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**Marshall Leisure – Golf Terms and Conditions**

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| **Monthly Golf Package - Terms and Conditions** |
| * The monthly golf package allows you access to the golf facilities for the month purchased in the current financial year of Marshall Leisure (1st March to 28th or 29th February). |
| * The details of your purchase are held in our till system and accounting package, and a receipt detailing your monthly package will be provided. |
| * The receipt of your monthly golf package purchase must be shown each time you use the golf facilities. It may also be required to provide photographic evidence at the time of presenting your receipt; please do not be offended if you are asked, it is for the benefit of everyone. |
| * If you lose your receipt, then a replacement can be supplied via the golf office. |
| * If no receipt is presented and you cannot be found in the till or accounts package database, then use of the facilities will not be permitted. |
| * If a handicap is required then you must purchase the Scottish Golf and How Did I Do subscription; this is purchased separately from the monthly golf package. It is charged once per Marshall Leisure financial year (1st March to 28th or 29th February) and is only required if the customer wishes to have a handicap. If a customer asks to be removed from the Scottish Golf and How Did I Do subscription during the financial year then the charge will apply to re-instate the subscription. |
| * Payment is full and final; no refunds will be provided. |

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| **Annual Golf Package - Terms and Conditions** |
| * The annual golf package allows you access to the golf facilities for the current financial year of Marshall Leisure (1st March to 28th or 29th February). |
| * The annual golf package can only be purchased in the first month of Marshall Leisure’s financial year (March) and is not available after that month. |
| * Full payment must be made for the annual package; no direct debit or payment schemes are offered. |
| * The details of your purchase are held in our till system and accounting package, and a receipt detailing your annual package will be provided. |
| * The receipt of your annual golf package purchase must be shown each time you use the golf facilities. It may also be required to provide photographic evidence at the time of presenting your receipt; please do not be offended if you are asked, it is for the benefit of everyone. |
| * If you lose your receipt, then a replacement can be supplied via the golf office. |
| * If no receipt is presented and you cannot be found in the till or accounts package database, then use of the facilities will not be permitted. |
| * Scottish Golf and How Did I Do subscriptions are included in the annual package for the duration of Marshall Leisure’s financial year (1st March to 28th or 29th February). These are required for handicap purposes. |
| * Payment is full and final; no refunds will be provided. |

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| **Annual Guests Golf Package- Terms and Conditions** |
| * Annual guests golf packages can only be purchased with a full gents, seniors or ladies annual golf packages; they cannot be purchased separately. |
| * The annual golf package can only be purchased in the first month of Marshall Leisure’s financial year (March) and is not available after that month. |
| * Full payment must be made for the annual guests golf package; no direct debit or payment schemes are offered. |
| * The details of your purchase are held in our till system and accounting package, and a receipt detailing your annual guests golf package will be provided. |
| * When purchased you will receive a gift card code for £0.12, which allows you to redeem 12 guests green fees at £0.01 each. |
| * The gift card code is sent via email and requires a valid email address to be supplied. This code must be kept safe as it is required when redeeming the guest green fees. |
| * If no gift card code is supplied then you cannot redeem the guest green fees. |
| * Payment is full and final; no refunds will be provided. |

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| **Golf Buggy Package - Terms and Conditions** |
| * Purchase of a monthly or annual buggy package does not guarantee availability of a buggy. |
| * Buggies are still required to be booked ahead of time and when booking a round of golf. |
| * The package allows unlimited use of golf buggies, but if buggies are to be used consecutively for two rounds of golf then they must be booked for both rounds. |
| * Payment is full and final; no refunds will be provided. |

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| **General Golf - Terms and Conditions** |
| * The golf facilities will be closed when the management team decides there is a risk to customers. This is for your own safety and refunds will not be offered. |
| * Although not mandatory, customers are advised to have liability insurance cover. |
| * Please play responsibly and safely, ensuring that you follow the rules of golf. |
| * Tee times must always be booked, preferably ahead of time or in conjunction with the golf office upon arrival. If you cannot make a tee time then you must cancel your tee time in advance, repeat offenders may be refused booking privileges or banned from the golf facilities at the discretion of the management team. |
| * The rules of golf and basic golfing etiquette must be followed, including repairing pitch marks, replacing divots, raking bunkers and slow play. |
| * Alcohol must not be consumed during a round of golf unless previously arranged with Marshall Leisure. |
| * The dress code must be followed and any player not adhering may be asked to leave. No hard spike golf shoes are to be worn in the clubhouse. |
| * Complaints or queries must initially be directed to the golf office in an appropriate manner either verbally or in writing. Should a mutually acceptable solution not be achievable the issue can be escalated to the owners in writing. |
| * The owners reserve the right to restrict the total playing numbers and type of player. Applicants will be informed of any such restriction which may affect an application and may be placed on a waiting list. |
| * The owners reserve the right to refuse any application for persons to join Marshall Leisure at Craibstone Golf Course as a golf fee payer or use any of the facilities and is under no obligation to provide a reason. |
| * The owners reserve the right to implement, apply or change any of the above terms and conditions at their discretion without prior notification. |

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| **Terms & Conditions – Outings and Societies** |
| Craibstone Golf ‘first and foremost’ wishes its customers an enjoyable day at our club. To help us help you, please keep us informed of any changes you wish to add or alter to your event including numbers, catering requirements, buggy hire etc. Please read these conditions thoroughly.  **Groups and Societies** may receive a discount based on a minimum number of players participating on the day of play. This number of players will be quoted on our communication with you or as described above. You and your group will be required to pay the balance of the number of players if less than the minimum required to gain the discounted rate.  **Final Numbers** of players for your golf day must be confirmed be no later than 48 hours prior to the day of play. Please note there will be a minimum charge on the day of play.  **A Deposit** is required by Craibstone for the society or group, this fee is £510 for groups of 17 or more. Once the deposit has been received it is no longer a provisional reservation. Any outstanding amount must be paid on the day.  **Cancellation & Amendments** must be informed to Craibstone by calling 01224 716777 and confirming by email to [golf@marshall-leisure.co.uk](mailto:golf@marshall-leisure.co.uk).  If **we** cancel because of bad weather or other unforeseen circumstances then you have three months from the initial booked date to rebook. If you don’t rebook then we will not refund the deposit.  If **you** cancel because of an unforeseen circumstance then you have three months to rebook the date; you only get to do this once and must give 48 hours notice before cancelling and this must be in writing. If you do not rebook the date then we will not refund your deposit  If you cancel your booking (no show), any deposit made will be retained and the total balance of the agreed package together with any items reserved will be charged in full.  Craibstone Golf Club members playing within a group or society will be charged for all services provided to the society except their round(s) of golf. They the member will not form part of the societies total number of players to achieve the minimum number required to receive discounts.  All visitors are bound by the rules of the Club which are available on request.   1. All persons should be regular players and have a clear understanding of the etiquette required. **It is the responsibility of the group/society and each individual player to ensure that they are adequately insured whilst at the club.** 2. The society or group organiser is responsible for the conduct of its members whilst at Craibstone. Information of our dress code and speed of play requirements are available on our website, or on the golf noticeboard in the clubhouse. 3. Hire items such as buggies or trollies will require the user to sign any conditions or use form.   Full settlement is required prior to play on the day unless agreed by written arrangement. However, Craibstone Golf reserves the right to request full payment in advance. Payment is accepted by Contactless Methods (Google Pay, Apple Pay, Square Pay), or a valid debit or credit card. **Note: We DO NOT accept cash anywhere on the premises**  **In the event of the course being temporarily closed i.e. course conditions due to weather, Craibstone Golf will offer a suitable alternative time and/or date to re-schedule within 3 months.**  **Please also bear in mind that the Clubhouse Hours before booking.**  All Terms & Conditions and club house hours can be found on our website,  www.marshall-leiure.co.uk |