



In an effort to regularise and make fair the use of the golf course for all golfers, please see below the latest policies effective 01.04.23. This document should be read in conjunction with Crondon Park Terms and Conditions and Crondon Park Membership Price List all of which are available on request.

1. General

- i. Tee times should be booked wherever possible through the Intelligent Golf platform/app. See <https://crondon.intelligentgolf.co.uk/visitorbooking/> If you require further assistance for tee time bookings please call the Pro Shop on (01277) 841115 and press One.
- ii. Members have booking privileges 14 days in advance.
- iii. On a Saturday or Sunday morning before 12 o'clock availability is for members only. Members guest may be allowed to play at the discretion of the Director of Golf but on a case by case basis only.
- iv. Members guests or visitors have booking privileges 7 days in advance at the permitted times.
- v. When booking tee times all names must be provided as anonymous is not acceptable. Any anonymous names on the tee sheet 48 hours before the tee time will be removed and booking cancelled.
- vi. The lead booker is responsible for the accuracy of the names and contact details provided. Failure to do this would initiate the 'no show' disciplinary process (See below)
- vii. Members, members guests and visitors should be ready to play at least one tee time before their tee time. (8 Minutes)
- viii. All golfers must check in to the pro shop before their tee time.
- ix. Members, members guest and visitors that miss their tee time forfeit their rights to play at that time and will be subject to the 'no show' disciplinary process (see below)
- x. Members, members guests and visitors wishing to tee off earlier than their booked tee time must ask permission from the professional shop assuming there is availability.
- xi. All rounds must commence from the 1st Tee, anyone wishing to play from the 10th or any other hole must have prior approval by the Pro Shop.
- xii. Golf may only be played in a 4-ball format on Saturday or Sunday mornings before 12 o'clock. The club reserves the right to enforce this policy i.e. requesting two two-balls to join together etc etc.
- xiii. All rules outlined herein apply in all circumstances unless agreed in writing from the Director of Golf whose decision is final and binding.

2. Swindle Groups

A Swindle is determined by the Club, as a group of members who currently book 3 or more tee times in advance at the same time every week. In order to be a compliant Swindle please see below the following criteria including the terms that apply accordingly.

- i. Under the new rules regular bookings of One or Two tee times will no longer be determined as a Swindle. No new Swindles will be allowed to be created moving forward.
- ii. You may join existing Swindles where capacity allows but you may only be registered with one Swindle per day
- iii. A Swindle can only have a maximum of 8 tee times or 40 members.
- iv. Each Tee time will have a Summer and Winter time. This will be changed in line with daylight saving time (March and October) by prior approval of the DOG only.
- v. For each Swindle tee time booking, confirmation of players names and number of players, must be reported to the Pro Shop via email by the designated organiser as follows –
 - a) Weekday Tee Times (Monday to Friday) – must be reported 5 days prior to playing
 - b) Weekends Tee Times (Saturday & Sunday) must be reported by 5pm on the Tuesday prior to playing.

- c) In the absence of receiving the requested information, tee times will be cancelled.
- d) All unused Weekend tee times will be made available to the wider Membership from Wednesday Middy prior to the weekend of play. There be no waiting list.
- vi. In the event that a particular date is over subscribed the organiser must allocate tee times on a first come first served basis.
- vii. Swindle membership capacity is determined on the basis of 5 members per tee time. This does not mean we accept 5-ball play on the course but does ensure full usage of the allotted tee times.
- viii. The DOG has the right to allocate new members to each Swindle.
- ix. Each Swindle must have a designated organiser which should be supplied to the Club along with every Member registered to the Swindle. Please ensure that any changes to Swindle membership are notified to the Club as soon as possible, failing which it may affect your tee times.
- x. All Swindle bookings will be removed on Bank Holidays.
- xi. All Swindle bookings will be removed on date specified by the Membership committee that are deemed as major club competitions.
- xii. Inter club county matches will take precedent over Swindle bookings.

3. No Shows

This is considered as not attending your booked tee time without providing the club with at least 24 hours' notice which can be provided by email only.

If you book a tee time and fail to attend without cancelling as above the following will be applied

- i. more than once in any 30 day period, then you will be issued a verbal warning from the DOG
- ii. more than twice in any 30 day period then you will be issued with a written warning.
- iii. more than three times in any 30 day period then your tee booking rights will be put on hold for a week.
- iv. more than four times in any 60 day period then your tee time booking rights will be put on hold for a month.

4. Member Guest & Visitor Tee Bookings

These are the terms and conditions for booking members guests and visitors using the on-line booking system or via the Professional shop.

Payment & Cancellation Policy

- i. Visitors and Members Guests tee times *must be paid for at the time of booking*. This policy applies regardless of how you make your booking i.e. phone, online, Pro Shop. This payment is non-refundable subject to clause 4.3.
- ii. In the event of a cancellation by us, a "Raincheck voucher" will be issued, so it can be used at a later date.
- iii. A refund will only be given if a booking is cancelled no later than 72 hours before the due date. Cancellation notices must be directed to the Professional shop by email only.
- iv. Any catering cancelled within the 48 hour period, 50% of the catering costs will still need to be paid by the organiser.

Course Closed - If you are unable to play your round of golf due to the course being closed (e.g. bad weather), your tee time will be transferred to an alternative day. No refund will be provided.

On Arrival – All Golfers **MUST** report to the Professional shop before beginning your round and ensure that full payment has been made. Failure to comply with this will lead to the above no show Clause 3 policy being enforced.

Liability Policy

- Crondon Park Golf Club regrets that it cannot accept liability for articles lost damaged or stolen either in the clubhouse, facilities or in the car park. The car park is locked overnight so you leave your car at your own risk.

Behaviour and Conduct

- You should conduct yourself in a quiet and well-mannered fashion when in or about the Club, and in a manner that will not disturb or impair the use and enjoyment of that Club by any other person. In particular you may not use foul, loud, or abusive language, nor will you behave in a threatening manner, nor will you molest, or harass, other Members, guests, visitors, or members of staff.
- You may not bring, use, or be under the influence of drugs or substances in any part of a Club.
- Should a Member bring a guest to the Club, they remain wholly responsible for their guest and their behavior.
- Members of the Club, their guests, visitors, and members of staff should at all times display mutual respect for each other.
- Complaints should be communicated privately to a member of the relevant Club's management in writing by email or post to the Club's General Manager or Director of Golf.
- Smoking is prohibited in any area of the club including the use of e-cigarettes or similar devices.
- You must be dressed in suitable attire at all times when on Club premises. Guidance as to suitable attire may be obtained from the Director of Golf who may, at his/their discretion, require you to leave the Club or part of the Club premises, if your attire is not considered suitable.
- Smoking is only permitted at the designated areas.

Health & Safety

- You must use the main entrance to a Club when entering or leaving that Club.
- Fire exits, which are clearly marked, are there in the interests of safety and you must not interfere with or obstruct fire doors for any reason.
- You must read the health & safety notices posted outside any equipment or facility rooms in a Club and comply with the recommendations.
- You must comply with any reasonable requests made by the members of staff in relation to matters of health and safety.
- We reserve the right to amend the Club Rules at any time and if necessary, without notice to you. We will always attempt to notify you of any changes, especially in relation to health and safety.