



## Terms and Conditions

### 1. ACCURACY

Although every effort has been made to ensure the accuracy of the information in our brochure, on our website and printed media, le Golf d'Arras cannot accept responsibility for any errors or omissions and reserve the right to vary, amend or cancel any of the packages or rates advertised should we find such alterations necessary.

### 2. METHODS OF PAYMENT

We are pleased to accept payment using cash, Credit Card, cheques and wire transfer

Cheques should be made payable to le Golf d'Arras. Please clearly write your booking reference on the back of the cheque.

We accept Visa, MasterCard and American Express. In case card number, expiry date and written authorisation are required.

Banking details are available on request for wire transfer.

### 3. DEPOSITS

A non-refundable booking fee of 35% of the total booking is required to secure the booking and reserve accommodation, whichever is the greater. We reserve the right to ask for an additional deposit amount for certain bookings where we need to pre-pay an additional sum to secure your booking. If you are confirming your booking by sending a signed booking form, deposits are payable within two weeks, after which time, in the absence of satisfactory receipt of the deposit, le Golf d'Arras reserve the right to cancel the booking with the venue(s). Deposits are non-refundable in the event of a cancellation or a reduction in the number of your group. On receipt of your deposit, which is treated as part-payment of your golf break, we will issue you with a confirmation invoice. This will show the balance to be paid and the date by which it is due.

### 4. BALANCES

The balance of your golf break must be paid on arrival.

### 5. PACKAGES PRICING

Golf packages are based as stated in the respective illustrations with full use of hotel facilities included where available. Prices are based on twin occupancy of hotel rooms and are subject to change. Single room supplements apply to all hotels.

### 6. CONFIRMATION OF BOOKING

A booking can be made with le Golf d'Arras in either of the following ways:

(i) Posting a signed booking form with cheque enclosed for deposit (ii) Making full payment (iii) Sending a confirmation by e-mail with the credit card information and written authorisation of charging (iiii) Sending a confirmation by e-mail and wire transfer

### 7. RESPECT OF ETIQUETTE & RULES OF GOLF

Knowledge of etiquette and the rules of golf is expected and le Golf d'Arras reserves the right to refuse access if it is judged that individuals do not display the required knowledge.

### 8. DRESS CODE

Appropriate dress should be worn at all times on the course and in the clubhouse. Le Golf d'Arras carry no responsibility in any ruling by the venue if any of the group is unable to play due to inappropriate attire.

### 9. TEE-TIMES

We will do everything possible to confirm your requested tee times, but we reserve the right to alter preferred tee times. If for any reason your tee times should not be available, as part of our service we will offer you the nearest possible alternative. Tee times may be based on playing in four balls and therefore you may be paired up with other golfers on the day.

#### **10. PLAYING CONDITION**

The actual playing condition may vary from time to time. 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. Le Golf d'Arras cannot be held responsible for the condition of the course during your golf break.

#### **11. FACILITIES**

If you have a complaint during your golf break please inform the duty manager, who will do their best to help you straight away. If the matter cannot be rectified, you must notify us in writing, within two weeks of completion of your golf break. We will seek some form of compensation for you.

#### **12. CANCELLATIONS/AMENDMENTS**

You may change numbers or cancel your golf break at any time provided that the person who originally booked the break gives notification. Cancellations made after final balances have been paid will result in a forfeiture of all monies paid. In the event of any other amendments, you must pay in addition all costs incurred by us in making the amendment together with any costs or charges incurred or imposed by any of the hotel or suppliers concerned. In particular, if numbers change so that there is an odd number remaining in the party, single room supplements may apply.

#### **13. BAD WEATHER POLICY**

Golf played on temporary greens and tees is non-refundable and is considered to be an accepted part of playing golf in bad weather. If you are unable to play golf on your golf break due to course closure, we will give a partial refund or green fee vouchers for the golf element of the package

#### **14. OTHER ACTIVITIES AND SERVICES**

Le Golf d'Arras does not take any responsibility for any damages, losses or injury that may occur during the delivery of these services or activities. We recommend that you take adequate insurances out to protect against any injury or loss that could result.

#### **15. INSURANCE**

We consider adequate travel insurance to be essential. It is up to you to make adequate insurance arrangements. It is your responsibility to ensure that the insurance cover you purchase is adequate for your needs.