



Haste Hill Public Golf Course 2023/24 Terms and Conditions for Societies and Groups

1. GENERAL

- 1.1 Haste Hill Public Golf Course is public facility, owned & operated by Hillingdon Council (HC).
- 1.2 A society booking is classed as 12+ golfers.

2. BOOKINGS AND PAYMENT

- 2.1 Golf society reservations can be made up to one year in advance.
- 2.2 Societies can play anytime midweek, and after 11am at weekends and bank holidays.
- 2.3 Full payment of greenfees must be received no later than 9 days in advance. Any tee reservations not paid for will be released to the general public after this time.
- 2.4 'Walk ons' and 'pay on the day' provisions are not available.
- 2.5 The council does not accept cash or cheques for golf; debit/credit card transactions are the only form of payment available.
- 2.6 Anyone arriving without a valid booking will not be permitted access to the golf course.
- 2.7 A maximum 4 players per tee booking.
- 2.8 All bookings start from the 1st tee only.
- 2.9 HC reserves the right to move a booking to the next available time without consultation.
- 2.10 The society organiser must report to the Golf Shop. Failure to book in may result in being asked to leave the course.
- 2.11 Where concession rates are applicable, valid ID must be provided on arrival. Failure to provide ID will result in a full rate green fee charged.
- 2.12 Buggies that are pre-booked must be paid for in full on the day. Buggies are subject to availability and weather and course conditions.
- 2.13 It is the society organisers responsibility to ensure nearest the pin and/or longest drive markers are returned in the same condition as hired out. The organiser will be charged £20 per marker that is not returned.
- 2.14 Offers cannot be used in conjunction with any other offer.

3. CANCELLATIONS, REFUNDS AND CLOSURE

- 3.1. Group bookings are subject to a 7-day cancellation period - After this time bookings will be non-refundable.
- 3.2. No refund or credit note will be given due to adverse weather conditions.
- 3.3. Failing to attend will mean that all fees are non-refundable & non-transferable.
- 3.4. If the course is closed on the day of play, all bookings are cancelled. It's up to the individual to re-book their tee time within 12 hours from their original tee time. After this time, no rebooking, refund or credit will be given.
- 3.5. HC reserves the right to close the courses at any time or apply restrictions to golfers for health and safety, weather or damage.
- 3.6. Course maintenance is carried out throughout the year. Restrictions may include full or partial closure, limited play to protect the course or golfers, temporary tees, greens & maintenance work. A refund or credit will not be issued if play is restricted or is temporarily closed.

4. COURSE ETIQUETTE

- 4.1. Greenkeepers & rangers have priority at all times; when they are ready they will stand aside & give a clear signal.
- 4.2. Maximum of 4 players per group. 5 balls or more may be asked to leave the course, no refund or credit note will be given.
- 4.3. A round will be deemed to have commenced once a player has teed off at the designated starting tee & playing the course in order to the designated finishing hole.
- 4.4. Players must play without undue delay & in accordance with our pace of play guidelines, all players should keep up with the players in front. See scorecard for average round.
- 4.5. Please replace divots on the fairways and tees, repair pitch marks on the greens & rake over after leaving a bunker.
- 4.6. Play is from the yellow tees for men, red tees for ladies. White tees may be used with prior permission from customer services.
- 4.7. No trolleys or buggies allowed on greens or tees.
- 4.8. Except for guide dogs, pets are not permitted on the golf course or in the clubhouse. Fixed penalty notices can be issued by Anti-Social Behaviour & Environment Officers who patrol the golf course. Dogs are welcome on the patio; they should be kept on a lead at all times.
- 4.9. A dress code applies to all golfers; shirts must always be worn (regardless the weather) on the golf course, in the clubhouse & patio area. Tailored trousers, shorts & collared shirts preferably. No singlets or beach shorts. Golf shoes must be worn.
- 4.10. Mobile phones should be on silent mode whilst on the golf course.
- 4.11. HC has a duty of care towards all employees & do not tolerate unacceptable behaviour from customers, including but not limited to: 1) Any illegal activity, including theft, damage to council property, physical violence, selling banned substances on Council property, carrying/brandishing weapons 2) Swearing (including gestures & inappropriate comments) at staff or other service users, or loudly as to be heard by other users or staff 3) Threatening, aggressive behaviour or verbally abusing other users or staff 4) Sexual activity on Council property 5) Using illegal drugs on Council property or under the influence whilst on the property. 6) Comments which are racist, sexist, homophobic or derogatory comments based on someone's background, religion, appearance, socio-economic status 7) Viewing inappropriate images on personal devices.
- 4.12. Golf etiquette should always be adhered to on & off the course. Failure to adhere to reasonable behavior may result in players being asked to leave the course, no refunds will be given. Management will be the sole arbiter in any decision on behaviour within the demise of the site & course.
- 4.13. No bag sharing - Every player must have their own bag of clubs.
- 4.14. It is the organiser's responsibility to ensure all golfers play to a reasonable standard. Rounds that are over 4 hours are classed as slow play and could result in your party being split up. Choose formats that encourage continuous play. A slow player can reduce the enjoyment of everyone on the course.

5. HEALTH & SAFETY

- 5.1. Golf can be dangerous – be aware of fellow golfers, course staff & slippery surfaces.
- 5.2. The use of golf shoe cleats (rubber spikes) can be risky on many surfaces.
- 5.3. The use of buggies, trolleys & single ride on buggies may be restricted dependent on course conditions & at the discretion of staff.
- 5.4. Any incidents or accidents should be reported by the customer to the golf shop without delay.
- 5.5. In the case of emergency, please contact emergency services, offer any guidance & advice for the nearest point of entry to the course.
- 5.6. All persons have a duty of care not to behave in such a way that may cause injury to others or themselves.
- 5.7. HC recommends golfers have their own public liability insurance; general household insurance doesn't normally cover accidents on the course. It's a player's own responsibility to discontinue play when there is danger from lightning, fog, ice or hard ground.
- 5.8. All persons acknowledge that they enter Council premises at their own risk. Items should not be left unattended on Council land. HC is not liable for any loss or damage to, or theft of, personal belongings. HC excludes liability for any damage or personal injury sustained on the golf course, clubhouse, patio, car park & golf shop, except where damage or personal injury is caused by an act or omission of HC or arises from negligence caused directly or vicariously by HC. There is no attempt to exclude or limit liability that cannot by law be limited or excluded.

6. POLICIES AND FEEDBACK

- 6.1. HC has the following policies in place & these are available for inspection on request: Child Protection Policy, Health & Safety Policy & Bullying & Harassment in the Workplace.
- 6.2. Anyone who breaches or causes a breach of these policies may be asked to leave the premises, no refund or credit will be given.
- 6.3. All photography & videography on the courses must first be granted permission at least five days in advance through the Council Film Office, 01895 556640 or email filmoffice@hillingdon.gov.uk. Media enquiries must contact the Council Press Office, 01895 250403 or email corporatecommunications@hillingdon.gov.uk.
- 6.4. The use of drones or small unmanned aircraft of any mass, including small toys, is prohibited on HC golf courses. For further information visit our online [Drone Policy](#).
- 6.5. Compliments, complaints and feedback are welcome via our website; www.hillingdon.gov.uk/get-in-touch.

7. DATA PROTECTION

- 7.1. The Council, in its capacity of Data Controller, holds certain information about you ["personal data"] which it needs to process for the purpose of providing the following services of golf tee bookings, hire, & dedicated events for the golf courses.
- 7.2. For full details of the Council's Privacy Notice, including the data we hold & who we may share it with, please visit our website www.hillingdon.gov.uk/privacy