

TERMS & CONDITIONS

Welcome to GolfTravelHub.com. This website is operated by GolfTravelHub Limited (“GolfTravelHub,” “we,” or “us”), a company registered under number 13027575, with its registered office at Sidings House, Sidings Court, Lakeside, Doncaster, DN4 5NU.

We are proud members of IATA and our membership number is 96093745.

Please be aware that specific booking conditions may be applicable based on the type of golf break you choose to book. We offer two main types of breaks:

(a) “UK Hotel Booking”: This category involves reserving hotel accommodation with golf in the UK, where the golf is an integral part of the hotel’s amenities. This includes hotels, self-catering accommodation, and other types of accommodation booked with us. Since the golf service is an inherent part of the accommodation, the hotel and golf together constitute a single travel service. As a result, these bookings are not classified as packages and do not come with financial protection. In these bookings, the hotel is the primary service provider, and we act as an agent on behalf of the hotel. When making such bookings, you are bound by both our agency terms (Sections A and B of these booking conditions) and the terms and conditions of the respective hotel. You can typically find a copy of the hotel’s terms and conditions on their website.

(b) “Package Booking”: This category encompasses all bookings made with us, excluding “UK Hotel Bookings”. These are considered package holidays, and therefore, the regulations set forth by the Package Travel and Linked Travel Arrangements Regulations 2018 apply. As the Package Organiser, it is our responsibility to provide you with all relevant details outlined in Schedule 1 before finalizing the booking. If you feel you have not received adequate information, please inform us immediately. In the case of Package Bookings, we act as the principal, and your contract will be with us. Sections A and C of these booking conditions will be applicable to your booking.

Please take the time to read and retain a copy of these booking conditions, as they will be binding upon you. We recommend printing a copy and keeping it alongside your booking confirmation.

Section A: This section applies to all bookings.

1. **Accuracy:** While we make every effort to ensure the accuracy of the information in our brochures, website, email newsletters, quotes, and promotional material, occasional changes and errors may occur. We will confirm the details of your chosen break, including the price, at the time of booking.

2. **Pricing and Payments:** We reserve the right to adjust the price of any golf break and will inform you of the current price before confirming the booking. Any subsequent price reductions due to special offers will not apply to confirmed bookings.

- A non-refundable deposit must be paid at the time of booking, which is either £50 per person or 10% of the total holiday price, whichever is greater.
- For group bookings of 8 or more, a £200 holding deposit may be offered, with full per person deposit required within 4 weeks of booking.
- We will inform you of the required deposit amount for your break before confirming the booking.
- The balance of the price must be paid no later than 12 weeks before the break.

Bookings made after the Balance Due Date must be paid in full at the time of booking. Failure to meet payment deadlines may result in cancellation and forfeiture of your deposit.

Additional services at the accommodation are not included in the accommodation cost and must be paid directly to the hotel.

3. **Payment Methods:** Payments can be made by bank transfer. Debit and credit cards (excluding American Express) are also accepted, and online payment is available upon request. Personal debit and credit cards do not incur surcharges, but there is a 3% charge for commercial business cards.

We take reasonable measures to secure our website, but we are not liable for any loss resulting from unauthorized access to your data.

4. **Booking and Confirmation:** Bookings can be made by phone or by sending an enquiry to our email address. You must be 18 or over to make a booking. After payment, we will email you a booking confirmation, which establishes a contract between you and us.

Please review the confirmation promptly and notify us of any discrepancies within 48 hours.

For group bookings, the lead name is responsible for the entire booking, including payments, communication, amendments, and refunds.

Transfers of lead name must be requested via email and confirmed by the new lead name.

5. **Complaints:** If you encounter any issues during your break, please inform

the relevant hotel or supplier promptly. If the matter cannot be resolved locally, contact us at 'bookings@golftravelhub.co.uk' for assistance within 28 days of your return.

6. **Insurance:** Adequate travel insurance is essential. Ensure your policy covers cancellation, accidents, illness, and circumstances related to COVID-19.
7. **Special Requests, Buggy Hire, and Medical Issues:** Inform us of any special requests at the time of booking. While we will do our best to accommodate, we cannot guarantee fulfillment. Buggy availability is at the discretion of the golf venue. Additional charges may apply.
8. **Delays:** We are not liable for delays in transportation not booked through us.
9. **Unavoidable and Extraordinary Circumstances:** These refer to situations beyond the control of the affected party, with consequences that could not have been avoided even with reasonable measures. This includes events like war, terrorism, natural disasters, adverse weather, and similar situations.
10. **COVID-19 Health and Safety Measures:** Please be aware that hotels, golf venues, and other suppliers may implement specific health and safety measures in compliance with national and/or local Covid-19 guidance and requirements. We are not responsible for these measures.
11. **Data Protection:** We use your personal data to arrange your break and for contractual performance. We may share it with relevant third-party suppliers. Refer to our Privacy Policy for details.
12. **Governing Law and Jurisdiction:** This contract and disputes arising from it are governed by English law. The Courts of England and Wales have jurisdiction. Residents of Scotland or Northern Ireland may choose the law and jurisdiction of their respective regions.
13. **Your Contract with the Hotel:** When you make a UK Hotel Booking, we act as your agent in the booking of your hotel accommodation. Your contract will be with the hotel, and their booking conditions will apply.
14. **Amendment or Cancellation by You:** All payments to GolfTravelHub Ltd are non-refundable. Amendments are subject to availability and may incur additional charges. Please notify us in writing of any changes.
15. **Amendment or Cancellation by the Hotel:** In the event of an amendment or cancellation by the hotel, we will inform you as soon as reasonably possible.
16. **Our Liability to You:** Your contract is with the hotel, and their booking conditions apply. As agent, we select hotels and make bookings with reasonable care. We accept no responsibility for accommodation or information provided by the hotel.
17. **Unavoidable and Extraordinary Circumstances:** If your travel arrange-

ments are affected, we shall not be liable for any refund, compensation, costs, or other sums.

Section B – With regards to Package Bookings

18. **Contractual Agreement:** Your contract is formed with GolfTravelHub Ltd. This encompasses all travel arrangements detailed in your booking confirmation.

19. **Price Variations:** After confirmation, we may adjust the price due to factors like fuel costs, taxes, fees, and exchange rates. Any adjustments will not occur within 20 days before your break.

20. **Cancellations and Amendments by You:** Changes or cancellations must be communicated in writing. Full loss of payments may occur. Amendments are subject to availability and may result in additional charges.

21. **Cancellations and Amendments by Us:** We make every effort to avoid changes. Minor changes will be communicated promptly. Significant changes will be promptly notified with available options.

22. **Our Liability to You:** We provide services with reasonable skill and care. We are liable for non-conformity resulting from failure to use reasonable skill and care. Compensation is limited as outlined.

Please note that it is your responsibility to demonstrate any lack of conformity and its impact on your enjoyment of the break if you wish to file a claim against us. You must promptly inform us of any non-compliance you perceive during the performance of your package travel contract.

In addition, we will only be held responsible for the actions of our employees, agents, and suppliers if they were acting within the scope of their employment (for employees) or carrying out work as per our instructions (for agents and suppliers).

We are not liable for compensation in cases of injury, illness, death, loss, damage, expense, cost, or any other claim if we can prove that the claimed non-conformity is attributable to:

a. You or any member of your party, b. A third party unrelated to the provision of the travel services in the package and is unforeseeable or unavoidable, c. Unavoidable and Extraordinary Circumstances.

We are not responsible for any services that are not part of the package, including any additional services or facilities you may choose to purchase directly

from suppliers.

The sum of compensation we may be liable to pay you is limited as follows:

a. In the case of non-conformity, the sum will be limited to three times the cost of the booking (excluding insurance, amendment charges, and any additional services). b. For all other claims, the sum will be limited to twice the cost of the booking (excluding insurance, amendment charges, and any additional services).

We are not responsible for any loss or damage that was not foreseeable by both parties at the time the contract was formed. Additionally, we are not responsible for any loss or damage that does not result from any breach on our part or any other failure of contract.

Our liability will be reduced to the extent that you are able to claim any compensation or damages from third parties or under any applicable insurance policy.

Your Responsibilities:

1. Ensure all members of your party possess the necessary and valid travel documents, including passports, visas, and any required health or vaccination certificates. We bear no responsibility for any consequences resulting from your failure to meet these requirements.
2. Adhere to the rules and regulations set forth by our suppliers, including golf courses and hotels. If you or any member of your party is deemed unfit to travel by any transportation provider due to excessive alcohol consumption or unruly behavior, we are not liable for your return home.
3. Comply with the dress code and policies of the golf club, both on the course and in the clubhouse. Failure to do so may result in the refusal of golfing privileges without entitlement to a refund.
4. Inform us of any special requests or requirements for members of your party, such as dietary needs or mobility issues, at the time of booking. While we will do our best to accommodate such requests, we cannot guarantee their fulfillment.

5. Keep us informed of any changes to your contact details, including email address and phone number.
6. Ensure that all members of your party are physically fit and able to participate in the golf break. We recommend consulting a doctor prior to departure if there are any doubts about a person's ability to fully engage in the break.
7. Procure comprehensive travel insurance, covering personal accidents, personal liability, and cancellation charges, no later than the time of booking. It is a condition of booking with us that you maintain adequate insurance coverage.
8. Adhere to any additional terms and conditions stipulated by airlines or other transportation providers.
9. Be aware of and comply with any legal or health requirements related to the destination, including visa and entry requirements, health vaccinations, and travel advisories.

Passports, Visas, Health, COVID-19, and Entry Restrictions

It is your responsibility to ensure that you possess the correct travel documents for your destination. We do not assume any liability if you are denied transportation by any carrier or entry into any country due to inadequate documentation.

For most of our destinations, if you hold a British passport, you will generally need a passport with at least six months of validity remaining (three months for Europe), and your passport must have been issued within the last ten years. If you have renewed your current passport before the previous one expired, and extra months were added beyond the standard 10-year expiry date, please be aware that these additional months may not count toward the required six months. The specific passport validity requirements may vary depending on the country you plan to visit. You can find more information on entry requirements at www.gov.uk/foreign-travel-advice (Entry Requirements section). Please ensure that you allow sufficient time for passport application or renewal. The HM Passport Office currently recommends allowing up to 10 weeks for passport processing.

If you or any member of your party is not a British citizen or holds a non-British

passport, it is essential to check passport and visa requirements with the Embassy or Consulate of the country or countries you plan to travel to.

We strongly recommend that you consult the Foreign and Commonwealth Development Office (FCDO) website, especially in light of the ongoing COVID-19 pandemic, to make an informed decision about traveling abroad. For further information, please visit www.gov.uk/foreign-travel-advice and also review the FCDO's general travel advice at <https://www.gov.uk/guidance/travel-advice-novel-coronavirus>, which provides additional information on travel restrictions, entry requirements, safety, and security advice.

Entry requirements may encompass various aspects such as evidence of COVID-19 vaccination, negative COVID PCR or equivalent tests taken shortly before departure, personal health declarations, and declarations explaining the reasons for your travel. It's important to note that travel advice can change rapidly, and countries may alter their entry requirements and border closures on very short notice.

If entry requirements change after you've made a booking but before your departure date, please contact us to discuss your options. If the destination country for your trip doesn't allow entry on your departure date, you will have the right to cancel your trip and claim a refund, or we may be able to reschedule your trip to an alternative date based on availability. However, no additional compensation will be provided as the imposition of entry restrictions is beyond our control and is considered an Unavoidable and Extraordinary Circumstance. You may also be eligible for a refund if a new requirement for quarantine upon arrival in the destination arises after your booking.

You also have the option to cancel your trip and request a refund if your departure is imminent, and the FCDO advises against travel or essential travel to your destination country on your departure date. However, this is not an obligation, and you won't be entitled to any other compensation. Please contact us so that we can explore options for rescheduling your booking in this scenario. It's important to note that you do not have the right to cancel solely due to personal reluctance to travel; the change in FCDO advice, as mentioned earlier, is the criterion for such a right.

As of the publication of these Booking Conditions, there are no entry restrictions for returning to the UK after your trip. Nevertheless, UK entry requirements

may change, and it's advisable to stay informed about government guidance. Importantly, any UK entry requirements do not impact the delivery of your trip. We are not responsible, and you won't be entitled to a refund or other compensation from us if you decide to cancel your trip due to UK entry restrictions. We may offer the option to cancel or reschedule your trip at your discretion, but our regular cancellation and amendment fees will apply.

If UK entry requirements change while you are on your trip and you wish to return earlier than planned, we will provide the necessary assistance, but all associated travel costs will be your responsibility. We are only responsible for returning you to the UK earlier than planned if the FCDO advises British nationals to return.

Health requirements for international travel can change, so it's essential to check the latest information well in advance of your departure. You can do this by visiting the travel advice section on the Department of Health's website at <https://travelhealthpro.org.uk/> or consulting with your GP, practice nurse, or a travel health clinic. If you have any mandatory health requirements for your trip abroad, we can provide guidance on them.

Complaints:

If you have a complaint during your golf break, please promptly notify us by emailing 'bookings@golftravelhub.co.uk' and/or calling 0800 677 1818, so that we can take action to address the issue. If the problem is not resolved locally, please follow up your complaint in writing within 28 days of the conclusion of your break.

Data Protection:

Please refer to our Privacy Policy for information on how we collect and process your personal data.

Severability:

If any provision of these Booking Conditions is found by any court or administrative body of competent jurisdiction to be invalid or unenforceable, such invalidity or unenforceability shall not affect the other provisions of these Booking Conditions, which shall remain in full force and effect.

Updates to Booking Conditions:

We reserve the right to update these Booking Conditions at any time. The most

current version will be available on our website and will apply to all bookings made after the date of the update.

Please feel free to reach out if you have any questions or concerns regarding these Booking Conditions. We value your business and wish you an enjoyable golf break!

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