

# VISITOR TERMS & CONDITIONS

*Amended 24 January 2024*

We may change these terms and conditions from time to time, but we will always post the date of these changes above.

## **Tee Time Bookings**

- Online booking – the only way to book a tee time with us is online through our own website [www.nenegolf.com](http://www.nenegolf.com) – we are not connected to any third-party reselling sites.
- Nene Golf operates an online tee booking system that visitors are encouraged to use. Nene Golf reserves the right to change the rules applicable to advanced bookings of tee times.
- We may impose temporary ‘fair usage’ restrictions for tee time bookings, applied in exceptional circumstances where demand exceeds supply and we reserve the right to withdraw all or any part of our facilities for any periods where we require them for repair, alteration or maintenance work or forced closures.
- We do not accept any 2-for-1 or discount vouchers from third party sellers or sites.
- Between the hours 7am-12noon on Saturday and Sunday we do not allow single player bookings during these peak times. Any single player bookings made during these peak times will be contacted to give the option to add more players or reschedule the booking. Any no-responses or if no guest additions are made 3-days before the game your tee booking will be cancelled.

## **Tee Time Reservations:**

- All golfers must pay a green fee or have a valid membership to access the courses.
- We advise all golfers to book a tee time in advance. You may either book a tee time online or by calling Nene Golf (Monday - Friday 8.30am – 4.30pm).
- When you book online your card will be charged the full amount at the time of booking.
- All players are required to check in at reception before play.
- Junior and senior golfers bookings - Please book your tee time online as normal then call Nene Golf office and we will add the junior/senior golfer/s to your tee time over the phone.

- Senior rate green fees only apply Monday – Friday excluding bank holidays.
- Any visitors looking to book 9-holes must do so before 07:30am on the back 9 or during twilight times weekdays only (Twilight is at 3pm in the Summer and 12pm in the Winter) – however if you are unable to physically complete the full 18-holes please advise a member of staff when booking. 9-holes can only be booked through a member of Nene Golf staff either in person or via telephone.
- Nene Golf accepts County Cards discounting to a full adult twilight rate, which applies all day, even if the booker is a senior.

### **Tee Time Cancellations**

- Any cancellations made within 24 hours will not receive a refund, you will however be able to reschedule your tee time to a later date if we are informed before your tee time.
- To avoid cancellation fees, please inform us at least 24 hours prior to your time. Please do not email, as we may not see it before you are due to arrive.
- Refunds will be issued at short notice in the event of centre closure made by management or due to unsafe conditions. If the courses are required to close due to reasons that are entirely out of our control (e.g. lockdowns) then a member of the team will contact you to arrange a refund.
- If you wish to reschedule your booking your new booking must be within the same price band as your original booking or you must pay the difference in green fee prices.

### **Weather Conditions**

- We do not offer refunds for unfavourable weather conditions –please see tee time cancellation information.
- In the event that unfavourable weather conditions halts play we will offer a ‘rain check voucher’ to the equivalent value of your original booking.
- In the event that lightning stops play you may either resume your round when safe to do so, or we will issue a ‘rain check’ voucher to the equivalent value of your original booking



## **General Terms & Conditions**

By attending a Nene Golf course you agree that on behalf of yourself or any other person in your group will adhere to the following guidelines:

- Admission to the golf course and participation in golf is done so at your own risk. Nene Golf will not be held responsible for any loss, cost, expense, injury or damage sustained at the venue.
- You will comply with all safety announcements, signage and directions from members of Nene Golf staff while attending the venue. You will also ensure you and members of your party comply with Golf duty of care and local rules. Failure to do so may result in your party being asked to leave the venue.
- You are responsible for your personal possessions and you accept that Nene Golf Ltd accept liability for loss, damages or theft of personal property however caused.
- You must use all equipment and facilities in an appropriate manner and give safe regard to your own health and safety and that of others. We reserve the right to cancel a membership without refund if these conditions are not adhered to.
- Nene Golf retains the right to refuse admission.

