Terms & Conditions

General terms

- Tee times are bookable 13 days in advance – however our pro shop have discretion for advance bookings.
- Where concession rates are applicable, the relevant evidence must be provided on arrival.
- Routine course maintenance takes place throughout the year. Wherever possible, the club will inform visitors of such work if it is known it has or will be taking place at the time of any visit. Whilst every effort will be made to lessen any impact on golfers, refunds will only be given in exceptional circumstances.

Payment information

Unless pre-payment has been made in full prior to play, all balances will be taken in the professional shop upon check-in on the day of play. Cash and card payments are acceptable.

Dress code

To access the clubhouse, golf course, practice facilities and driving range all players must abide by our dress code which can be viewed in full at:

https://www.heswallgolfclub.com/dress-code/

Players not in appropriate attire may be refused access to the course, therefore we ask that you advise all members of your party in advance of dress code requirements to avoid disappointment.

Etiquette

- We politely request all golfers to repair their pitch marks, rake bunkers and adhere to the rules of golf ref pace of play at all times (see also Heswall Golf Club "pace of play" guidance displayed in all locker room areas).
- We ask all visitors to abide by our dress code in operation on the day of play – these details are displayed on the club website and in the clubhouse. Players failing to adhere to our dress code will be asked to withdraw from the course or clubhouse until appropriately attired. No refunds will be given for failure to comply with our dress code (linked for information) https://www.heswallgolfclub.com/dress-code
- Mobile phones are requested to be on silent whilst on the course – golfers are requested to acknowledge the distraction this causes to other players on the course and clubhouse areas and are asked to be considerate towards others whilst in the clubhouse by moving to a quiet area to take calls.
- Golf etiquette to be adhered to at all times on our course, driving range and all practice areas. Failure to comply with our code of conduct may result in players being asked to withdraw from the course or clubhouse. No refunds will be given in this circumstance.

Buggy hire

Buggies are available to hire via the pro shop. Please note:

- Only the hirer is entitled to operate the buggy.

- The club does not accept liability for damage or personal injury to any persons whilst the buggy is being operated by the hirer.
- The hirer is liable for any damage or injury caused by negligent operation of the buggy.
- The buggy is only to be used within the designated areas of the golf course.
- The hirer should not exceed the maximum occupancy instructions for the buggy - ie two persons only, seated at all times whilst the buggy is in motion.
- Immediately upon completion of the round, the buggy should be returned to the collection point and the key handed back to the pro shop.
- Any damage or incident must be reported to the pro shop or club official immediately.
- Failure to demonstrate suitable competency whilst operating the buggy may result in the buggy service being withdrawn from the hirer. No refunds will be given in this instance.
- Buggies may not be driven by anyone under the age of 18 years.
- If playing in an external competition (eg an open event), buggies can only be used upon receipt of a relevant medical certificate.

Cancellation policy

Cancellations made 72 hours or more prior to the first tee time:

- Full cancellation – call club to re-arrange date or request a refund
- Cancellation of a player(s) – call club to arrange a player refund
- Amending the date or time of a booking – call club to confirm rate subject to availability. The new date and time booked will be subject to the rate available on the new date and the initial payment can be used towards the balance.

Cancellations or amendments made within 72 hours of the first tee time:

- Full cancellation – will forfeit their full payment
- Cancellation of player(s) – will forfeit the payment of the player(s) cancelling
- Amending the date or time of a booking – will be required to pay any difference in fee if the new booking day and time is a higher rate than previously paid.

Cancellation during play

- If a golfer(s) chooses to play a 9-hole or 18-hole round of golf, then the weather worsens and the golfer(s) decides not to continue, no refund will be given.
- If the golfer(s) chooses to play a 9-hole or 18-hole round of golf and decides not to continue due to unforeseen circumstances, no refund will be given.
- If your round is disrupted due to thunderstorms or lightning, the club will temporarily suspend play until safe to resume. If the club deems it safe to resume play, and players opt not to continue, no refund will be given in these circumstances.
- If, however, during your round, the course becomes unplayable through severe weather and is closed by the club you will be entitled to return at a later date (to be agreed with our pro shop) at no additional cost.

Cancellations made by the club

- If the course is closed prior to your day of play by the club, and you are unable to play your booked round, your booking will be cancelled. It is the responsibility of the

individual to contact the club to re-book their tee time(s) or request a refund within 72 hours of the date of play.

Let us know what you think

Feedback is very important to us at Heswall Golf Club.

After your visit, if you have not already completed our feedback survey, we would appreciate taking five minutes to rate and review your experience at the club via the form provided.

Thank you in advance for taking the time to provide us with your feedback.