



Terms and Conditions

Our Details

General information about us

Our name: Golf Assistant Ltd

Our main business: We provide an online, golf booking service allowing you to book golf at the golf course of your choice. Our golf booking service is administrative only. We are not golf course managers and are not responsible for providing access to the relevant golf course(s).

Our registered office: 1 Foot of the Hill Farm
Mill Lane, Rainford
St Helens
WA11 8LN

Our e-mail address support@golfassistant.co.uk

Our VAT number: 816019938

Customer Services Telephone 0845 200 9134

We are a Limited company registered in England and Wales under company registration number 5031542. The Companies House register can be found at <http://www.companieshouse.gov.uk>.

These are the terms and conditions for booking tee times using our internet booking facility.

Any “Real Time” bookings made on this site or “On Request” bookings made via our agents do not constitute a booking with Golf Assistant. The booking/s is a contract between you “The Customer” and the Golf Course/s.

Payment

=====

To book a tee time on-line, referred to as a “Real Time” booking, you will be requested to enter your credit or debit card details using our secure on-line payment process.

To secure your reservation the booking fees clearly outlined at the time of booking will be deducted from your card. And your card details will be forwarded to the relevant golf course/s in order to guarantee your booking with them. The remainder of the green fee will be payable to the golf course on the day of play.

Any tee times that are selected and that are processed as an “On Request” booking will be confirmed by our agents and only at this point will we charge your credit or debit card for the service fees that will have been clearly identified.

We aim to process “On Request” Bookings within 3 Hours during Business Hours. Tee Times “requested” outside of business hours may take longer.

Please read The Golfer FAQs for more information about “Real Time” & “On Request” bookings.

Any booking fees and / or Service fees paid to Golf Assistant are non-refundable unless extenuating circumstances arise.

Cancellation Policy

=====

The cancellation policy will be clearly highlighted for each golf course on your booking confirmation email and vouchers, this may vary per course. Failure to cancel tee times within the specified timelines will result in your credit card being charged the full amount by the relevant golf course/s.

Details of how to cancel tee times are laid out in your booking confirmation email.

Booking Transferable

=====

Your booking is completely transferable. Therefore, should you be unable to make your tee time, you can offer the tee time to another person provided they meet any handicap stipulations (below).

Course Closed

=====

In the unlikely event of you being unable to play your round of golf due to the course being closed, you will receive a full refund of your booking fee/s or we will arrange an alternative date for you to play.

Handicaps

=====

Handicap certificates are required at the majority of courses. Please ensure that you have a valid handicap certificate with you on the day of play. Failure to do so could result in you not being permitted to play the course.

The majority of courses require a minimum handicap of 28 for men and 36 for women. Please note that Royal Liverpool GC requires a minimum of 21 for men and 32 for women.

Etiquette

=====

Visitors are expected to conform to the standards of etiquette and behaviour on the course as laid down in the Rules of Golf, paying particular attention to the consideration of other players, safety on the course, and pace of play.

Dress Code

=====

Normal golf club dress codes apply. The following are therefore not permitted: denim jeans, combat trousers, track/shell suits, collarless and/or sleeveless tee-shirts.

Tailored shorts may be worn with knee length socks (some clubs allow ankle length sports socks, please refer to individual clubs terms & conditions). Golf shoes only, no training shoes/sneakers.

Credit Card Security

=====

Using your credit card to make purchases via our web site is a secure way to pay for your golf. We have put a number of security steps in place to give you, the customer, total confidence when booking your golf over the Internet.

All personal details as well as credit card information, is kept confidential through the use of secure server software (SSL). This means that information can only be exchanged between you and us, and that no third party can access this data. The padlock symbol on your browser shows which pages are covered by this security system.

All credit/debit card details are stored in an encrypted format, which requires a decryption key to view. Only we have knowledge of this key.