



MESSINGHAM GRANGE

GENERAL

- 1.01 These terms and conditions are in place to protect all parties through a better understanding of the contractual obligations for both clients and Messingham Grange t/a Grange Park Golf and Leisure Ltd in relation to a booking made at Messingham Grange.
- 1.02 Members of the management team, whose decision shall be final, shall determine any dispute that may arise with regard to the interpretation of these rules.
- 1.03 These terms and conditions can be found on our website at www.messinghamgrange.com
- 1.04 All prices include VAT at 20%, we reserve the right to alter prices without notice if the rate of VAT is changed.
- 1.05 This does not affect your statutory rights.
- 1.06 Grange Park Golf and Leisure Ltd. reserves the right to amend these terms and conditions at any time.
- 1.07 Please note agreement of these terms and conditions includes the Messingham Grange Privacy Policy and all derivatives. This can be viewed at <https://www.messinghamgrange.com>

2. HOLIDAY LODGE BOOKINGS

- 2.01 Completion of booking form online or otherwise and/or payment is deemed as acceptance of these terms & conditions of booking.
- 2.02 Payment of the deposit and any upfront extras is required upon booking or within 48 hours thereafter if made over the telephone. After this time, your booking will cease to be held, the lodge released to the open market and any agreement of price void. Full payment of your break is required no later 28 days before your arrival. If payment is not made, one follow-up email shall be sent and after 72 hours have elapsed, if no payment has been received, then your booking shall be cancelled, and any monies paid forfeited.
- 2.03 All deposits are non-refundable unless made through a third-party where such provisions are made, and you should contact them to take the appropriate action. Bookings made over the telephone or via our website are transferable to any date, within 12 months of the original date, of your choosing where availability allows. Should the new date command a higher tariff, then the additional amount due for that period will be payable in line with the above payment terms. If the date you transfer to is rated lower on the tariff chart, no refund shall be made, and the initial price of the break stands.
- 2.04 A security deposit of £150.00 per lodge will be taken by pre-authorisation on card. This will be retained in case of damages as outlined in the inventory, which can be found in the welcome folder within your lodge or requested from reception.
- 2.05 Lodges are available from 4pm on the day of arrival and must be vacated by 10am on the day of departure, unless an early check-in extra has been purchased, in which case check-in is available from 2pm on the day of arrival.
- 2.06 All cars are required to park in their allocated bay as directed for the duration of their stay. Extra cars may, in some cases be required to be parked in the car park.
- 2.07 Quiet time is between 10pm and 8am.
- 2.08 Waste containers must be emptied regularly & only at the points provided and must be left empty upon your departure.
- 2.09 Dogs are welcome however, the following breeds are not permitted on park: American Pit-bull Terrier, Japanese Akita, Wolfhound Hybrid, Japanese, Neapolitan Mastiff, Rottweiler, Dogo Argentino, Fila Brasileiro, French Bull Mastiff, Doberman, or Alsatian. All dogs must be kept under control at all times. Excluding guide dogs, no dog is allowed into any facility building. Dogs must be kept on a lead when not in your accommodation. If a dog is found roaming the park freely, the local dog warden may be called. No dog fouling; please pick it up and bin it. Offenders who are caught will be fined £40 and may be required to remove their pet from the park. Permission to keep your dog on park may be withdrawn if the animal is a nuisance.
- 2.10 For the safety of children, a speed limit of 10mph is imposed throughout the park and this must be **STRICTLY OBSERVED**. The Highway Code for public roads applies to all vehicles on the park.
- 2.11 Only family parties are accepted – unless agreed with management prior to booking. Groups under 21 years old will not be allowed on site whether they have booked in advance. **ALL bookings are at the discretion of the Management.**
- 2.12 Lodges must not be occupied by more people than is consistent with the number of sleeping berths. Tents, caravans, motorhomes, or other sleeping accommodation may not be pitched anywhere other than Messingham Grange's licensed touring site, with payment of the appropriate fee.
- 2.13 Sleeping in cars is prohibited.
- 2.14 The playing of ball games or flying of **drones** or kites is prohibited. Please ensure children stay off the golf course, unless they are playing golf and a green fee has been paid, as we cannot be held responsible for any injuries that arise from children playing on the course. The course and its boundaries are clearly identifiable.
- 2.15 Enjoy yourself but not at the expense of others - anyone creating a disturbance or whose conduct could give offence to others will be required to leave immediately & **NO REFUND GIVEN**. In the case of group bookings **ALL PARTIES** will be required to leave.
- 2.16 No commercial vehicles allowed on the park without prior permission.
- 2.17 **THE USE OF ANTI-SOCIAL TOYS - BB GUNS, LASER PENS, ELECTRIC OR MOTORISED SCOOTERS/TOYS ETC. IS PROHIBITED. FIREWORKS, FIREARMS (licensed or not), FLARES & OTHER WEAPONS ARE NOT ALLOWED ON SITE UNDER ANY CIRCUMSTANCES.**
- 2.18 Young people must not be left without adult supervision overnight, and adults should not allow parties to be held in their absence at any time.
- 2.19 Generators are not allowed to be used on the park.
- 2.20 The site is part of a large golf club. Access to play on the course is by payment of the green fees either before or when you wish to play. Please exercise necessary caution when playing on the course.
- 2.21 We regret that in the event of cancellation or early departure by reason of an Act of God or war or reasons beyond the reasonable control of Grange Park Golf and Leisure Ltd, we are unable to make refunds.
- 2.22 We would like to remind you that we are in no way responsible for the loss of, or damage to your property whilst you are on the park. We recommend that you insure your personal effects, clothing, and cash in the normal way before coming on holiday. We will not be held responsible for any damage or inconvenience caused by Acts of God or war
- 2.23 All guests with VIP lodges hereby agree to the hot tub safety policy which is located in the lodge information packs and available from reception.

- a) Please take care when entering or exiting the hot tub – decking can become slippery when wet.
 - b) Please shower before and after using your hot tub – this will remove oils, creams, lotions, make-up, tans etc. which seriously affect the water quality if not removed.
 - c) Please supervise children in the area of the hot tub at all times.
 - d) Please use the toilet before entering the hot tub – not leaving the hot tub to use the toilet will severely affect the water quality.
 - e) Please respect your neighbours – loud music, shouting and screaming whilst outside is prohibited. Due to the noise of the hot tub, you may not realise how loud you are being.
 - f) Please limit your time in the hot tub to 15 minutes – extended periods can result in dizziness and fainting.
 - g) Please consult your GP before using the hot tub if you are pregnant, diabetic, suffering from any form of heart disease, circulatory problems or any serious illness. **Do not use the hot tub if you have any infection, open wounds or sores.**
 - h) Please replace the lid after using the hot tub.
 - i) Please contact park staff if you think the hot tub has been contaminated or if you have any concerns or problems with the hot tub.
 - j) If you feel unwell or experience breathing difficulties, discontinue use of the hot tub and seek medical advice.
 - k) Do not add anything to the tub – bubble bath, shampoo, gels, oils and salts etc. can seriously affect the water quality and filter systems.
 - l) Do not use the hot tub after a heavy meal or whilst under the influence of alcohol.
 - m) Do not use the hot tub while using or after using any drug that may cause drowsiness, sleepiness or raise/lower your blood pressure.
 - n) Do not allow children under the age of 8 (eight) or those unable to keep their head above the water level of the hot tub to use it.
 - o) Do not use the hot tub alone.
 - p) Do not immerse your head or swallow the water – this can increase the risk of infection.
 - q) Do not place candles on the hot tub – candle wax can damage the filtration system.
 - r) Do not rest any glasses on or near the hot tub – broken glass is almost invisible under the water. Any broken glass found in the vicinity of the hot tub will result in the hot tub having to be drained to check for glass, use plastic glasses instead.
 - s) Do not use any electrical equipment in the vicinity of the hot tub.
 - t) Do not sit, stand or lie on the hot tub lid – it isn't designed to support the weight of a person.
 - u) No children under the age of 16 are to be left unattended in the hot tub.
 - v) The hot tub is designed for a maximum of 6 people. Do not exceed this.
 - w) Any hot tub that needs to be shut down to misuse will incur a £100 charge.
- 2.24 All issues must be dealt with prior to departure as issues that have not been reported cannot be retrospectively resolved.
- 2.25 Extra bookable options, and included facilities, are covered separately, with the exception of an early check in which is covered in **Point 2.05**. The terms and conditions for these are outlined below:
- a) Each named guest will receive one complimentary round of golf on the 18-hole golf course. This must be booked in advance and with good notice and is non-transferable. All rounds must be taken after 2pm in summer, defined as April – October, and after 11am in winter, defined as November – March. All golfers' must be competent in their ability and be able to proceed at good pace. Only those within the booked party shall be granted access to the course. Visitors' and spectators are not permitted. All other relevant articles of subheading 6 of the 'Master Terms and Conditions' apply. Further rounds are bookable with payment of the appropriate green fee.
 - b) Tennis court guests may book, in advance, for use of the courts during daylight hours. Courts are for up to 8 people, with any 4 players on court at any one time, but all benefactors must be named guests of Messingham Grange. All playing must be competent in their ability, and able to play within the reasonable bounds of their court and not pose a danger to others. Messingham Grange reserves the right to ask those behaving immaturely or not of a competent ability to leave the court if they so feel that there is a threat to either person or property
 - c) Fishing is complimentary for guests of Messingham Grange. All those fishing must notify the duty attendant in the TWENTY04 Bar & Restaurant of their intention to fish and follow any instructions given. The rules of the pond apply and must be followed, and all anglers must carry the necessary permit or warrant.
 - d) The Welcome Pack extra, is available to all customers', upto 2 per lodge. This will be left in the lodge by the housekeeping team when each lodge is cleaned, however they can be purchased separately from the TWENTY04 Bar & Restaurant should you so wish.
 - e) The Pamper Package is exclusively available to guests in our VIP/Hot Tub lodges. Messingham Grange reserves the right, where necessary, to change the advertised 'bottle' to a 'different bottle' of similar quality or better at its discretion.
 - f) The Christmas Decoration package is available to guests with breaks covering 25th December of any given year. The package includes a real Christmas-style tree, lights, sufficient decorations, including tinsel, a star or similar, stand, bottle of fizz or otherwise and ornamental chocolates upto the number of registered children. **To get you into the festive mood your tree is not decorated!**
- 2.26 Any other bookings, extras, or extensions not subject to the above terms and conditions, but maybe subject to terms and conditions outlined more widely in the Master document.

3. WEDDING & FUNCTION BOOKINGS

- 3.01 When making your initial enquiries, you may make provisional bookings on no more than two separate dates.
- 3.02 These will be held for up to 14 days. If no deposit has been paid by this time, the dates will be released without notification.
- 3.03 Completion of the booking form and payment of a deposit is deemed as acceptance of these terms and conditions, and this constitutes a legally binding contract.
- 3.04 Messingham Grange is to be notified of up-to-date guest numbers and catering requirements at 6 months prior to the function date. This can be done through meeting with either our Wedding Co-Ordinator or the Bar Manager by appointment.



MESSINGHAM GRANGE

- 3.05** Four weeks before the event, final numbers must be advised, and the balance paid in full. These numbers must be accurate, as misinformation may affect the level of service, we are able to provide.
- 3.06** For buffet style menus, a minimum of 50% of total guests must be catered for. Messingham Grange will cater for the number of requested guests, and accepts no responsibility, should the bride and groom have underestimated their requirements.
- 3.07** Messingham Grange Function Room seats a maximum of 150 guests (dependant on space required for catering/entertainment)
- 3.08** To secure your function date, a minimum non-refundable/non-transferrable deposit of **£500.00** is required.
- 3.09** For cancellation, any monies paid prior to any transfer of date thereafter **are to be** held in line with the initial expiration dates outlined in Points 3.14
- 3.10** Full payment is required 4 weeks in advance, along with finalised numbers. See 3.15b.
- 3.11** Bar tabs, along with any unexpected increase in food or drink requirements must be paid by the end of service on the day of the function.
- 3.12** Corkage is payable at the prevalent rate for any beverages, favours included, brought onto the premises for any function.
- 3.13** A £200 refundable security deposit may be required in advance of your function. The deposit will be held and any deductions made from it as result of damage to or theft of Messingham Grange property will be recorded. The balance of this, will be returned to you within 7 working days following your function.
- 3.14** In the unfortunate event that you are forced to cancel your function for any reason, Grange Park Golf & Leisure Ltd. reserves the right to retain your initial deposit of **£500** along with an additional cancellation charge as follows; **a)** 50% of the estimated value of the event if cancelled between 26 weeks and 78 weeks of the event date; **b)** 75% of the estimated value of the event if cancelled between 6 weeks and 26 weeks of the event date; **c)** 100% of the estimated value of the event if cancelled within 6 weeks on the event date.
- 3.15** Grange Park Golf & Leisure Ltd. reserves the right to cancel any event under the following circumstances: **a)** If the booking may affect the reputation of Messingham Grange. **b)** If the client is in arrears with payments. **c)** If Messingham Grange is closed due to circumstances beyond our control. In this event, a refund will be given on any deposit paid, however we will accept no other liability.
- 3.16** We would recommend taking out adequate insurance to cover the cost of cancellation and other liabilities.
- 3.17** **All areas of the Golf Course are off limits to guests and are clearly marked. No liability is accepted for guests out of bounds.**
- 3.18** Guests must always comply with regulations concerning licence, fire, and health & safety.
- 3.19** Hazardous or dangerous items may not be brought into Messingham Grange without prior permission.
- 3.20** Grange Park Golf & Leisure Ltd. does not allow the use of any naked flames such as candles, sparklers, fireworks or similar anywhere on site without express written permission.
- 3.21** Any externally booked entertainment, activity or services must be approved prior to your function.
- 3.22** Third parties must be able to produce their own liability insurance/safety certificates, and RAMS prior to being allowed to carry out any work on the premises. For repeat contractors this will not be necessary.
- 3.23** Smoke machines are not permitted.
- 3.24** Photographers are required to confirm with staff that they are aware of accessible areas and boundaries prior to beginning their duties.
- 3.25** The Person(s) making the booking is responsible for the conduct of all guests attending.
- 3.26** Should guests act in an improper manner or refuse to comply to reasonable requests from staff, we reserve the right to terminate the event at any time. Should this occur, no refunds will be given.
- 3.27** **Guests must not consume food or drink that has not been purchased at the venue whilst on the premises; anyone found with food or drink purchased elsewhere will be ejected from the premises and will result in immediate forfeiting of the £200.00 deposit.**
- 3.28** You may not use alcohol as gifts or favours within your event without prior written authorisation.
- 3.29** We require any items left overnight to be collected by 10am the morning following your function.
- 3.30** You will be held liable for any loss or damage to Messingham Grange's property and fittings as well as any items hired from us for your use.
- 3.31** Proof of Age must be shown when requested, otherwise you will not be permitted to drink alcohol. In the event you are found to be drinking alcohol you will be asked to leave the premises.
- 3.32** We will accommodate any dietary requirements where possible (with notice) and reserve the right to pass on any additional costings this may incur.
- 3.33** We regret that we cannot be responsible for your property, however we will do our utmost to look after it.
- 3.34** Messingham Grange cannot accept responsibility for anything said by a member of staff which deviates from the information pack given to you upon initial enquiry, unless you have a written quotation confirmed with either the Wedding Co-Ordinator or Bar Manager's Signature
- 3.35** When holding a civil ceremony at Messingham Grange, it is your responsibility to book & pay the local registrar at Scunthorpe Register Office The phone number is: 01724 298555.
- 3.36** Any lodge bookings for wedding couples' and their guests are a separate transaction and subject to the Terms and Conditions set out in Article 2.
- 4.02** A £50.00 deposit will be taken at the time of booking, and this will be deducted from your balance due on the day.
- 4.03** We ask that monies are collected within your group and paid to us in full before you begin your round of golf.
- 4.04** Players are always asked to be courteous to other players and to take into consideration any on course advice from green staff.
- 4.05** Player's must be suitably attired for the activity and weather on the day of their visit.
- 5. GOLF MEMBERSHIP**
- 5.01** All Members must pay a Membership Fee annually, according to the category of Membership, chosen at the time of the purchase. Grange Park Golf and Leisure Ltd. reserves the right to vary the Membership Fee at the time of the Member's renewal. The fees, as well as any privileges and restrictions that may apply to the use of the Club facilities shall be determined by the category of Membership purchased by the Member. Membership joining, administration and subscription fees are non- refundable. Membership charges are subject to annual review, all changes are to be displayed on the Club notice board.
- 5.02** Confirmation of membership by way of completion of the joining/renewal form constitutes an agreement to pay the specified fee, in full as directed. The type of payment is elected by the Member, from the options provided by the management.
- 5.03** The Initial payment, which includes the Administration Fees, pro-rata payment for the current month, first monthly or annual Membership fee (where applicable), shall be due on the first day of the date of acceptance of Membership. This includes the payment for the joining member as well as for all other members within their group. Should the member choose to pay by Direct Debit and there be insufficient time to activate the bank mandate (approximately 15 days) the joining member will be asked to pay for the subsequent month in advance.
- 5.04** The Direct Debit facility is provided by a Third Party. In the initial year, a £100 deposit is taken, and the remainder paid through the scheme. In subsequent years, renewal of membership on the scheme suffices as acknowledgement of continuation.
- 5.05** Members are notified in writing of any changes in their subscription with a minimum of two weeks' notice. Where the rate review date falls within a commitment period and the member is paying monthly the increased charge will apply.
- 5.06** Member status is maintained provided the Membership is current and fully paid up, or payment arrangements acceptable to the Club have been made, otherwise the access to the Club premises may be refused and on-line services withdrawn. Non-payment will incur an administration fee, as published on the club notice board. If an overdue subscription is not paid within 14 days, the subscription for the remainder of your commitment period will become payable, in full. Once outstanding fees have been met in full, normal access rights will be reinstated. In the event of missed payments, administrative and credit control process.
- 5.07** Grange Park Golf and Leisure Ltd. reserves the right to use a debt collection agency to collect outstanding balances owed to them. Debt outstanding for over 30 days may be referred to the agency. Outstanding balance and collection agency charges will be payable by the Member, including the monthly administration charge.
- 5.08** Application Forms must be completed by all Members when purchasing Membership. No application will be accepted until clearance of relevant fees and/ or the Direct Debit form is completed. Acceptance of Membership shall be at the sole discretion of the Grange Park Golf and Leisure Ltd. The payment terms will be stated in the Application Form.
- 5.09** These Terms and Conditions, along with the contract, form the principal Agreement between the Member and Grange Park Golf and Leisure Ltd. In signing the Contract, the Member is expected to comply with the Club Rules that are available on the members' website or at the Club. The Company may sometimes need to make changes to the Club Rules. If we do this we will, where reasonably possible, display notices in the Club notifying you of the changes.
- 5.10** At enrolment, members must declare any injury, illness or other health condition that may prevent them from using some or all the club facilities. Members are also required to report any changes in their health status that may subsequently prevent them from using some or all the club facilities and will only be permitted to return to exercise with approval of their doctor.
- 5.11** Membership of the club involves an ongoing commitment. Golf membership is an initial commitment from the date of joining until the following rate review date and annually thereafter.
- 5.12** Access rights and age restrictions apply to certain categories of membership.
- 5.13** Grange Park Golf and Leisure Ltd. reserves the right to cancel or suspend Membership at any time in the following circumstances: **(a)** If a Member commits a serious or repeated breach of these Terms and Conditions, and the breach, if capable of remedy, is not remedied within 7 days of receipt of a default notice. **(b)** If any part of a Membership Fee due by a Member is not paid (by way of cleared funds) on or before its due date. **(c)** If a Member provides us with details which the Member knows to be false when applying for Membership and the false declaration would have reasonably affected our decision to grant Membership to that Member. If Grange Park Golf and Leisure Ltd. terminates this agreement for any of the above reasons, The Club reserves the right to retain all monies that a Member has paid under their agreement.
- 5.14** Membership suspension can only be applied to annual membership types and will only be granted in the following circumstances: **(a)** Serious illness or injury, likely to preclude the Member from using the Club for a period of at least 6 months. The Club will request reasonable evidence of the Member's illness or injury, such as a doctor's certificate. **(b)** Pregnancy – Medical confirmation
- 5.15** Suspensions must be requested in writing no later than 25th of the month to take effect from the 1st day of the following month and will not be granted retrospectively. Suspension of membership will not be permitted until the first full month of membership has been completed and will be for a minimum of one month and a maximum of nine months, effective from 1st of any month only. A monthly suspension fee will be charged for all adult and intermediate memberships. Fees will be displayed on the club notice board and may be varied from time to time.
- 5.16** Benefits of membership are at the discretion of the management and may be changed at any time.
- 5.17** 10% off excludes hot drinks.
- 5.18** No room hire is chargeable for functions taking place below the threshold for a security presence. The charge for security is payable by members should it be required.

For any further information regarding bookings please contact the Events & Marketing Manager, events@messinghamgrange.com (01724 762945)

Our Full Terms and Conditions can be requested at any time and, upon confirmation of booking, will be required to be read thoroughly and signed as acknowledgement of responsibilities.

4. GOLF SOCIETY (INCL. GOLF FOR LODGE BREAKS)

- 4.01** Society bookings can be made for any day of the week after 11am as we allow our members priority beforehand.



MESSINGHAM GRANGE

- 5.19 Golf membership may only be terminated on the annual review date, April 1st, unless a suspension has been granted, and termination will be deferred until the extended commitment period has been served.
- 5.20 Grange Park Golf and Leisure Ltd. will provide all members, including juniors, with membership cards. Membership cards are not transferable and are to be used by the named member only. Members must carry their membership card when visiting Grange Park Golf and Leisure Ltd. premises and show them to club reception staff when asked to do so.
- 5.21 Parents are reminded that they are always responsible for their child's behaviour when visiting club premises.
- 5.22 **Grange Park Golf & Leisure Ltd. accepts no liability and will not reimburse members for any closure or unavailability of facilities as a result of an Act of God, war, Parliament or other circumstances outside of our control. We will endeavour to keep the course open as much as possible but you should understand that due to these reasons this is not always possible.**
- 5.23 Our liability to compensate you for any loss or damage (in the case of loss or damage other than death or personal injury) is limited to a reasonable amount having regard to such factors as whether the damage was due to a negligent act or omission by us. Members and the guests of any Members are otherwise responsible for their personal possessions, equipment, and vehicles (and their contents) parked in the car park and are advised not to bring valuable possessions onto the premises.
- 5.24 Grange Park Golf and Leisure Ltd. will use its reasonable endeavours to ensure that all facilities are maintained in full working order and the Company will compensate the Member for any loss or damage which the Member may suffer if the Company fails to carry out its obligations under this agreement or to a reasonable standard or breaches any duties imposed on the Company by law (including if the Company causes the death or personal injury to the Member by the Company's negligence) unless that failure is attributed to: **(a)** the Member's misuse of the facilities; **(b)** the Member's disregard or breach of health and safety rules and procedures of the premises or breach of this agreement; **(c)** a type or level of exercise/use which is not suited to the Member's physical limitations or otherwise aggravates ailments, disability or life-threatening conditions; **(d)** events which neither we nor our suppliers could have foreseen or forestalled even if we had taken all reasonable care.
- 5.25 Members must seek medical advice as necessary to ensure that the intended exercise will not adversely affect health and physical condition. The Company will not accept any responsibility for injury, disablement, or loss of life where this is caused by the circumstances above. Each Member accepts membership on the condition that it is always the Member's responsibility to seek medical advice regarding any exercise intended to be carried out at the premises. Each Member undertakes to keep the Company and its staff free and harmless from liability which arises because of breach of this condition. Any member or guest who suffers injury or accident on Grange Park Golf and Leisure Ltd. premises must immediately report the incident, and the circumstances under which it occurred, to the General Manager or Duty Manager.
- 5.26 Members must advise the Club immediately of any change to their personal details, including change of name, home address, e-mail address and contact telephone numbers.
- 5.27 Members and guests should comply with any reasonable request from a Manager to facilitate the smooth operation of the club, its facilities and for the convenience of the membership at large.
- 5.28 Grange Park Golf and Leisure Ltd. reserves the right to restrict and/or prevent entry of Members and guests and/or to terminate Membership by reason of breach of these terms and conditions. Members and guests must always comply with Messingham Grange Golf Club (MGGC) Rules including but not limited to the following points: **(a)** Be suitably attired having regard to the occasion and/or intended use of facilities/premises. **(b)** We will not tolerate Members or staff being the subject of any type of abuse, violence, threat, discrimination, profanity, or intimidation. You must always demonstrate respectful behaviour to staff and Members. At our sole discretion, we may suspend you from the Club immediately and/or terminate your Membership. **(c)** MGGC reserves the right to require any Member to make good any damage or destruction of the facilities caused by the Member's negligence, default, or wrongful act.
- 5.29 Members are permitted to bring a guest to play a round with them at a discounted rate at any time throughout the membership year. Whilst there is no limit to how many guests a member may bring during the year, each individual guest may not benefit from the discounted rate more than 6 times, excluding competition entry.
- 6. GREEN FEES**
- 6.01 All green fees booked at the Club by an individual shall be subject to the following clauses;
- 6.02 The balance is to be paid on or before arrival on the day of play.
- 6.03 When the course is open and the weather conditions questionable;
- (a)** If a golfer(s) chooses to play a 9-hole or 18-hole round of golf, then the weather worsens and the golfer(s) decides not to continue, no refund will be given.
- (b)** If the golfer(s) chooses to play a 9-hole or 18-hole round of golf, and in the event of any unforeseen circumstances the golfer(s) decides not to continue, no refund will be given.
- (c)** If the golfer(s) chooses to play an 18 hole round, if the golfer(s) come off the course during the back 9 holes no refund will be given.
- 6.04 When the course is closed, no person may play on the course and all bookings are cancelled. It is then up to the individual(s) concerned to re-book their tee time(s) by emailing, calling by phone or in person at the TWENTY04 Bar & Restaurant within 24 hours from their original tee off time.
- 6.05 We politely request all golfers must repair their pitch marks and rake bunkers.
- 6.06 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.
- 6.07 Mobile phones should be switched to silent whilst on the course.
- 6.08 Golf etiquette should always be adhered to 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.
- 6.09 Tee times are only bookable 7 days in advance.
- 6.10 Concession rates including senior and junior rates are only available to be booked by email, phone or in person. A valid ID must be provided on arrival.
- 6.11 Buggies may not be driven by anyone under the age of 25 years, unless at the discretion of the management. Relevant paperwork must be filled in and signed as accepted terms and conditions of hire prior to the buggy being driven.
- 6.12 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.
- 6.13 Twilight tee times are offered at a reduced rate since a limited amount of time is available to play a round before the light deteriorates. As such, it is possible that you may not complete all 18 holes during your round, and the later the tee time, the fewer holes you will be able to play.
- 6.14 Routine course maintenance takes place throughout the year on all holes. Due to unforeseen climatic changes we are unable to confirm when these works will be taking place and will advise you of any works on arrival.
- 6.15 To ensure that there is a consistent speed of play The Club reserves the right to pair up golfers as required. There is a minimum of a two-ball playing policy.
- 6.16 All guests must arrive at least 20 minutes prior to their tee time and collect a bag tag confirming payment of the appropriate green fee. This should then be displayed on your golf bag for the course marshal, club staff or greenkeepers to see. Failure to collect or display your bag tag may result in you being asked to leave the course.
- 7. IN-HOUSE EVENTS**
- 7.01 All prices quoted by Grange Park Golf & Leisure Ltd may be amended when agreed with the customer and the customer will reasonably consider any errors or omissions or where an increase is caused by a change in the circumstances beyond the reasonable control of Grange Park Golf & Leisure Ltd.
- 7.02 Payment for your booking must be made at the time of booking or within 7 days of your initial enquiry, if this is via email or telephone, and tickets are provisionally held. Failure to pay within 7 days will see your tickets released back to general sale.
- 7.03 For events with a sit-down meal included, it is recommended that you pre-order your meal at the time of booking. Grange Park Golf and Leisure Ltd. will make two attempts to recover this information in the lead up to any event, one approximately 20 working days prior, and a second 15 working days prior. In all cases, pre-orders must be made no later than 10 working days prior to the event. In such case as no food is pre-ordered, Grange Park Golf and Leisure retains the right to provide a meal in line with the options available at the time of booking.
- 7.04 Tickets are not refundable under any circumstances other than cancellation of the event or unless the event is moved to another date which prohibits you from attending. Multi artist events may include changes in line up or venue which do not constitute material change, and therefore do not qualify for a refund. In the event of cancellation, the full value of the ticket less any booking fees, transaction fees, postage, and insurance will be refunded to your original payment method, we are unable to refund to alternative accounts. Please note that some tickets contain a hidden booking fee, so it appears as £0 to the customer. If you would like to know this fee before purchasing, please call. In some cases there will be a deadline for a refund / new date request which may invalidate your refund request if not responded to in time.
- 7.05 In the event of Grange Park Golf & Leisure Ltd. acting negligently, we will refund your full payment including booking fees. These scenarios are extremely rare but comprise of:
- i) Us sending the wrong order (we may need incorrect tickets returned before refunding)
 - ii) Us failing to send tickets as required nor arranging an alternative door collection
 - iii) Us sending tickets to the wrong address (except if you provide an incorrect address)
- 7.06 We are unable to accept any liability or replace any tickets lost, stolen or damaged after they have been received by you.
- 7.07 The Rules and Regulations of the venue, event organiser or promoter for which this ticket was purchased must be adhered to.
- 7.08 Although we will do our best to keep you informed of any cancellation, it is the ticket holders' responsibility to establish whether an event has been cancelled and the date and time of any rearranged event.
- 7.09 Venue management reserve the right to refuse admission and may conduct security searches on entry. Should you be refused entry for any reason, including but not limiting to how you are dressed, we are not liable to refund you for the ticket you have purchased.
- 7.10 There is no obligation to refund monies or exchange tickets if management alters or varies the programme due to events or circumstances beyond its control.
- 7.11 There is no obligation to refund monies or exchange tickets should an event organiser subsequently offer any discount or promotion that makes tickets available at a price lower than that previously paid by any customer.
- 7.12 Should you have a complaint about an event that has taken place, we will take this up with the event organiser provided you have contacted us within 48 hours of the event taking place. We cannot guarantee any outcome.
- 7.13 Tickets are not transferable.
- 7.14 Photographic and recording equipment is prohibited. Also laser pens, dogs (except guide dogs) and patron's own food and drink.
- 7.15 The customer accepts full responsibility for all contact information on their customer account and must ensure it is updated when necessary. Grange Park Golf & Leisure Ltd accepts no responsibility for information not received by the customer due to out of date contact information. Please note, contact information can be updated through the customer login page.
- These terms and conditions cover the headings laid out in each Section and nothing further. They do not cover holiday lodge ownership which is subject to its own licensing arrangement and terms and conditions. These terms and conditions are not a substitute for what is reasonably asked of you by our members of staff and we reserve the right to make changes to our terms and conditions at any time.
- Last updated 17/04/2022