

HEART OF WALES GOLF BREAKS – TERMS AND CONDITIONS

Heart of Wales Golf Breaks is a partnership between Golf Courses and Accommodation suppliers and acts as an agent on behalf of a partnership of Builth Wells, Cradoc, Kington and Llandrindod Wells Golf Clubs. The purpose of the partnership is to promote play and stay golf packages in mid Wales in association with accredited accommodation providers.

“HoWG” acts as an agent only in respect of all bookings taken and/or made on your behalf. They accept no liability in relation to any contract you enter into, or for any services or arrangements you purchase, or for the acts or omissions of the chosen accommodation provider, the golf clubs or other person(s) or party(ies) connected with any arrangements. For all arrangements, your contract will be with the chosen accommodation provider and the golf clubs.

2. ACCURACY

Every effort has been made to ensure the accuracy of the information (including prices), in our brochures, promotional material and printed media, on our website (www.heartofwalesgolfbreaks.co.uk) and in our email newsletters and quotes - nonetheless, changes and errors can occasionally occur. Will you please therefore check the details of your chosen break (including the price) at the time of booking. We reserve the right to make changes to and correct errors in advertised prices and other details at any time before your break is confirmed.

3. RESERVATIONS

- * All accommodation and golf are offered subject to availability. Packages are designed around a minimum of 6 golfers, 2 nights accommodation and 3 rounds of golf. Exceptions can be made at the discretion of the partnership
- * No allowance or refund can be made for meals not taken, golf not played or for rooms not occupied for the full period of the booking.
- * A deposit of 10% per person is required to secure a booking within 4 weeks of confirmation. The subsequent balance must be paid, not later than four weeks prior to arrival, or upon confirmation of booking, if the booking is within four weeks of commencement. If the balance is not paid by the due date, we reserve the right to cancel your booking and retain your deposit.

4. COSTS

- * Rates are per person either based on two people sharing a twin or double room or single room occupancy.
- * VAT is inclusive at 20.0%

5. METHODS OF PAYMENT

Payment can be made by cheque. Cheques should be made payable to Heart of Wales Golf. Please clearly write the booking number on the back of the cheque. Payment can also be made by online transfer or BACS, details of which are available on our itinerary document.

6. CONFIRMATION OF BOOKING

On receipt of your payment, you will be sent an email (or letter, if requested) confirming your booking and giving you a statement of account. The statement of account will show the balance to be paid and the date by which it is due. At this point your binding contract will come into existence. Please check the confirmation carefully as soon as you receive it. Contact the booking agent immediately if any information which appears on the confirmation or any other document appears to be incorrect or incomplete as it may not be possible to make changes later.

7. CLIENT PAYMENTS

In order to comply with the "Package Travel, Package Holidays and Package Tours

Regulations 1992," all client money is held in trust until the clients' golf break has been completed.

8. CANCELLATION

Clients are reminded that a holiday booking is a legally binding contract. If you cancel or shorten your holiday, you are still liable to pay. We therefore strongly recommend all clients to take out Holiday Insurance when placing a Booking. Should you have to cancel your break for any reason, please inform Heart of Wales Golf Breaks immediately in writing by email. Sales@heartofwalesgolfbreaks.com. Cancellation charges calculated from the day notification is received are as follows: Period before commencement Cancellation charge as percentage of the total break price:

More than 28 days.....	Deposit only
28 - 15 days.....	50%
15 - 8 days.....	75%
7 days or less.....	100%

Please note that when cancellation falls within the terms of an Insurance Policy, the Insurance Company on receipt of a valid claim will normally refund the above charges to you.

9. HANDICAP CERTIFICATES

Whilst a certificate of playing ability is not essential on all courses, knowledge of etiquette and the rules of golf are expected and each golf course reserves the right to refuse access if it is judged that individuals do not display the required knowledge. We cannot be held responsible in these circumstances

10. DRESS CODE

Appropriate dress and footwear should be worn at all times on the course and in the clubhouse. We cannot accept any responsibility in any ruling by the golf course if you or any of your group is unable to play due to inappropriate attire.

11. PLAYING CONDITIONS

Whilst the courses at Builth Wells, Cradoc, Kington and Llandrindod Wells are all maintained to a high standard, their actual playing condition may vary from time to time due to essential works or adverse weather conditions. For instance hollow tining is an essential part of course maintenance and as the timing depends on weather, we are not always aware of when this will occur. Golf played on temporary greens and tees is non-refundable and is considered to be an accepted part of playing winter golf. Equally trolley and buggy bans occur frequently when a course is wet and are determined by those in charge of the golf course. If you are unable to play golf on your break due to course closure we will, without guarantee and at the golf club's discretion, try and obtain a refund or green fee vouchers for the golf element of the break.

We cannot be held responsible should inclement weather prevail, or for the condition of the course, during your break.

12. COMPLAINTS

As we act only as an agent for the golf clubs and the chosen accommodation provider, if you have a complaint or experience any problems during your break please inform the golf club or accommodation provider concerned immediately. When a complaint is specific to issues arising during your break, compensation is down to the golf club or accommodation provider. If a satisfactory conclusion is not reached please notify us in writing and we will monitor recurring problems with any of the golf clubs or accommodation providers we promote.