TRETHORNE

TRETHORNE HOTEL & GOLF CLUB

GREEN FEE TERMS & CONDITIONS

These Terms & Conditions apply to all visitor green fee bookings at Trethorne Hotel & Golf Club ("Trethorne" or "the Club").

By making a tee-time reservation, the person responsible for the booking ("the Booking Organiser") agrees to these Terms & Conditions and is responsible for ensuring that all players included in the booking are informed of the relevant course rules and requirements.

1. BOOKINGS & PAYMENT

All green fee bookings are subject to availability and confirmation by Trethorne Hotel & Golf Club.

Full payment is required at the time of booking unless otherwise agreed with the Club.

A booking is confirmed once the required payment has been received and confirmation has been issued.

The Booking Organiser is responsible for providing accurate booking information, including the number of players, preferred date and tee time.

Any amendments to a confirmed booking must be agreed with the Club in advance and are subject to availability.

2. CANCELLATIONS & REFUNDS

All cancellations must be communicated directly to the Club.

Cancellations made 48 hours or more before the booked tee time

Players may cancel their reservation and receive a full refund or, subject to availability, transfer their booking to an alternative date.

Cancellations made within 48 hours of the booked tee time

Cancellations made within 48 hours may incur a charge reflecting the Club's reasonable losses, taking account of any costs saved and the opportunity to resell the tee time.

Any refund due will normally be returned to the original payment method.

Failure to attend

Players who fail to attend their booked tee time without notifying the Club may be charged up to the full green fee where justified by the Club's reasonable losses.

Cancellation and no-show charges will not exceed the Club's reasonable net loss.

Nothing in this section affects the customer's statutory rights.

3. ADVERSE WEATHER & COURSE CLOSURES

Golf is an outdoor activity, and weather conditions may affect the course and playing experience.

The Club reserves the right to close the course, suspend or restrict play, or introduce temporary arrangements where reasonably necessary for safety, course protection or operational reasons.

Course closure before play

Where Trethorne closes the course before a player's round has commenced, the player will be offered the choice of:

- A full refund of the green fee paid; or
- An alternative tee time or date, subject to availability.

Course closure after play has commenced

Where play has commenced and is subsequently suspended or abandoned due to adverse weather, the Club will assess the circumstances and offer an appropriate credit or alternative arrangement, taking account of the amount of golf already played and any applicable statutory rights.

Temporary greens, winter tees, trolley restrictions and other seasonal course conditions may apply.

The Club will make reasonable efforts to communicate any significant restrictions known at the time of booking.

4. WINTER & COURSE MAINTENANCE GREEN FEES

Green fee prices during the winter months and scheduled course maintenance periods are reduced to reflect the increased likelihood of adverse weather, temporary course restrictions and disruption to normal playing conditions.

During these periods, golfers should be aware that:

- Temporary greens or winter tees may be in use.
- Essential course maintenance may be taking place.
- Certain areas of the course may be restricted.
- Trolley and buggy restrictions may apply.
- Playing conditions may differ from those experienced during the main golfing season.
- Weather conditions may affect the quality or availability of play.

Reduced winter and maintenance green fees take account of these potential disruptions.

Accordingly, where the course remains open and playable, no additional discount or refund will normally be offered solely because of temporary greens, winter tees, routine maintenance or other reasonable seasonal restrictions that have been communicated to players.

Where significant restrictions arise that were not reasonably disclosed before booking, or where the course becomes unplayable or is closed, the Club will consider appropriate refunds or alternative arrangements in accordance with Section 3 and applicable consumer rights.

5. TEE TIMES & ARRIVAL

All players are requested to arrive at least **20 minutes before their allocated tee time** to allow sufficient time for registration and preparation.

Players must report to Golf Reception or the Professional Shop before commencing play, unless otherwise instructed.

Tee times are allocated according to availability and may be amended where reasonably necessary due to adverse weather, course maintenance, competitions, safety considerations or unforeseen circumstances.

The Club will make reasonable efforts to notify affected players and provide suitable alternative arrangements.

Players arriving late may forfeit their allocated tee time. Where possible, the Club will offer an alternative slot, subject to availability.

6. DRESS CODE

All visitors are expected to wear appropriate golf attire while using the course.

The following items are not permitted on the golf course:

- Jeans or denim clothing.
- Tracksuits or jogging bottoms.
- Football or rugby shirts.
- Clothing unsuitable for golf.
- Trainers or footwear that does not meet the Club's course requirements.

Suitable golf footwear must be worn at all times while playing.

The Club reserves the right to refuse access to the course where reasonable dress code or safety requirements are not met.

7. GOLF ETIQUETTE & COURSE CARE

All golfers must observe recognised golf etiquette and comply with the Club's local rules.

Players are expected to:

- Repair pitch marks on greens.
- Replace divots on fairways.
- Rake bunkers after use.
- Observe course signage and restricted areas.
- Avoid unnecessary damage to the course.
- Show courtesy and consideration to fellow golfers, staff and visitors.
- Follow reasonable instructions from Club staff and Course Marshals.

Each player must have their own set of golf clubs.

Abusive, threatening, unsafe or seriously disruptive behaviour will not be tolerated.

The Club reserves the right to require a player to leave the course where their conduct presents a safety risk or constitutes a serious breach of Club rules.

8. SPEED OF PLAY

All players are expected to maintain a reasonable pace of play and keep up with the group ahead.

As a general guide, a fourball should complete 18 holes in approximately **4 hours**, although this may extend to **4½ hours** during busy periods.

Players should be ready to play when it is their turn and allow faster groups to play through where appropriate.

Course Marshals may request that players improve their pace or take other reasonable steps to prevent unnecessary delays.

9. GOLF BUGGIES & TROLLEYS

Golf buggies and other hire equipment are subject to availability and applicable hire charges.

All buggy users must comply with the Club's safety instructions, designated routes and course restrictions.

A maximum of **two people per golf buggy** is permitted.

Only persons authorised by the Club may operate a golf buggy. Drivers must satisfy any applicable age, licensing and hire requirements communicated at the time of hire.

Buggy availability may be restricted or withdrawn due to adverse weather, ground conditions or safety concerns.

Where a pre-paid buggy cannot be provided by the Club, the buggy hire charge will be refunded unless a suitable alternative is agreed.

Any damage to hired equipment caused by negligence, misuse or deliberate action may result in reasonable repair or replacement charges.

10. SAFETY ON THE COURSE

All golfers must play with reasonable care and consideration for the safety of others.

Players must not strike a golf ball where there is a foreseeable risk of injury to another person.

Golfers must comply with all safety notices, course instructions and reasonable directions issued by Club staff.

In the event of lightning, severe weather or another safety warning, players must stop play immediately and follow the Club's instructions.

Children must be appropriately supervised by a responsible adult where required.

11. PERSONAL PROPERTY & LIABILITY

Players are responsible for taking reasonable care of their personal belongings, golf equipment and valuables.

The Club will take reasonable care in maintaining its facilities and providing its services.

Trethorne will not be responsible for loss, damage or injury unless arising from its negligence, breach of contract or another legal responsibility.

Nothing in these Terms & Conditions excludes or restricts liability that cannot legally be excluded, including liability for death or personal injury caused by negligence.

12. ALCOHOL & CONDUCT

All players must comply with the Club's rules regarding alcohol consumption.

Alcohol may not be brought onto or consumed on the premises without the Club's prior permission.

The Club reserves the right to refuse service or require a player to leave where their behaviour is unsafe, abusive, seriously disruptive or in breach of applicable licensing requirements.

13. GENERAL TERMS

All green fee bookings are subject to the Club's current course rules and reasonable operational requirements.

The Club may make reasonable changes to course arrangements where necessary for safety, maintenance or unforeseen circumstances.

Where a significant change prevents the Club from providing the booked round, an appropriate refund or alternative arrangement will be offered.

These Terms & Conditions are governed by the laws of England and Wales, subject to applicable consumer protections.

Nothing in these conditions affects a customer's statutory rights.

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