

BOOKING TERMS & CONDITIONS – SOUTH DEVON GOLF TOURS

- Provisional reservations can be accepted in person, by telephone, fax or email and must be confirmed within 10 days. Reservations are secured by returning the booking form along with a non-refundable deposit of 25% of the total amount of reservation. For reservations made less than 6 weeks prior to arrival the total amount will be payable when the reservation is made.
- The full balance of the reservation is due 6 weeks prior to arrival. If this payment is not received the reservation will be deemed to have been cancelled and any deposit paid will be forfeited.
- In the event of cancellation within 6 weeks of arrival DGCC reserve the right to retain all monies paid.
- We advise guests to take out holiday cancellation insurance as repayment of money paid in advance will only be returned if the accommodation is re-let.

ACCOMMODATION TERMS & CONDITIONS

- To ensure that the accommodation is prepared to the highest standard, guests are advised that check-in is from 3 p.m. onwards on the day of arrival. Please leave your luggage in your car until you have checked-in at reception.
- Credit card details will be required from all guests on arrival. For group bookings, the organiser will be required to supply his/her credit card details on arrival and he/she will be held responsible for any unpaid bills belonging to the group, these will be charged to the organiser's credit card on departure.
- Guests must not sub-let or share the accommodation except with the person or persons named on the booking form. DGCC reserve the right to terminate the stay without notice and without refund if the stated number of occupiers is exceeded, alternatively DGCC will levy additional charges at the appropriate daily tariff.
- DGCC expects all guests to abide by the minimum dress code at all times whilst on the premises. The dress code is smart casual wear with no hats being worn in the clubhouse (with the exception of weddings and formal occasions). DGCC reserve the right to ask any guest to leave who is deemed to be unsuitably dressed. Group organisers are requested to inform all members of their party of the dress code.
- DGCC requests that all guests respect the privacy and enjoyment of fellow guests within the clubhouse and accommodation. Guests are reminded that noise levels in the rooms should be kept to a minimum. Unacceptable levels of noise, disturbance or disruption will result in the party or parties responsible being asked to leave the premises without refund or redress.
- DGCC accepts no responsibility for personal injury to any guest, for loss or damage to property, or any other matters over which DGCC has no control.
- Guests are advised that on the day of departure all rooms must be vacated by 10 a.m. DGCC reserves the right to charge any guest who has not vacated their room by 10 a.m. at the appropriate daily tariff.
- Room keys and fobs must be returned to reception on departure. Lost keys or fobs will be charged at £25.00 each payable on departure; any charges will be charged to your credit card.
- Any guest deemed to have caused damage to DGCC property will be charged in full for the repair or replacement of that property. DGCC reserve the right to terminate the accommodation letting without notice.
- Any articles left behind by guests will be forwarded upon receipt of the cost of postage and packing. DGCC accepts no responsibility for the loss or damage of the package whilst outside of DGCC's control.
- We reserve the right to increase or decrease the price of any golf tour packages advertised on our website at any time. All prices quoted by DGCC are per person and based on twin/double occupancy. Single rooms are available however they carry a supplement of £20 per room per night.

GOLF TERMS & CONDITIONS

- Inclusive rounds of golf at DGCC are deemed as complimentary.
- For golf booked at other golf courses, DGCC is acting only as an agent in respect of all bookings we take and/or make on your behalf. We accept no liability in relation to any contract you enter into or for any additional services or arrangements you purchase or for the acts or omissions of the golf course operators or other person(s) or party(ies) connected with any arrangements. For all arrangements, your contract will be with the golf courses concerned. The same applies for any travel arrangements made with any third party.
- Knowledge of golf etiquette and the rules of golf are expected by all members of your group. Some golf courses will require handicap certificates before accepting visitors, which we will try to advise you of at the time of booking.
- Golf courses reserve the right to alter confirmed tee times. If your confirmed golf club cancel your reservation or change your tee time we will try to find a suitable alternative. You will be charged or refunded for any difference in the original cost. Such changes do not entitle you to cancel a holiday that is part of a package. Please also be aware that some golf courses may pair you up with other golfers during peak times.
- Dress Code: We cannot accept any responsibility in any ruling by any golf course if you or any of your group is unable to play due to inappropriate attire. Please check before you travel that your group is aware of appropriate golfing attire.

- The condition of golf courses varies throughout the year. General golf course maintenance on tee boxes, fairways and greens are an essential feature of golf course preparation. DGCC cannot be held responsible for the impact of such work.
- The descriptions of the hotels and golf courses and other aspects of the holidays are based on opinions gained on site visits and on the opinions of the clubs themselves. We are not always able to exercise control over all the components of the holiday arrangements and it is possible that an advertised amenity be withdrawn or changed due to various reasons such as water conservation, renovation work, etc. We will advise you if we become aware of a major change but we cannot accept liability for loss, damage or inconvenience in such circumstances.

BAD WEATHER POLICY

Bad weather is unavoidable during the course of the year and as a result golf courses may either close or the golf course will operate temporary tees and greens at their sole discretion. Golf courses reserve the right to close or operate temporary tee boxes / greens.

In the event of bad weather our "Bad Weather Policy" is as follows:

Prior to Arrival Date:

- Should you choose not to travel, we will try and postpone your golf holiday; however price supplements may be incurred depending on when your holiday is re-booked. No refunds are available under any circumstance for cancellations made due to golf course closure.

Whilst on your Golf Break:

- Golf played on temporary greens and tees is non-refundable and is considered to be an accepted part of playing golf during periods of bad weather. Please note that trolley and buggy bans occur frequently when a course is wet and are determined by those in charge of the golf course. DGCC cannot be held responsible due to inclement weather conditions.
- If you are unable to play golf on your break due to golf course closure we will (a) attempt to arrange an alternative for you or (b) without guarantee and at the discretion of the other clubs, try and obtain a partial refund or green fee vouchers for the golf element of the break. Please note that we sell packages during the autumn, winter and spring months (October – April) at a discounted rate. Any refund during this period will not be equivalent to the full green fee and with most of these breaks the golf element is considered complimentary.
- All decisions regarding partial refunds or green fee vouchers are solely at the discretion of DGCC and are final. We cannot be held responsible should inclement weather prevail.