



## Adventure Golf Terms & Conditions

Burhill Golf & 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**

- All Bookings must be completed online.
- Maximum group size for each time slot is 6 people.
- Group bookings of 13 players or more must be booked through the sales office at the venue.
- Details for all players must be entered when making the booking.
- Should an email confirmation not be received, please contact the venue to check your booking.

### **2. PAYMENT**

- Full payment is required online by Debit or Credit Card 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 Adventure Golf Kiosk or Golf Reception and be ready to play a minimum of 5 minutes prior to your booked start time.
- The company reserves the right to move your booking to the next available start time if players fail to arrive in time. No refund will be offered if we are unable to provide an alternative start time on the same day.

### **4. CANCELLATION**

- Cancellations should be made 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.
- No money transfer will be given due to adverse weather conditions unless the Centre deems the course 'unplayable'. (See Course Closure.)

### **5. COURSE CLOSURE**

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

### **6. ETIQUETTE**

Please help to keep the courses in good condition and enable everyone to have an enjoyable safe game by following these rules.

- Please ensure it is safe to use the putter and other players are standing at a safe distance.
- Please use only the rubber putters and low bounce balls provided.
- Please stick to the designated pathways and play the holes in number order 1 to 18.
- Please be ready to play promptly, but not until the players in front have finished the hole.
- Retrieve any balls going into the water with the rescue poles provided, placing the ball next to where it entered the water on the side of the hole (1 shot penalty)

- If your ball bounces off the perimeter of the hole you are playing, please replace it to the nearest place it left the hole (1 shot penalty).
- Please play each hole only once.
- Please avoid slow play and keep up with the group in front.

#### **7. 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.

Burhill Golf & Leisure Ltd

Company Number 1492705

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