



Lanhydrock Golf General Terms and Conditions from 2018/2019

General: Thank you for your golf reservation at Lanhydrock Hotel & Golf Club (LHK). By making this reservation you agree to accept the golf booking terms and conditions as follows. Please note that terms and conditions may vary for general green fee reservations, use of the online booking facility and society golf. If you have any queries or if you wish to amend a reservation, please do not hesitate to contact us where we would be delighted to help with your request.

Lanhydrock Hotel & Golf Club, Lostwithiel Rd, Bodmin, Cornwall, PL30 5AQ
Tel: 01208 262570 / Email: golf@lanhydrockhotel.com

Insurance: You are strongly advised to be adequately insured for liability, personal injury and equipment. LHK can recommend various National Insurance Brokers if a player/s require cover. Please remember your responsibilities. Lanhydrock Hotel & Golf Club cannot accept responsibility for items mislaid, stolen or lost on its premises.

Green Fee & Group Numbers: Please note our varied rates on our green fee tariff. Reduced rates are available for groups dependent on their number. You will be required to pay the individual green fee rate whether lower or higher than your original quote, linked to the number of actual players on the day, less any deposit if previously paid.

Tee Times & Deposits: All players are requested to book a tee time with the Golf Shop or online (***please read supplement conditions and guidance notes on the online booking page***) in advance of play to ensure they can play on their required date. A deposit may be requested by LHK at an amount it deems reasonable to secure the reservation. Unless stated, deposits are calculated per player. In case of unforeseen circumstances, LHK reserves the right to amend times of play. This rarely happens however, you will be advised of this prior to arrival. Full payment for your golf is required prior to play.

Checking In: Members & visitors are advised to check in at least 20 minutes prior to their tee time and be present on their starting tee 5 minutes before their reservation time. Please report to the Golf Reception or if not available report to the adjacent Hotel/Club Reception. We appreciate that at times players are late for their tee time. Please contact the Club on **01208 262570** if you believe you will be late. If you are unable to play at your booked time, LHK reserves the right to move your booking to its next suitable tee time, or subject to availability transfer you to start your round from an alternative hole on the course. If you or any of your party fail to be ready to play at your allotted time and LHK is unable to provide an alternative tee time or starting hole on the same day no refunds or credits will be given.

Cancellations: You can cancel your booking by contacting Lanhydrock Hotel & Golf Club by email, golf@lanhydrockhotel.com or telephone 01208 262570. Please remember that your booking details will be required to confirm the cancellation.

Cancellations five days or more from the day of play will incur no charge and at the Directors discretion, any deposit will be returned. If you cancel your booking within five (5) days of the reservation, Lanhydrock H&GC reserve the right to charge up to 50% of the total green fee. This would not include any hire items made with the original booking. If you fail to cancel your booking before the day of play or are a 'no show' then Lanhydrock reserve the right to retain any deposit made and to charge for the total balance of the green fee together with any hire items booked.

Please note that separate conditions apply to group and society bookings. Please view the Golf Group and Society Terms & Conditions Supplement or contact the Club.

Golfing Ability: In choosing to play the LHK, you are expected to be able to play to a reasonable standard and follow the etiquette of golf in conduct and speed of play and not hinder within reason fellow players enjoyment. If failing to observe these standards LHK may ask you to leave the course and no refund will be given.

Refunds and Credits: In accordance with our standard policies, refunds or credits are not available for delays on course due to slow play in matches ahead or poor weather conditions. Any credits given whether monetary or a service in kind are at the sole discretion of the Directors. In the event of issuing a credit, the Directors decision is final. Lanhydrock Golf Club Ltd reserves the right to amend rates and conditions at anytime.

Categories for Courtesy and Discounted Golf Fees

Prior notification of the day of play is expected by you so we may confirm by email your courtesy. Please call 01208 262570 or email golf@lanhydrockhotel.com.

- 1) Fully Qualified PGA Professionals are extended courtesy of the course subject to prior notification and producing their membership card on the day of play. Courtesy is not unlimited on the day of play or throughout the year.
- 2) Courtesy is also extended to Members of the Golf Club Managers Association – GCMA.
- 3) PGA Assistant Professionals will be extended courtesy of the course if playing with a paying visiting golfer (general green fee, county card, etc).
- 4) Should current members of BIGGA wish to play Lanhydrock they will be charged a reduced rate. Bookings should be made prior to the day of play informing Lanhydrock that they are BIGGA Members. The membership card will be required for identification.
- 5) County Captains and County Secretaries will received courtesy of the course. Prior reservation required.
- 6) County Cards are accepted. Stipulations and seasonal charges apply. County Cards are for general play only and are not eligible for use with any other offer or package.
- 7) Lanhydrock will on occasions offer further discount to players and schemes. Please view our website for current offers.

Dress Code: Normal dress code applies which includes collarless golf shirts, short sports socks, tailored shorts. The following are therefore not permitted: non tailored shorts, football tops. The Professional and his staff can advise you prior to play. We also reserve the right to ask any visitor inappropriately dressed to leave the course.

Golf Shoes: It is strongly recommended that proper Golf Shoes are worn as training shoes etc provide little or no grip. Soft Spikes or dimple shoes only permitted. No metal Spikes.

Course Closures: If the management is forced to close the course on the grounds of Health & Safety or course playability then any customers green fees paid are refundable or credited to a future booking. If closed during your round then a percentage of fees may be refunded or credited to a future booking. The Directors decision is final.

Extreme Weather: LIGHTNING -The management strongly recommends that all golfers leave the course when there is the threat of lightning and that they do not return to the course until the threat has diminished. FOG - Golfers are advised that it is their decision alone on whether or not to continue play, as it is recognised that the situation can improve or worsen by the minute.

The recommendation by the management is that each golfer should consider their own personal safety, and the safety of others, in their decision as to whether conditions are safe to continue. Players are

expected to take a 'common sense' approach to extreme weather conditions i.e. lighting strikes. Please leave the course if you deem it necessary, keeping clear of trees as best as you can in the process. The Green Keepers Compound located between the 4th and 5th holes is generally 'Out of Bounds' to all but Lanhydrock employees. However, you may take shelter in the open fronted barn if extreme weather necessitates. Please contact the Club on 01208 262570 if you are taking shelter in the compound.

Course Notes: All visitors on the day are temporary Members and are bound by the rules of the Club. All players must register at the Golf Reception on arrival or before commencement of their round. Whilst the club does not request Handicap Certificates, all players should be regular players and have a clear understanding of golf etiquette. It is also the responsibility of each player to ensure that they and their equipment are adequately insured whilst at the Club. Please check that items of value are not left in the Lockers Rooms. The Club can provide limited secure facilities. Lanhydrock Hotel and Golf Club does not accept responsibility for items mislaid, stolen or lost on its premises. Visitors and Members must follow reasonable guidance and instruction from Lanhydrock Company Members of Staff at all times.

Course Care and Etiquette: To help us, and for the enjoyment of all players, please follow these common sense guidelines:

Replace divots and repair pitchmarks. If you do not have a pitchmark repairer, please ask in the Proshop – THEY ARE FREE.

Rake over Bunkers after use and leave Rakes in the Bunker.

Observe local signs, GUR and fencing placed for course protection.

Be ready to play promptly but not until players in front are out of reach.

Golf Buggy Hire: Persons must be aged a minimum eighteen (18) to operate a Golf Buggy. Follow the daily instructions for Golf Buggy use when on the Course. Persons using the buggies are responsible for their safe and responsible use at Lanhydrock Hotel and Golf Club. Buggies are inspected after each round. Buggy operators will be requested to sign a disclaimer form prior to use of the Buggy.

Although not long by modern standards, Lanhydrock provides a good test of golf to all abilities. Trees, and there are many, may catch a wayward drive or two! The front nine holes can take a little longer to play compared to the back nine. However, we would consider four to four and a quarter hours plenty of time for a fourball. Please keep play moving. There is one 'blind tee shot' on the course – the 7th Hole. There is a viewing platform on the Ladies Tee. Please use this.

The Greens Staff: Staff aim to limit interference with your round during their daily duties. However, for Health and Safety purposes, **Greens Staff have priority on the golf course at all times.** Standard golf course maintenance practices are carried out regularly on the course with minimal disturbance to all playing surfaces. We regret that no refunds can be made in these circumstances (green fee discounts may be implemented prior to your round).

Lanhydrock Golf Club Ltd reserves the right to amend its rates at any time. This does not affect confirmed reservations.

If you have any queries please do not hesitate to contact the Club on 01208 262570 or golf@lanhydrockhotel.com

Thank You.

Graham Bond – Director, Lanhydrock Hotel & Golf Club.