdraw without giving a reason within 14 days of receiving the goods.

Send a withdrawal notice by email and return the goods within 14 days of withdrawal.

We refund the price and delivery costs up to the cost of the least expensive delivery method we offer. The customer pays the return costs.

We may withhold the refund until we receive the goods or evidence that they have been sent back.

Exceptions include personalised goods, unsealed hygiene-protected goods and services or digital content started with your express consent before the withdrawal period ends.

The practical procedure and form are on the Returns and complaints.

7) Rights relating to defective goods

Rights relating to defective goods are governed by the Czech Civil Code. A defect appearing within 24 months of receipt gives the consumer remedies including repair, replacement, a price reduction or withdrawal in the case of a substantial defect.

The full procedure and form are on the Returns and complaints.

8) Services, lessons and coaching

Service dates are agreed individually. Withdrawal within 14 days is possible if the service has not yet started. If you expressly agree to an earlier start, withdrawal requires payment of the proportionate price of services already provided. Withdrawal is no longer possible after the service has been provided in full.

A lesson can be cancelled or rescheduled free of charge at least 24 hours before it starts. Later cancellation, rescheduling or non-attendance is charged at 100% of the lesson price, unless agreed otherwise individually.

Camp cancellations. A camp booking may be cancelled free of charge at least 5 calendar days before it starts. For later cancellations, the deposit is forfeited.

9) Customer account

You may create an account to shop. Keep your login details secure. We may close an account for a breach of the rules or prolonged inactivity.

10) Personal data and cookies

We process personal data under the GDPR. Details and information about your rights are in the Privacy policy. We primarily use essential cookies for the basket and login. Analytics and marketing cookies require consent.

11) Alternative dispute resolution

If a consumer dispute cannot be settled by agreement, the consumer may apply for alternative dispute resolution to the Czech Trade Inspection Authority, Central Inspectorate, ADR Department, Gorazdova 1969/24, 120 00 Praha 2, email adr@coi.gov.cz. Detailed information and the procedure are available at coi.gov.cz/informace-o-adr/. Before beginning formal dispute resolution, please email iam@omg.golf.

12) Final provisions

Contracts are concluded in Czech. They are archived electronically and are not publicly accessible.

We may update these terms. The current version is always available on this page. Contracts already concluded are governed by the version effective when the order was placed.

Some rights apply differently to business customers under the Czech Civil Code.

Contact iam@omg.golf · Otakar Mareš, business ID 72866560 · Dittrichova 1941/18, 120 00 Praha 2