



### Driving Range Booking 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. DRIVING RANGE SAFETY & ETIQUETTE**

- Customers must before swinging a golf club check that nobody is standing in the path of their swing. Under no circumstances is a club to be swung outside of the perimeter of the range mat.
- Customers must not enter, retrieve, or hit balls from the grass or gravel area at the front of the range.
- It is advisable for customers to wear a golf glove. When swinging a club, customers must observe care not to let go of the golf club, particularly in warm or wet conditions where the club grip may become wet.
- Children under the age of 16 should always be supervised by an adult.
- Smoking and vaping are not permitted on the driving range.
- Range users will be liable for the cost of any damages to property or injury caused by negligent use.
- Any damage or incident must be reported to a member of staff immediately.
- Prior to starting the session in the range bay, range users must familiarise themselves with the disclaimer displayed in the range bay.
- We wish customers to enjoy their experience but foul or language that causes upset to other customers will not be tolerated.
- Users may not bring on to nor consume on the premises food and drink that has not been legitimately purchased on the premises.
- We operate a Challenge 21 Policy, for those under 21, we will respectfully decline to serve alcohol.
- We will further decline service if customers are under the influence of alcohol and their behaviour is unruly and causing upset to other customers. We further reserve the right to eject the whole party should behaviour be unacceptable.

#### **2. BOOKING**

- The maximum group size for each bay is stipulated at time of booking and must not be exceeded.
- Details for all players must be entered when making the booking.
- Should an email confirmation not be received within 30 minutes of making the booking, please contact the venue to check your booking.

#### **3. 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. (see 5)

#### **4. CHECK IN**

- All players should check-in at the Range Reception or Golf shop and be ready to play a minimum of 5 minutes prior to the booked time.

- The Company reserves the right to move your booking to the next available bay if players fail to arrive on time. No refund will be offered if we are unable to provide an alternative bay on the same day.
- Late arrivals should vacate the bay at the end of their originally booked session unless there is free availability.

#### **5. 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' notice or 'no shows' are fully chargeable.
- No money transfer will be given due to adverse weather conditions unless the Centre deems the range 'unplayable'.

#### **6. RANGE CLOSURE**

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

#### **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