

# Terms & Conditions

These Terms & Conditions form a contract between Golf Coast Travel Ltd (hereafter referred to as Golf Coast Travel) and you the client. It is important that you read and understand these conditions and that you are fully aware of what we are providing under the contract when using our services.

When you book a golf break, holiday or tour with Golf Coast Travel Ltd, company number SC735509. Your contract is subject to the following terms and conditions. Please read them carefully as you will be bound by them.

Although all reasonable efforts have been made to ensure the accuracy of the information (including prices) and images on our website, [www.golfcoasttravel.com](http://www.golfcoasttravel.com), in our email newsletters and quotes, regrettably changes and errors occasionally occur. We will therefore confirm the details of your chosen break, holiday, or tour (including the price) at the time of booking.

Golf Coast travel has taken all care to ensure published information and prices are accurate however if we identify an error or omission following publication, we will inform you before confirming your booking. The revised information will then form part of your contract. If an error or omission is discovered after your booking is made, we will always try to advise you prior to your holiday.

## Payment Terms

Golf Coast Travel will issue a proposal containing a framework itinerary and price. Until such times a deposit has been paid none of the golf, hotel and other arrangements can be confirmed and diarized. Where possible Golf Coast Travel will make provisional bookings to secure arrangements in advance of a deposit payment. A finalized and confirmed itinerary with confirmed golf, hotels etc. will be issued on payment of the deposit.

A non-refundable deposit of 40% of the tour price issued by Golf Coast Travel in the proposal document must be paid to secure a booking. Payment of the deposit invoice issued is deemed confirmation of your acceptance of the booking on the terms of these Booking Conditions and your holiday is secured from that moment.

The balance payment is payable 90 days prior to the tour start date. Bookings made less than 90 days before your tour start date must be paid in full at the time of booking.

If the final balance is not received by this date, we reserve the right to treat your booking as cancelled and retain your deposit. In which case, you could be liable to pay us cancellation charges of up to 100% of invoice total.

### **Accepted Forms of Payment**

- Bank Transfer
- Debit Card
- Credit Card (Subject to Surcharge)

### **Changes in Price and Itineraries**

Prices quoted on our website are in GBP£ except where noted otherwise. Prices are correct at the time of publication and are subject to change without notice. Should there be any increase in the cost to us, caused by currency exchange rate fluctuations, Government action, or changes in air or ferry fares, we will only absorb a 5% increase. You will be required to meet any increase between 5% and 10%. If we must increase the price of your holiday by more than 10%, you will have the option of continuing with the holiday arrangements and meeting the extra costs (above 5%) or of cancelling with a credit note of any money you have paid to us, except any charges we have incurred for amendments. If you decide to cancel the holiday, you must do so within seven working days of the issue of the revised Confirmation of Booking Invoice.

### **Changes to your Holiday**

It is unlikely that we will have to make any changes to your travel arrangements after the deposit has been made, but as the arrangements are often planned many months in advance, we may occasionally, must make changes and we reserve the right to do so at any time. Most of these changes will be minor and we will advise you of them soon. We also reserve the right in any circumstances to cancel your travel arrangements.

### **Minimum Numbers**

If the minimum number of clients required for a travel arrangement is not reached, we may have to cancel the booking. Where the price varies depending on the number of persons booked and you wish to change the number of persons booked, the price will be recharged based on the new party size as shown in the price given subject to the minimum number specified in the proposal document.

### **3rd Party Elements to the Booking**

If we are forced to cancel an event i.e. a Tournament or Escorted Tour and you have booked separate elements through a supplier other than Golf Coast Travel, then we are not liable for these 3rd party costs. We will however offer you alternative accommodation, golf courses etc. in the area and refund any balance of monies which are recouped from suppliers.

### **Charges Payable for General Booking Amendments**

If you wish to make changes to your booking, we will do our best to assist. The cost of making changes to your booking vary depending on the nature of the change. For changes of a relatively minor nature i.e. name changes, change of hotel within the same destination, golf course or tee time, car hire, we reserve the right to apply the following charges for each change made:

More than 30 days prior to departure = £15

30 days or less prior to departure = £30 \*

\*Changes to golf 30 days or less prior to departure will incur the full loss of the green fee.

A separate Cancellation Charge will be levied in respect of bookings cancelled. A new invoice will be issued as appropriate on which the cancellation charges will be shown.

### **Self-Catering Accommodation**

On some of our self-catering accommodation a deposit may be required to be lodged locally and will be returned at the end of your stay providing no breakages occur. While this deposit rule is very seldom applied on any of the properties featured on our website, it remains at the discretion of the local property management to do so.

### **Cancellation Policy and Charges**

Cancellations after the deposit has been paid to Golf Coast Travel will result in loss of all deposit monies paid. To compensate Golf Coast Travel for the expense of processing your booking and for the risk that we may not be able to re-sell the holiday, a cancellation fee will be charged at the following rate.

60-90 days from start date of tour 50%

0-60 days from start date of tour 100%

For this reason, Golf Coast Travel strongly recommends that your travel insurance policy includes cover for cancellation charges in the event of cancellation due to illness or other circumstances.

For a booking to be cancelled in full or part, Golf Coast Travel must receive written instruction must go to Golf Coast Travel by email to [info@golfcoasttravel.com](mailto:info@golfcoasttravel.com) and approved by a Company Director.

### **Refunds**

No refund is available for cancellations after the holiday package has commenced or in respect of any tours, accommodation, meals or any other services not utilized. Please note that employees of any supplier are not authorized by Golf Coast Travel to make any undertakings to a client in respect of refunds or other matters. Please refer to the 'Cancellation Charges' for further information.

### **Holiday Variations**

If unforeseen circumstances beyond our control require us to make necessary changes to your holiday, we reserve the right to cancel or reschedule departures and itineraries. Where it is necessary to change a hotel Golf Coast Travel reserves the right to substitute accommodation of at least a similar standard.

### **Transfers & Airport Pick-up**

When pricing your trip, we have assumed that your tour party will travel as one group from the pick-up airport to your destination and likewise for the return transfer to the airport at the end of your vacation. Should your group require multiple pick-ups and drop offs, then these additional transfers will be costed and subject to a supplementary invoice. Non-golfer and ad hoc transfer requests will also be subject to additional charges.

### **Force Majeure**

Golf Coast Travel will not pay compensation if we must cancel or change your travel arrangements in any way because of war, riot, industrial dispute, terrorist activity, natural or nuclear disaster, fire, adverse weather conditions or other unforeseen circumstances that may amount to force majeure.

### **Passport Checks**

Clients are required to ensure names being used to make a booking with Golf Coast Travel are exactly as those appearing in the passports. Any name/initial or spelling changes may incur a fee per change. It is the responsibility of the client to ensure all documents are up to date and valid.

### **What's Not Included in the Holiday Price**

Hotel laundry, phone calls, beverages, meals not detailed in the itinerary, tips to representatives, coach drivers and local city guides, items of a personal nature, expenses, fees or costs incurred in case of illness, or of refusal of entry, detention in, or expulsion or repatriation from a country or part of a country. Golf Coast Travel is not liable for any expense, costs or loss incurred in relation to such matters.

### **Hotel Check-In & Vehicle Rentals**

To guarantee charges for incidental items, suppliers require validation of a current credit card.

### **Green Fees / Tee Times**

When making your booking you will be asked for your requested days of play, preferred courses, and preferred tee time. The following will be the procedure:

Once all the clubs have responded with your tee time 'actual time', Golf Coast Travel will send you a confirmation invoice, detailing your golf holiday package and showing your tee times.

- Once you have a confirmed 'actual time' we reserve the right to charge an 'amendment fee' for any requested changes.
- Cancellation of 'actual time' may incur cancellation charges up to the value of the prepaid green fee, subject to the cancellation policy of the course involved.
- If a Golf Club subsequently changes your 'actual time' for a Club competition etc we will try to ensure a suitable alternative is found.
- Changes to golfing arrangements will not be considered as 'Major Changes'.
- Single golfers on courses where buggies are included are liable to pay an additional charge for the single buggy hire locally.
- Golf Clubs reserve the right to make up matches to 4 balls.
- Where a Golf Club imposes handicap limits and handicap certificate conditions, we will pass on your handicap detail, but it is your responsibility to comply locally with written proof of your handicap requirements. Proof of handicap may be requested at any club on the day of play.

- Over-seeding and hollow tinning can affect certain courses at certain times. Where possible, Golf Coast Travel endeavour to advise you of maintenance for any possible alternative arrangements to be made (providing we are notified by the course/courses in question).
- Whilst we endeavour to meet requests for specific courses, day of play and times, these are subject to availability, and we cannot guarantee we can meet them. Accordingly, requests are not binding on us.