



Kingfishers

GREEN FEE TERMS & CONDITIONS

All green fees booked at Kingfishers referred to herein as the Club by an individual shall be subject to the following policy:

1. PAYMENT POLICY

All green fee bookings must be paid in full at time of booking online (or over the telephone) as set out below. This also includes member guest bookings.

2. CANCELLATION POLICY

Cancellations made 48-hours or more prior to the first tee time:

- i. Full Cancellation – Call the Club to re-arrange date or request a refund.
- ii. Cancellation of a player(s) – Call the Club to arrange a player refund.
- iii. Amending the date or time of a booking – Call the Club to confirm rate. The new date and time booked will be subject to the rate available on the new date and the initial payment can be used towards the balance.

Cancellations or amendments made within 48-hours of the first tee time:

- i. Full Cancellation - will forfeit their full payment.
- ii. Cancellations of a player(s) – will forfeit the payment of the player(s) cancelling.
- iii. Amending the date or time of a booking – will forfeit their full payment.

3. CANCELLATION DURING PLAY

- i. If a golfer(s) chooses to play a 9-hole or 18-hole round of golf (2 rounds), and the weather worsens and the golfer(s) decides not to continue, no refund will be given.
- ii. If the golfer(s) chooses to play a 9-hole or 18-hole round of golf (2 rounds), and in the event of any unforeseen circumstances the golfer(s) decides not to continue, no refund will be given.
- iii. If your round is disrupted due to severe weather conditions as decided by the management the Club will temporarily suspend play and/or close the course until safe to resume. No refund will be given in these circumstances.

4. CANCELLATIONS MADE BY THE CLUB

If the course is closed on your day of play (as deemed by the management), no person may play on the course and all bookings are cancelled. It is up to the individual(s) concerned to re-book their tee time(s) or request a refund by emailing, calling or in person at the club within 48 hours from their original tee time. After 48 hours no refund will be given.

5. FAILURE TO ARRIVE AT BOOKED TEE TIME

No refund will be given in these circumstances.

6. COURSE ETIQUETTE

- i. We politely request all golfers to repair their pitch marks, divots and rake bunkers.
- ii. Where a dress code is in operation, the details of the dress code will be displayed on the club website and/or in the club house. All players must abide by the dress code in operation. Players failing to adhere to the dress code will be asked to withdraw from the course or club house until appropriately attired. No refunds will be given for failure to adhere to the dress code.
- iii. Mobile phones should be switched to silent whilst on the course.
- iv. Golf etiquette should be adhered to at all times on and off the course. Players

will be advised if they are not adhering to reasonable behaviour. Continued failure to adhere to reasonable behaviour may result in players being asked by to withdraw from the course or club house. No refunds will be given for failure to adhere to reasonable standards of behaviour. The general manager and their representatives (including but not limited to course marshals and golf professional staff) will be the sole arbiter in any decision on behaviour within the demise of the Club.

7. GENERAL TERMS

- i. Tee times are bookable in advance
- ii. Where concession rates are applicable including junior's a valid ID must be provided on arrival.
- iii. Buggies may not be driven by anyone under the age of 18 years.
- iv. Players must be competent for the course they are playing (including both safety and pace of play). Failure to demonstrate suitable competency whilst on the course may result in a player being asked to pick up or with draw from the course. No refund will be given.
- v. Routine course maintenance takes place on Mondays when the golf course at the Club is closed but also throughout the year where necessary. Due to unforeseen climatic changes we are unable to confirm when these works will take place. No refund will be given due to course maintenance activities in these circumstances.
- vi. The management referred to herein is the Club.

7. PAIRING POLICY

To ensure that there is a consistent speed of play the Club reserves the right to pair up golfers as required. If you do not wish to be paired up you will be required to pay for four players at the time of booking. There is a minimum of a two ball playing policy.

8. ARRIVAL

- i. All players must check in at reception or designated check in area 10 minutes before their tee time.

TERMS & CONDITIONS

To ensure fair access for members and visitors we have introduced a selection of booking terms and conditions.

9. PAYMENT & BOOKING POLICY

i. All bookings and payment for green fees at the Club should be made online. **Except** members from clubs with reciprocal arrangements with the Club who must book over the telephone with 1-7 days of their tee time in order to obtain their discounted green fee. On arrival at the Club a valid membership card must be shown to confirm their eligibility for discounted rates.

ii. In addition to the Covid-19 conditions as set out below, The Club's booking system is set at 10 minute intervals between tee times to ensure the safety of staff and golfers. All golfers attending The Club must inform The Club of their arrival, at reception, and must not go out before the allocated tee time slot, unless informed otherwise by The Club's reception (i.e. in the event earlier slots have not been booked).

iii. All bookings are subject to availability.

iv. The Club members, may also pay a discounted member guest rate for buggies and range balls (if applicable) and are subject to availability.

10. COVID- 19

The current Government guidelines state that the permitted format for groupings in allowing the return of golf is:

i. Individual golfers or two-balls, three-balls or four-balls with players from same or different household.

ii. Social distancing must be strictly adhered to for the protection of yourself, staff and fellow golfers.

iii. If you or ANY person within your household are showing signs of Covid-19 or are awaiting a Covid-19 test result access to The Club is denied and we ask that you stay at home as per Government guidelines on isolation.

iv. Personal details, taken during the booking process will, if a request is made to us by NHS Track and Trace, be released to NHS Track and Trace in the event of a Covid-19 break out.

(See also 9 (iii) above)

11. INCLUSIONS & EXCLUSIONS

i. The Club is closed on Mondays. Also Easter Sunday, Christmas Day and New Year's Day.

ii. Guests accompanying members will receive a discount from the headline green fee price.

iii. Green fees includes all of The Club's facilities at Kingfishers at Cretingham only which are available at the time of booking and as varied from time to time, save for the driving range and short game and putting area.

iv. Green fees may not be used as part of a pre-booked golf break.

12. GIFT VOUCHERS

i. Available for use on green fee and retail purchases only, unless specifically stated otherwise on the voucher issued.

ii. Vouchers are non-refundable and cannot be exchanged for cash.

iv. Voucher is valid for 1 year from date of purchase.

13. GENERAL TERMS

i. These terms and conditions apply to The Club only.

ii. Reciprocal arrangements: Failure to declare that the booking is made under reciprocal arrangements with other clubs at time of booking and/or failure to provide

valid membership details may render the booking invalid and result in the full visitor green fee being applied.

iii. The Club reserves the right to amend green fee terms and conditions at any time and featured on the Club's booking system.