

## Terms and Conditions of Booking

### Your Contract

These Terms and Conditions form a contract between Golf Amigos/Simply Teetimes and you the client, for the provision of all the services and arrangements outlined on our website [www.simplyteetimes.com](http://www.simplyteetimes.com) It is important that you read and understand these conditions and that you are fully aware of what we are providing under the contract.

### Your Financial Security

**Golf Amigos/Golf Amis, 1<sup>st</sup> Floor, Millworks, Field Road, Busby, Glasgow, G76 8SE. Tel: 0141 644 0999 / 0845 230 3100 (local rate) – Partners: Gordon Murray and Norma Livingstone** with whom you make a contract when you book, arrange holidays specifically for golfers and accompanying non golfers, to the destinations set out in our brochure.

AITO – Golf Amigos is a member of the ‘Association of Independent Tour Operator’s. The Association represents Britain’s leading independent tour operators and encourages high standards of quality and service. Golf Amis abides by the Association Code of Conduct and adheres to the AITO Quality Charter. To find out more about the Association call 020 8744 9280.

AITO Trust – We are fully bonded for package holidays which do not contain a flight element. Our membership of the AITO Trust scheme means that if you are travelling by sea or land, or even if you have booked your own flight, your holiday package booked with us have full financial protection. To find out more about the Association call 020 8744 9280.

IAGTO – Golf Amigos are a member of the ‘International Association of Golf Tour Operators’ whose aim is to increase standards and professionalism within the industry. For more information visit [www.iagto.com](http://www.iagto.com)

### Liability

Golf Amigos / Simply Teetimes cannot accept any responsibility for any accident, loss, damage or personal injury to any person or property caused by any part of our holiday over which we have no direct control, such as transport delays or failure in the supply of gas, water, electricity or adverse weather conditions.

### Green Fees / Tee Times

When making your golf holiday booking our sales team will request your ideal days of play and preferred tee times.

- Once a tee time has been confirmed ‘actual time’ we reserve the right to charge an ‘amendment fee’ for any changes made on you the clients behalf.
- Cancellation of ‘actual times’ may incur cancellation charges up to the value of the pre-paid green fee, subject to the cancellation policy of the course involved.
- If the course subsequently changes your ‘actual time’ due to a Club Competition for example, we will try to ensure a suitable alternative is found.
- Golf Clubs reserve the right to match up golfers in order to create 4 balls to maximise tee times.
- Where a Golf Club imposes handicap restrictions we will pass on your handicap details but it is your responsibility to comply.

### Golf Course Conditions

Golf Amigos / Simply Teetimes cannot be held responsible for actual playing conditions of the golf courses whether caused by course maintenance or weather conditions etc. We have a policy of requesting all maintenance schedules and when advised we relay this information to our clients. It is unfortunate however that these schedules can change depending on the weather and other factors as decided by the Golf Course Manager/Director.

Golf Amigos / Simply Teetimes cannot be held responsible for loss of tee times on day of arrival or departure, if due to changes, delays or cancellations of airlines, rail services and ferry companies. (claims should be submitted to your Travel Insurance Company)

### 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.

## Golf Holiday Insurance (Including £1500.00 golf club cover)

We strongly recommend that you and all members of your party are adequately insured as soon as you book your holiday. We have arranged a scheme with Travel & General Insurance Services Limited underwritten by Certain Underwriters at Lloyds of London. Below is a summary of cover and benefits available under the insurance policy. An insurance certificate containing more detailed summary will be sent to you with your confirmation of booking. In any event you may ask for a specimen copy of the insurance wording should you wish to examine this in advance. The insurance will be subject to English law unless otherwise agreed.

### Medical Emergencies

A 24 hour medical emergency service is provided by Voyager Assistance Worldwide.

Premiums	Europe	Worldwide
Up to 5 days	£17.00	£39.00
Up to 10 days	£20.00	£44.00
Up to 17 days	£26.00	£51.00
Additional week or part thereof	£9.00	£15.00
Infants under the age of 2 on departure – Free if travelling with an Insured Adult.		
Children under the age of 18 on departure – 50% of the above premium if travelling with an Insured Adult.		
Persons aged 66-70years on departure – 2 x the above premium.		
Persons aged 71-75years on departure – 2 ½ x the above premium		
Family Rate – 2 x the above premium.		
N.B. all the above premiums include Golf Cover.		
Family Definition – 2 parents travelling with any number of dependent children under the age of 18 on departure.		
The above premiums are inclusive of 17.5% Insurance Premium Tax which is adjustable on any amendment to that tax or its rate.		

### Insurance Cover and Limits

Section 1 – Personal Accident	Up to £15000.00
Death benefit is limited to £15000.00	
Section 2 – Medical Expenses	Up to £2,000,000.00
Section 3 – Hospital Benefit	£20 Per Day Up to £500.00
Section 4 – Baggage & Personal Effects	Up to £2000.00
Single article limit - £200.00 in all.	
Valuable limited to - £350.00 in all.	
Delayed Baggage (after 12hrs)	Up to £100.00
Golf Cover	Up to £1500.00
Golf Clubs & Accessories	Up to £250.00
Hire of Golf Equipment due to delay	
Loss of pre paid green fees following delay 12 hrs or more	Up to £300.00
Section 5 – Personal Money	Up to £200.00
Section 6 – Personal Liability	Up to £1,000,000.00
Section 7 – Travel Delay	
a. £20 for first 12 hours	
£10 for each 12 hours thereafter	Up to £250.00
b. Cancellation after 12 hours	Up to £5000.00
Section 8 – Cancellation	Up to £3000.00
Section 9 – Curtailment	Up to £3000.00
Section 10– Missed Departure	Up to £750.00
Section 11- Legal Expenses	Up to £25000.00

### Excesses

Sections 2, 4, 5, 7b 8 & 9 - £50.00 per person per claim.  
Section 6 - £250  
Delayed Baggage & Hospital Benefit - Nil

### Claims

Should you need to make a claim, please contact our loss adjusters detailed below and request a claim form. In all correspondence please quote that your insurance is with Golf Amigos.

### Claims International Ltd

Tel: 0870 224 7676

Fax: 0208 760 0298

All claims must be submitted within 31 days upon arrival back in the United Kingdom.

### Important Notice

**Health:** You must contact the Heathcheck line Tel: 0845 408 0585 and advise them of all serious or chronic pre-existing illnesses that require medical attention during the last 12 months relating to you and all persons on whom the travel plans depend. Failure to do so may result in claims for undisclosed conditions being excluded. (all persons means not only the people with whom you are actually travelling but also any relative, business associate etc. on whose well-being the trip depends)

**Policy Document:** This gives you full details of what is and is not covered and the conditions of cover. You must read the insurance policy carefully.

**Conditions, Exclusions and Warranties:** Conditions and exclusions will apply to the individual sections of your policy while general exclusions, conditions and warranties apply to the whole policy.

**Property Claims:** these claims are paid based on the value of the goods at the time you lose them and not on a 'new for old' or replacement cost basis. Your policy will set out what proof the insurer needs to support a claim.

**Policy Limits:** Most sections of the policy have limits which the insurer will pay under that section. Some sections also include other specific limits, for example for any one item or for valuables in total. You are advised to check your policy if you intend taking expensive items with you.

**Policy Excess:** Under most of the sections of the policy, claims will be subject to an excess. This means that you will be responsible for paying the first part of each claim. The amount you have to pay is the excess.

**Fraud:** It is a criminal offence to make a fraudulent claim.

**Reasonable Care:** You need to take all reasonable care to protect yourself and your property, as you would if you were not insured.

**Complaints:** The insurance policy includes a Complaints Procedure, which tells you what steps you can take if you wish to make a complaint.

**Dangerous Sports or Pastimes:** If you are going to take part in dangerous sports or pastimes where there is a risk of injury, check that your policy covers you.

**Cooling Off Period:** Your insurance certificate contains a 'cooling off' period of 14 days during which you can return the insurance document and get a refund if you have a justifiable reason for being dissatisfied with the cover it provides, the insurance Policy will be subject to English Law unless otherwise agreed.

**PLEASE ENSURE THAT YOU READ YOUR INSURANCE POLICY CAREFULLY.**

**FAILURE TO COMPLY WITH THE TERMS & CONDITIONS OF THE POLICY MAY RESULT IN COVER BEING RESTRICTED.**