Burgess Hill Golf Centre Policy & Terms & Conditions

Introduction

By accessing Burgess Hill Golf Centre, using our facilities, purchasing from our site or online or visiting our website, you agree to abide by these policies.

Burgess Hill Golf Centre is committed to providing an enjoyable environment free from discrimination, harassment and intimidation for visitors and employees.

Definitions

“Burgess Hill Golf Centre”

Refers to the entire premises, including the golf course, driving range, putting green, shop, car park, pathways, buildings and associated facilities

“Premises”

Means all areas owned, operated or controlled by Burgess Hill Golf Centre, including indoor and outdoor spaces

“Visitor / Customer”

Any person accessing the premises, using facilities, attending an event, making a booking or purchasing goods or services on site or online

“Staff”

Any employee, contractor, coach, volunteer or authorised representative working on behalf of Burgess Hill Golf Centre

“Facilities”

Includes golf course, driving range, putting green, shop, equipment, bays, mats, tees, pathways, seating areas and any other amenities provided for visitor use

“Round”

A paid booking granting access to the golf course for play

“Range Ticket”

A paid purchase granting access to the driving range and use of range balls

“Event”

Any organised activity, competition, coaching session, holiday camp, corporate booking or group activity held at Burgess Hill Golf Centre

“Misuse”

Any use of the facilities or equipment that is unsafe, reckless, unauthorised or outside of designated areas

“Loyalty Card”

A card issued by Burgess Hill Golf Centre that is topped up with credit, subject to its own terms and conditions

“Gift Voucher”

A voucher purchased from Burgess Hill Golf Centre that can be redeemed for goods or a service, subject to its own terms and conditions

“Protected Characteristics”

As defined under the Equality Act 2010, including age, disability, gender assignment, marital status, pregnancy, maternity, race, religion or belief and sex and sexual orientation

“Responsible Adult”

A parent, guardian or supervising adult over 18 who is accountable for the behaviour and safety of child/ren under supervision

“Child”

Any person under the age of 18

“Policy / Policies”

Refers to all rules, terms, conditions and expectations set out in this document and any updates made by Burgess Hill Golf Centre

Behaviour & Conduct Expectations

All visitors must always maintain an acceptable standard of behaviour. Unacceptable behaviour will not be tolerated, and you may be asked to leave the premises.

- We do not accept any form of discrimination, harassment or intimidation to our staff or other users of the facility
- Respect must be shown to other visitors and staff
- Abusive language is prohibited on the premises
- Aggressive behaviour will not be permitted, and you will be asked to leave the premises
- Illegal substances will result in removal and police involvement
- Excessive alcohol consumption will not be permitted, and we reserve the right to reject admission
- Smoking and e-cigarettes are not permitted inside all buildings and golf course

Equality, Diversity & Inclusion

We are committed to ensuring our golf facilities are accessible to everyone

- We promote fairness, equality, diversity and respect for all
- Ensure our event days are carried out fairly
- Make reasonable adjustments for visitors with disabilities
- Monitor diversity where able
- Provide training to staff

We will not discriminate directly or indirectly based on any Protected Characteristic nor harass anyone. We will not victimise anyone for raising a concern or making a complaint.

Use Of Our Golf Course, Driving Range & Putting Green

All visitors must:

- Report to the shop to make purchase before accessing the facility
- Follow our code of conduct
- Allow faster groups to play through when appropriate
- Always prioritise safety

- No larger group than 4
- Each player must have their own bag and clubs
- Keep proof of your scorecard and receipt
- No dogs are permitted, except registered assistance dogs. Proof of registration may be requested
- Visitors must be fully clothed
- No smoking or e-cigarettes are permitted

Driving Range Rules

All visitors must follow the driving range rules displayed on signage and published on our website

- Only one customer per bay
- Do not swing near anyone
- Always stand behind and provide enough distance when a person is swinging
- Do not step forward during another player's swing
- Do not hit balls in a dangerous or reckless manner
- Under 16's must be supervised by a responsible adult
- No external coaching or teaching
- Always follow all staff instructions
- Play and use of the facilities at your own risk
- Report hazards immediately to staff

Assumption Of Risk Statement

Golf involves inherent risks, including but not limited to swinging clubs, flying golf balls, uneven ground, weather conditions and actions of other visitors.

By accessing the premises and using our facilities, visitors accept responsibility for their own safety and agree to follow all posted rules, safety signage and staff instructions.

Visitors must always exercise caution and remain aware of their surroundings.

External Coaching & Teaching Policy

Only authorised Burgess Hill Golf Centre professional coaches may provide lessons and teaching tips on the premises.

External, independent or unauthorised coaching is strictly prohibited on the golf course, driving range, putting green and any other area of the facility.

Any external individuals providing coaching or lessons will be asked to stop immediately and may be removed from the premises. External instructors are not employees or representatives of Burgess Hill Golf Centre.

Visitors receiving coaching from an external instructor do so entirely at their own risk. Burgess Hill Golf Centre accept no liability for injury, loss or damage arising from coaching delivered by unauthorised representatives.

All authorised coaches must hold valid public liability insurance and comply with Burgess Hill Golf Centre coaching standards and safeguarding requirements.

Safety & Risk Section

All visitors must follow all safety signage displayed across the facility

Visitors must report hazards to staff immediately

Children must be always supervised by a responsible adult and must have a valid purchase (range ticket, round)

We reserve the right to close the facility for safety reasons

All visitors must always follow all staff instructions

Maintenance vehicles and greenkeeping machinery operate across the premises. Visitors must wait until staff and vehicles are clear before playing and must follow instruction provided from greenkeeping staff

Loyalty Cards & Memberships

All loyalty cards remain the property of Burgess Hill Golf Centre. Replacement cards can be issued at a purchase price.

Loyalty cards cannot be exchanged for shop credit or have cash value

Misuse of cards may result in the cards being voided

We reserve the right to amend pricing structure without notice

Pricing & Fee Changes

Burgess Hill Golf Centre reserve the right to amend pricing for green fees, range balls, loyalty cards, lessons, events and shop items at any time

Price increases will be available to view on site and on our website

Continued use of our facilities after a price change constitutes acceptance of new pricing

Loyalty cards may be amended, suspended and withdrawn at any point

Loyalty cards do not hold cash value

All pricing is inclusive of VAT, if this changes, prices

Refunds, Cancellations & No-Show Policy

No refunds will be issued because of change in weather

Please see individual PGA coaching terms and conditions for refunds, cancellations, transfers and no-show policies for lessons and holiday camps

Loyalty cards have an expiry of 6 months unless otherwise stated

Gift vouchers have the expiry of 6 months unless otherwise stated

No refund will be issued if removal is due to breach of policy

Refunds are not issued for early termination of play

CCTV, Requests, Privacy & Data Protection

We handle all personal data in accordance with GDPR

We may use data for managing booking and loyalty card information, safety and security or communicating updates and offers

There is CCTV in operation for safety and security reasons, and footage may be reviewed when required

Requests will be met within legislation statutory time frames

CCTV footage is retained for as long as necessary for safety, security and incident review purposes

By visiting the facility, you consent to photography that may be used for promotional and marketing purposes.

Visitors who do not wish to be photographed must inform staff on the day

Complaints Procedure

Complaints will be handled appropriately and without discrimination. If dissatisfied, complaint can be escalated to the directors whose decision is final

Liability

We cannot accept liability for vehicles parked in the car park; these are left at the owner’s risk

We are not liable for personal injury or property damage caused by negligence

Visitors participate in golf activities at their own risk

We are not responsible for lost or stolen property

Visitors are liable for damage caused by misuse or negligence

Misuse includes, but is not limited to, hitting balls outside of designated areas, damaging mats or reckless club use

Website Use

Our website content may change without any notice

Our website may not be reproduced or copied without permission

We are not responsible for external links or third-party content

Changes To Terms

Policies may be updated at any time