

## **Terms & Conditions**

### **Red Tee Breaks**

#### **Our Agreement**

The following information can be obtained in large print by contacting Red Tee Breaks, The Dowding, Corse Lawn, Gloucestershire, GL19 4NB.

Red Tee Breaks undertakes to provide all services offered subject to the terms and conditions set out herein, which terms and conditions are accepted by all the participants once a deposit is made.

#### **Accuracy of Information:**

Red Tee Breaks 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/deposits**

A non-refundable deposit of £30 per person must be paid at the time of booking. We reserve the right to ask for an additional amount for certain bookings where we need to pre-pay to the supplier an additional sum to secure your booking. In some cases the deposit required may be less than £30 per person. The balance of the price of your break must be paid no later than six weeks before the date your contracted break is due to commence. We reserve the right to change this final balance due date as dictated by the supplier or venue. If the deposit balance or final balance is not paid by the balance due date you're booking is at risk of cancellation with loss of deposit. In certain circumstances, there may be opportunity to re-negotiate a final payment date with the supplier or venue however an additional fee may apply.

The cost of your accommodation does not include any services that you may use whilst at the accommodation additional to any golf facilities already included in the price of your break. You must pay the hotel directly for such additional services.

Once your booking is confirmed, the price of your break is fixed and will not be subject to any surcharges.

#### **Methods of payment**

All golf holidays should be paid for by sterling cheque or bank transfer in £ sterling. All bank charges, including those liable in the UK, are the client's responsibility and must be settled, in full, when making payment.

#### **Booking Confirmation**

Provisional booking can be made by telephone 0845 116 2642 or via email [info@redteebreaks.com](mailto:info@redteebreaks.com). You must be 18 years or over to make a booking and all bookings are subject to availability. On receipt of your deposit payment, we will email confirmation of your booking with Red Tee Breaks. The confirmation will clearly state the balance to be paid and the date by which it is due, failure to do this could result in penalties as detailed under 'payments/deposits'.

Please check the confirmation carefully to make sure that all your booking details are correct. Contact Red Tee Breaks if your confirmation appears to be incorrect or incomplete, and we will endeavour to make the necessary changes.

A contract will exist as soon as we issue the booking confirmation.

Where your booking is for more than one person, the lead name will be responsible for the entire booking. As lead name you guarantee that you have the authority to accept and do accept on behalf

of your party the terms of these Booking Conditions. The lead name will be responsible for making all payments due to us in accordance with our contract. The lead name is also responsible for keeping all members of his/her party informed as to the booking details and informing us in writing of any amendments to or cancellations of the booking.

**Tour Changes or Adjustments:** Red Tee Breaks reserves the right to make minor adjustments to the itinerary and the right is reserved to cancel any tour prior to start of tour (departure). In the event of Red Tee Breaks cancelling a tour, all deposits and payments will be refunded in full.

#### **Not Included in Price**

Prices do not include flights & airport taxes, fuel, sight seeing, telephone calls, laundry, entertainment arrangements unless specified in the itinerary, all meals, drinks and beverages unless specified, golf club hire, cart or car hire fees unless specified, caddies, gratuities and any other items of a personal nature.

#### **Airline Delays**

Arrival delays, lost luggage or golf clubs, and golf club carriage charges are beyond our control. Red Tee Breaks is therefore not responsible for associated delays or costs.

#### **Outside UK travel**

Bookings made outside the UK will be booked with our business partners Driveline Golf. Driveline Golf are fully bonded ABTA (W7176) and ATOL (6229) members.

#### **Cancellation and amendments by you**

If, once the confirmation invoice has been issued, you wish to change the numbers of persons in your group booking, transfer your break to another person, or cancel your break, the person who originally booked the break (the lead name) must notify us in writing by email or post.

Because we incur costs in cancelling confirmed bookings, particularly if cancellations occur close to the departure date, you will be charged a cancellation fee. If you cancel your break of the number in your group reduces before the balance due date, we will retain the deposit paid (or due from if still outstanding) each person cancelling as a cancellation fee. If you cancel on or after the balance due date we may charge you a cancellation fee which is up to an amount equal to the balance of the price of your break depending on the cancellation costs we incur to suppliers with whom we have arranged your golf break and how close your cancellation is to your departure date. If you have already paid your balance at the time of cancellation, we will be entitled to retain the cancellation amount from the balance paid, we will refund the difference (if any).

All amendments are subject to availability and whilst we do our utmost to make your requested changes, it may not always be possible to fulfil your request. We will normally agree to a transfer of your booking to another person if you are prevented from travelling by reason of an unavoidable event (such as illness, death of a close relative or jury service), provided that we receive 14 days' notice prior to departure date and that the person to whom you wish to transfer satisfies all the conditions of the break. We may require satisfactory evidence before agreeing to the transfer. In the event of any other amendments, you may be asked to pay an administration charge reflecting the cost we incur in making the amendment. You should be aware that these costs could increase the closer to the departure date that changes are made and you should contact us as soon as possible. In particular, if numbers change so that there is an odd number remaining in the party, single room supplements will apply.

#### **Cancellation and amendments by us**

Occasionally, we have to make changes to, and correct errors in, our brochure and on our website

and other details both before and after bookings have been confirmed, as well as cancel confirmed bookings. Whilst we always endeavour to avoid changes and cancellations, we must reserve the right to do so. However we will not cancel your tour booking after the balance due date, except for reasons *force majeure* or failure by you to pay the final balance by the balance due date. Most changes are minor and we will advise you of them at the earliest possible date. Occasionally, we may have to make a 'significant change' and we will tell you of any such change as soon as reasonably possible if there is time before departure. If we make a significant change or cancel your break, we will offer you the choice of the following options:

1. Accepting the changed amendments, or
2. Purchasing an alternative break from us
3. Cancelling or accepting the cancellation in which case you will receive a full and quick refund of all monies you have paid to us.

Once the tour has commenced, refunds will not be made for unused or partially used portions of the booked itinerary.

### **Complaints during your break**

If you have a complaint or experience any problems during your break please inform the hotel or supplier concerned as soon as possible. If the matter cannot be resolved locally with the supplier at the time, you must notify Red tee Breaks at our main office address in writing, giving you booking reference and all relevant information within 28 days of completion of your break. This will assist us to quickly identify your concerns and speed up our response back to you. If you fail to follow this procedure, we will have been deprived of the opportunity to investigate and rectify your complaint and this may affect your rights under this contract

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### **Health & Dietary Requirements**

It is highly recommended that travellers check health regulations with their General Practitioner well in advance of departure. Also, please advise on any special dietary requirements in writing at the time of making the final payment.

### **Travel Documents**

Should travel documents (itineraries, vouchers, brochures etc) of any kind be couriered or mailed to clients, the cost thereof will be borne by the client.

### **Dress Code**

Red Tee Breaks cannot accept any responsibility in any ruling by the hotel/golf course if you or any of your group is unable to play due to inappropriate attire. Please check before you travel that your group is aware of appropriate golfing attire.

### **Standard of Play / Golf Etiquette:**

Knowledge of golf etiquette and the rules of golf are expected by all members of your group. Some golf courses will require handicap certificates before accepting visitors, therefore it is recommended that you take your current handicap certificate.

### **Tee Times**

Golf courses reserve the right to alter confirmed tee times. If your confirmed golf club cancel your

reservation or change your tee time we will try to find a suitable alternative. You will be charged or refunded for any difference in the original cost. Such changes do not entitle you to cancel a holiday that is part of a package. Please also be aware that some golf courses may pair you up with other golfers during peak times. Some golf clubs do not operate a tee time booking system, these clubs will give an indication of the tee time, whilst every effort is made to make the time as secure as it can be, Red Tee Breaks cannot be held responsible for local club changes which may alter the indicated given tee time.

### **Condition of Course/weather**

The condition of golf courses varies throughout the year. General golf course maintenance on tee boxes, fairways and greens are an essential feature of golf course preparation. Red Tee Breaks cannot be held responsible for the impact of such work. Where practicable golf course assessments are made, we will endeavour to provide accurate and informative information, but cannot be held responsible as observations made are expressed in the opinion by Red Tee Breaks personnel and should be used as an aid for decision making purposes only.

Bad weather is unavoidable during the year. Golf courses reserve the right to close or operate temporary tee boxes / greens. Red Tee Breaks cannot be held responsible due to inclement weather conditions.

### **Whilst on Holiday**

Change of accommodation during stay – can upgrade but request in writing and subject to increased charges.

Use of accommodation – for named persons only.

Damage and or loss in your accommodation – customer/party is responsible for either event – failure to do so will incur legal costs.

Your actions – any guests causing offence, damage or distress to the owner or other guests will have their contract immediately terminated.

### **Responsibility**

Red Tee Breaks, its operators of the tour and/or suppliers of services act only as agents in regard to golf, accommodation and land travel arrangements, whether by plane, sea, car, train or motor coach and therefore assume no liability for injury, damage, loss, accident, delay, war, insurrection, revolt, or other civil uprising, other military action, strikes or any Act of God occurring in either the country of origin, destination or through passage, or for any reason whatsoever, or through the acts or default of any company or persons engaged in conveying the passengers or in carrying out arrangement of the tour. Red Tee Breaks cannot accept any responsibility for losses or additional expenses due to delay or changes in air schedules or other causes. All such losses or expenses will be the responsibility of the member of the tour. Red Tee Breaks may not be held responsible for any theft, loss or damage to luggage, hired vehicles, hired sport equipment or other items or personal effects during the tour program. Once deposit is made all of the above conditions will be deemed as accepted by the client/s.

### **Disclosure**

Please be aware that during your participation in this tour certain risks and dangers may arise including but not limited to the hazards of travel by boat, train, automobile, aircraft or other means of conveyance, the forces of nature, and political unrest. Also be aware and clearly understand that Red Tee Breaks will not have liability regarding provision of medical care or the adequacy of any care that may be rendered. It is understood that Red Tee Breaks will use all reasonable efforts to ensure that all adequate measures are taken to avoid such occurrences. By acceptance and payment of the Red Tee Breaks golf tours you are a voluntary participant in these activities with the knowledge of the dangers involved and hereby agree to accept any risks. As Lawful consideration for the agreement with Red Tee Breaks to participate in such trips and activities, you hereby agree that you will not make a claim

against Red Tee Breaks and its employees or Agents for all claim actions and demands you may have for bodily injury, death or property damage arising from your participation in a tour. Acceptance of the Tour Contract will serve as the release of Liability and Assumption of Risk Agreement. This agreement is binding on your heirs, legal representative and assigns. If any portion is unenforceable, the remaining portions shall remain in full force and effect.

### **Our Service to You**

Red Tee Breaks offers a comprehensive golf tour planning service.

For every package we will

create your tour itinerary

book and confirm all your tee times, where possible

book and confirm your hotel reservations

make all necessary transport arrangements if required.

make any further arrangements that you may require to create your perfect golf break.

We can also arrange golf tuition, or golf mind and confidence coaching, with experienced coaches that specialise in this area.

book and confirm any non-golfing activities if required

### **Course Information**

Prior to arrival on your golfing holiday, we will send some information about each of the golf courses being played your information and perusal, information given on golf courses and accommodation is to be taken as a guide line only.

### **Local Information**

We will be happy to provide suggestions for dining out in the local area if required. Your accommodation will also be able to help with any further information you might need such as evening entertainment, or ideas for sightseeing in the area. Your accommodation will happily provide a local taxi services if you would prefer a day, or an evening, without driving.

At Red Tee Breaks we aim to provide you with all the information needed to make the most of your golfing holiday.