# Terms & Conditions

Golf Amigos / Simply Tee Times are trading names of Leisure Link Promotions Ltd.

## Book with Confidence: Members of ABTA

ABTA membership

Leisure Link Promotions Ltd (trading as Simply Tee Times) is a Member of ABTA with membership number W1589. ABTA and ABTA Members help holidaymakers to get the most from their travel and assist them when things do not go according to plan. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. For further information about ABTA, the Code of Conduct and the arbitration scheme available to you if you have a complaint, contact ABTA,30 Park Street, London, SE1 9EQ Tel: 020 3117 0500 or **http://www.abta.com**

### Accuracy

We carefully check the information regarding resort services and golfing arrangements, to ensure the accuracy of this information (including prices), within brochures, newsletters, quotations, promotional material and throughout our website, however regrettably errors and changes can occasionally occur. Simply Tee Times regret any possible inconvenience this may cause and would advise you to check the details of your trip and the prices before confirming your booking.

We reserve the right to increase the prices of any tee-times advertised before you book. Price changes will be clearly advised to you before you confirm your booking. Any subsequent reduction in prices due to special offers will not apply to confirmed bookings.

### Special Requests

We will only accept special requests in writing. Under no circumstances can we guarantee that such requests will be granted or that the golf course has, or is able, to provide the requested facility.

At Simply Tee Times we endeavour to provide the highest level of service to our customers. However, we believe it is only right to point out that we are not a specialist tour operator in the field of holidays for the disabled and suggest you contact one of the specialist agencies for advice.

**Minimum Booking Conditions**

The minimum booking we can make is for 2 golfers and 4 rounds in total. We are sorry but we cannot accept single golfer bookings. Because of the time required for us to book your tee times with the golf courses and then confirm those tee times with you, we need a minimum of 48 working hours from the time of your booking request until your first tee time.

**Planning Your Golf**

We advise you to plan your journey carefully. When arranging transport, please ensure that you allow sufficient time in order to reach your destination at the correct time. We cannot be held responsible for any costs incurred due to your late arrival at a golf course.

## Handicap Certificates

More and more golf courses are now requesting clients provide handicap certificates should they request to see them upon check-in. It is the client's responsibility to be able to present their handicap certificate if required.

**Green Fee Reservations**

1. Green fee requirements should be advised when booking your holiday via the telephone or email.
2. In most cases your green fee vouchers and itineraries will be sent with your tickets and travel documents. Green fee vouchers will only be valid for the date and time shown. Normally they are not transferable and refunds are not possible, unless the course concerned is closed, so we can make the necessary refund.
3. Due to the increase in popularity of golf in Europe, some clubs now have particular days and times for visitors. We will do everything possible to confirm your requested golf programme, but cannot guarantee booking for specific days and times. If for any reason a course should not be available, we reserve the right to provide you with the nearest possible alternative.
4. At most courses, it is normal practice when busy, to play as "four-balls". Golfers booking for less than four may be teamed up as necessary.
5. Most overseas golf courses require handicap certificates. It is your responsibility to obtain one before your departure from the UK and to carry it when necessary.
6. Although the courses are inspected prior to completing this brochure, their actual playing condition may vary from time to time. Simply Tee Times cannot be held responsible for the condition during your holiday.
7. The majority of European golf courses require players to have soft spikes and we advise these should be fitted before your departure. They can also be fitted at the local course for a small charge.

8. Pre-booked buggies are payable directly by clients on arrival at the golf course unless stated.

**Fair Trading Agreement**

When you book with Simply Tee Times we want you to be satisfied and that you'll book with us again next year. Our Fair Trading Agreement and Holiday Information set out clearly and simply the responsibilities we have to you and which in return you have to us when a contract is made between us. The contract is made when you make a booking request and we accept it by written confirmation on the terms set out in the above Terms and Conditions. Your obligation is to pay the price of the holiday and recognise your liabilities if you wish to alter the holiday or have a cancellation. On our part we have obligations to provide you with the holiday you have booked. Our specification of that holiday and our terms are clearly stated within this website. This Fair Trading Agreement and the following Terms and Conditions apply to all holidays sold from this website.

1. **Your contract with us**
   Once you book your holiday with us these terms and conditions form the basis of the agreement between the client and Leisure Link Promotions Limited trading as Simply Tee Times.

2. **Payments – You pay a deposit**
   A deposit of £50 per person must be paid at the time of booking. We reserve the right to ask for additional amounts if we need to book and pay for tee-times in full at the time of booking your holiday.
   On receipt of your deposit which is treated as part payment of your holiday we will issue both a booking confirmation and invoice. This will indicate the exact date by which the balance must be paid.

3. **You pay the balance**
   The balance of your booking cost must be paid no later than eight weeks before the date of the first tee time. Bookings made less than eight weeks before the date of the first tee time must be paid in full at the time of booking. If the balance is not paid by the due date we reserve the right to cancel your booking, retain your deposit and apply cancellation charges as set out in section 4. **Changes to your booking**
   If after your confirmation has been issued, you wish to change the date(s) or golf arrangements we will do our utmost to make the changes. We will require written notification from the event organiser at least eight weeks before the departure date of the original holiday. This must be accompanied by a payment of £20 per person. For any alterations received within eight weeks prior to departure, cancellation charges will apply as in Section 7.
4. **Changes to the booking**
   If after your confirmation has been issued and the deposit has been paid, you decide that you would like to change this, i.e. amend golf times, golf courses etc, an amendment fee of £10.00 per person will be levied, per change.

5. **Additional amendment charges**
   We will endeavour to provide you with a high quality of service and would request that any buggies, trolleys etc are requested at the time of booking. If these are requested within 8 weeks of your departure we will levy a £10.00 administration fee, however as payment for these services are required locally Simply Tee Times will not accept liability if these services are not provided by the supplier
6. **Cancellation charges**
   **If you cancel your tee-time(s)**
   You or any other member of your party may cancel your tee-time(s) at any time provided that the cancellation is made by the person who is responsible for confirming the booking with Simply Tee Times. This must be communicated to us in writing. We will retain your deposit and, in addition, apply cancellation charges up to the maximum amounts shown below:-
   **(a)** In the event of cancellations more than 8 weeks prior to the date of travel, the deposit will be forfeited plus any costs incurred by us.
   **(b)** For cancellations received 8 weeks prior to travel, the charge will be 100% of the total holiday cost.
   Note: If the reason for the cancellation is covered under the terms and conditions of an insurance policy, you may be able to reclaim these charges.
7. **If you have a complaint**
   If you have a complaint, please inform the golf course or Simply Tee Times who will endeavour to resolve the matter immediately. If they are unable to assist you please notify us, in writing, within 28 days of your return. We will not accept liability in respect of claims after this period. Your complaints should be addressed to:
   **Simply Tee Times**
   **Riverbank House**
   **28 Field Road**
   **Busby**
   **Glasgow**
   **G76 8SE**
   **Tel: 0141 644 0999**
   **Email: sales@golfamigos.co.uk**
   We aim to agree an amicable settlement in respect of the very few complaints we receive.
8. **Conditions of Carriage**
   Your contract made under the terms of the Fair Trading Agreement is subject to English Law and jurisdiction.
9. **Other Terms**
   You are responsible for ensuring that you are at the correct golf course at the correct time – we cannot be liable for any loss or expense suffered by clients because of their late arrival at any golf course. We reserve the unconditional right to refuse a booking or cancel a clients tee-time(s) in the event of unreasonable conduct. If you are prevented from playing golf because in the opinion of any person in authority you appear to be unfit to play, or likely to cause discomfort or disturbance to other golfers, our responsibility for your tee-time(s) thereupon ceases. Full cancellation

charges will apply and we will be under no obligation whatsoever for any refund, compensation or costs you may incur.

**OUR PROMISE TO YOU**

1. **Your Price Includes**
   Price per person includes green fees for 18 holes per person unless indicated otherwise and VAT.
   Additional services may be included within the price and will be detailed within the confirmation documentation.

2. **Pricing Policy**
   There will be no surcharges imposed after you confirm your tee-time(s) by accepting receipt of the confirmation documentation and have paid your deposit of £50 per person except in the following circumstances: governmental action such as an unforeseen increase in VAT. We will absorb the first 2% of any of the above increases. If the increase means paying more than 10% of the price in addition, you will be entitled to cancel your tee-time(s) with a full refund. Should you decide to cancel, this must be done within 14 days of the issue date printed of the invoice detailing such price increase.
   However we do reserve the right to increase the price of any tee-time(s) we feature both in written literature or via our website before you book. Any price changes, both up or down, will be clearly advised to you before you confirm your holiday.
3. **If we change your tee-time(s)**
   The arrangements for tee-times can be made months in advance and changes are sometimes unavoidable. We will contact you if any changes are necessary (e.g. Club Competition) to discuss alternative times or arrangements.

4. **If we cancel your tee-time(s)**
   In certain circumstances we may have to cancel your tee-time(s), and if this should occur, we will return to you all the money you have paid to us, or offer you a suitable alternative. However, we will not cancel your tee-time(s) after the date when payment of the balance of the tee-time(s) becomes due unless:
   **(a)** you have not paid for your golf in full, or
   **(b)** your golf is influenced by 'force majeure', events beyond our control, for example (but not by way of limitation), any of the following: war or threat of war, riots, civil strife, industrial action, natural disasters, fire, epidemics, bad weather, technical problems to transport, the closure of airports or ports, terrorist activities or government action or other similar events beyond our control. We are liable only for any monies you have paid to us at the time of cancellation. In the unlikely event of Insolvency you must Inform Speciality Claims Services Limited immediately on +44 (0)1420 383012. Please ensure you retain your booking confirmation form as evidence of cover and value.
   Policy exclusions: This policy will not cover any monies paid back to you by your Travel Insurance or any losses which are recoverable under another insurance or bond.

5. **Data Privacy Policy**
   We are committed to your right to privacy. By submitting your personal information to us you agree to our use of such information as set out below. For the purpose of the Data Protection Act 1998, the data controller is Leisure Link Promotions Limited.

**Personal Information: Collection and storage**
We only collect personally identifiable information, such as name, address and email details that you specifically and voluntarily provide to us as a visitor to our website; for example, to send us an enquiry, request information, to make a booking, to enter a competition, to request a brochure or to subscribe to our email newsletter. Personal information submitted by you will be stored on our database. All information you provide to us is stored on our secure servers.

**Use of information**
We will use your personal information to service your request. We will retain it as long as necessary to service your current request or until you request that we delete the information.
Where you have consented to do so, we may also use your personal information to keep you informed about our services by means of our e-mail newsletter or other electronic communication. If you decide that you no longer wish to receive our communications then you may unsubscribe at any time. We will not give or sell any personal information to any third parties without your prior consent.
If you provide us with the personal information of any third parties, for example, any other people included in a booking, you must ensure that you have the authority of those third parties to provide their information to us for the purposes set out in this Privacy Policy, and by submitting such information on their behalf you confirm that you have their consent.

**Right of access**
You have the legal right to ask us to supply you with a copy of the personal information that we hold about you at any time. You may also make enquiries about the accuracy of personal information previously submitted to us, or request to have information removed or inaccurate information updated.

**Disclosure**
We may disclose your personal information to third parties:
: if we sell or buy any business or assets, in which case we may disclose your personal information to the prospective buyer or seller of such business or assets;
: if we are acquired by a third party, in which case personal information held by it about its customers will be one of the transferred assets;
: if we are under a duty to disclose or share your personally identifiable information in order to comply with any legal obligation or in order to enforce or apply our Terms and Conditions and other agreements, or to protect our rights. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.
Should you have any questions or queries concerning the above please feel free to contact us.