

Golf Course Booking Terms & Conditions

Shropshire County Leisure Ltd does not accept any liability for damage, loss, or injury to property or persons sustained whilst on the premises.

CCTV images are being recorded for the purpose of safety and crime prevention.

1. BOOKING

- To assist with a steady pace of play and to help enable availability for all golfers to access tee times we will 'pair-up' one, two or three player bookings in order to make a four-ball. *We accept that some golfers wish to only play as a two-ball but this can be not only be disruptive to pace of play but it would also require the need to pass on the full cost of a four-ball as privilege, thus we reserve the policy of 'pairing-up' in the interests of all. Should you wish to reserve a guaranteed two-ball, you may do so by paying for a four ball but we respectfully ask that you play at busy times in unison to the four-ball pace, thank you.*
- Details for all players must be entered when making the booking. Member bookings will require card number or 'address code' of each player. Failure to provide this information may result in the standard visitor green fee being charged.
- Group bookings of 8 players or more should be booked through the sales office at the venue.
- All bookers will receive an email booking confirmation, in the event of not receiving this confirmation please contact the venue to confirm your booking.

2. PAYMENT

- Visitors should make full payment online by Debit or Credit Card at the time of booking.
- Member bookings require the membership number for all players at the time of booking.
- All payments made are non-refundable but may be transferred in accordance with the cancellation policy.

3. CHECK-IN

- All players should check-in at the Golf Shop at least 15 minutes before their tee time and collect a validated receipt/scorecard. The receipt must be retained and made available for inspection by the Golf Services Team at the 1st tee or during your round.
- All members must check in at the golf shop prior to their round.
- All players should be ready to play on the 1st tee 10 minutes prior to your booked tee time.
- The company reserves the right to move bookings to the next available tee time if players fail to arrive on the tee in time.
- No refund will be offered if we are unable to provide an alternative tee time on the same day.
- Players without a valid receipt may be asked to leave the course by the Golf Services Team.

4. CANCELLATION

- Cancellations should be made online or by telephone to the venue. Payment for cancellations made with more than 24 hours' notice will be transferred to a future booking. Cancellations with less than 24 hours notices or 'no shows' are fully chargeable.
- Members cancelling their bookings – although no payment is required at the time of booking, cancellations made with less than 24 hours' notice, or in instances of 'no shows', we respectfully reserve the right to charge the member at the prevailing visitor rate green fee or go further and withdraw their advance booking rights. In such circumstances, the General Managers' decision is final.
- No refunds will be issued due to adverse weather conditions unless the course is deemed unplayable by the General Manager, Duty Manager or Course Manager.

- In the event of a course closure (deemed unplayable by the General Manager, Duty Manager or Course Manager) on the date of the booking, any payments made for that booking will be transferred to a future booking.

5. ETIQUETTE

Please help to keep our courses in good condition and enable everyone to have an enjoyable round by following these course rules.

- All golfers must adhere to club dress rules which are available to view on the club website.
- No buggies or trolleys should be taken on the tees or greens.
- Please replace divots on tees and fairways.
- Local signs and instructions should be observed.
- Please rake over after leaving a bunker.
- Please repair pitch marks made to greens.
- Avoid slow play, be ready to play promptly, but not until the players in front are out of reach.
- Before taking your shot, players are to observe staff working on the course and should give them priority avoiding putting them in danger of being hit by an errant ball.
- Please leave the green promptly on completion of each hole.
- Each player must have his/her own bag of clubs.
- If requested by any of the Golf Services Team, you must produce your valid receipt / validated score card.

6. EQUIPMENT HIRE

- Only the signatories of the buggy disclaimer may be in control of the golf buggy at any time.
- The hirer of the golf buggy will be liable for the cost of any damages to the buggy, property or injury caused by negligent operation.
- Hirers of golf cars must be 16 years or older.
- The Club does not accept any liability for damage or personal injury to any passenger, or person whilst the golf buggy is in the care or control of the hirer/s.
- Golf buggies shall only be used within the designated areas of the club.
- Golf buggies shall only be used to carry 2 persons and 2 golf bags maximum.
- Immediately on completion of the rental period, the golf car should be returned to the collection point and key handed back into the golf reception.
- Any damage or incident must be reported to an official of the club immediately.
- If it is observed by marshals of the Club that a golf buggy is being used inappropriately, we reserve the right to eject the whole party.

7. GENERAL TERMS

- BGL does not accept green fee vouchers from any third-party website or vendor, only BGL issued green fee vouchers will be accepted.

8. COMPLAINTS

- Should you have reason to complain you should do so in writing to the General Manager within 48 hours of the reason to do so.

Shropshire County Leisure LTD

Company Number 1492705

Burhill Golf & Leisure, Walton on Thames, Surrey, KT12 4BX