



Please see below the latest policies effective 01.04.25. This document should be read in conjunction with Crondon Park Terms and Conditions and Crondon Park Membership Price List, all of which are available via the Club Library.

On Arrival – All Golfers **MUST** report to the Professional shop before beginning your round. Failure to comply with this will lead to the above No Show Clause 4 policy being enforced.

1. General

- a) Tee times must be booked 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.
- b) All players **MUST** book a tee time before accessing the golf course. Any individual found on the course without a confirmed booking will be considered trespassing and may be subject to removal and legal action. The management reserves the right to enforce this policy to ensure the safety and enjoyment of all registered players.
- c) Silver, Gold, Platinum and both unlimited members have booking privileges 21 days in advance.
- d) Bronze members have booking privileges 10 days in advance.
- e) Members guests or visitors have booking privileges 7 days in advance.
- f) When booking tee times, all names must be provided as anonymous is not acceptable. If names are not provided within 10 minutes of your booking, the entire booking will be removed from the tee sheet.
- g) The lead booker is responsible for the accuracy of the names and contact details provided and must ensure they have permission to book on behalf of others. The Club cannot be held responsible for any losses incurred as a result of a breach in this regard.
- h) Names on your booking may not be changed, swapped or replaced and can only be cancelled.
- i) 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 to golf@crondon.com
- j) Members, members guests and visitors should be ready to play at least one tee time before their tee time which is 8 minutes.
- k) All golfers must check in to the Professional shop before their tee time.
- l) Members, members guest and visitors that miss their tee time forfeit their rights to play at that time.
- m) Members, members guests and visitors wishing to tee off earlier than their booked tee time must ask permission from the Professional shop or Marshall, assuming there is availability.
- n) 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 or Marshall.
- o) Golf may only be played in a 4-ball format. The club reserves the right to enforce this policy i.e. requesting two two-balls to join together etc or similar combination to achieve this.
- p) All rules outlined herein apply in all circumstances unless agreed in writing from the Director of Golf whose decision is final and binding.

1. Block Bookings

Block bookings are no longer permitted but where deemed permissible, are subject to the criteria below

- (a) "Swindles" as previously defined will no longer receive block booking privileges.
- (b) Major Club Competitions open to all sections may request block booking privileges for randomly drawn shot gun start competitions.
- (c) Major Club competitions open to all sections may request block booking privileges for randomly drawn competitions.
- (d) Inter club county competitions.
- (e) County or National competitions where Crondon Park Golf Club are the host.
- (f) Non-member group bookings that meet the society booking criteria.
- (g) All eligible block bookings may be booked up to 15 months in advance.
- (h) All block bookings are to be approved by the Director of Golf.

2. Member, 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

- a) 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.
- b) In the event of a cancellation by us, a "Raincheck voucher" will be issued, so it can be used at a later date.
- c) 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 at golf@crondon.com
- d) Any catering cancelled within the 48-hour period, 100% of the catering costs will still need to be paid by the organiser.



4. No Shows

A “no show” is applicable where you do not attend your booked tee time without providing the club with at least 72 hours’ notice, which should be provided by email only. This is applicable to all members regardless of membership type however breaches by Bronze, Silver, Gold and Platinum memberships will result in loss of the relevant points.

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

- a) More than once in any 30 day period, you will be issued a verbal warning from the Director of Golf
- b) More than twice in any 30 day period, you will be issued with a written warning.
- c) More than three times in any 30 day period, your tee booking rights will be put on hold for a week.
- d) More than four times in any 60 day period, your tee time booking rights will be put on hold for a month.

5. Membership Points

- a) Your Membership permits you purchase points from the Club which can then be exchanged in return for rounds of Golf.
- b) The Club is responsible for maintaining a record of your points balance, enabling you to make a booking and ensuring your account is accurate and up to date.
- c) Members are solely responsible for managing the use of their own points. If a booking is made on their behalf by another member, it is their responsibility to verify and report any discrepancies to the club within 24 hours of the booking. Failure to do so may result in the booking being considered final, with no adjustments or points refund.
- d) Your membership is valid for 12 months from registration with a 12-month annual renewal.
- e) Your initial Membership points will last for 12 months from the point of purchase and cannot be carried over to a new subsequent membership year.
- f) Any additional points purchased or provided during your membership year, can be used for 12 months if you renew your membership at the same level.
- g) You will be unable to monetise or have a cash refund for unused points at any time.
- h) If you don’t renew your membership your account will no longer be active and you can’t use your points regardless of whether any remain.
- i) Any cancelled booking is only deemed as cancelled upon the receipt of a confirmation email from us.
- j) Any booking cancellation, that is not confirmed via email will be deemed as a live booking and non-arrival will result in points being deducted by the club.
- k) The club may at any time withdraw all or any part of club facilities for any period or periods where and when it may be deemed necessary for repair, maintenance, alteration safety reasons or for alternative use.
- l) If in the event the Club deems it necessary to enforce a course(s) closure due to adverse weather on the grounds of safety or prevention of undue damage to the course, points for the cancelled booking will be readded to your tally.
- m) The Club reserves the right to change these terms and conditions, and you will notified of any said changes with 48 hours.
- n) The Club can amend the Points structure every quarter throughout your membership year and will inform members of any changes within 48 hours. Changes made will apply to the entire membership.
- o) Amendments to the points structure does not constitute a change of these contractual terms of membership or the basis for termination of your membership, refund or recompense by the Club.
- p) Points are non-transferable.

6. How to make a booking

- a) Members must log onto the Intelligent Golf Platform and then go to the tee Sheet to make a booking.
- b) Via the booking section, a member can select the tee time and number of named members or named guests required up to a maximum of 3 guests. Guests are payable at the time of booking. Members points will be deducted automatically.
- c) To make any booking a member must have an account with a positive Points Balance. If you don’t have any points, you will be redirected to the top up points section where you can purchase more points.
- d) Members have tee booking rights, subject to their membership type as outlined in the accompanying price list.
- e) The number of points per person required to book a round of golf is dependent on time, day of the week and season.

7. Liability Policy

- a) Crondon Park Golf Club will not accept any liability for articles lost damaged or stolen either on the golf course, in the clubhouse, facilities or in the car park or anywhere on the Crondon Park estate



8. Behaviour and Conduct

- a) Abuse of the tee booking terms and conditions will result in booking privileges being restricted or withdrawn.
- b) 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.
- c) You may not bring, use, or be under the influence of drugs or substances in any part of a Club.
- d) Should a Member bring a guest to the Club, they remain wholly responsible for their guest and their behaviour.
- e) Members of the Club, their guests, visitors, and members of staff should at all times display mutual respect for each other.
- f) Complaints should be communicated privately to the Director of Golf.
- g) Smoking is only permitted at the designated areas.
- h) 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.

9. Health & Safety

- a) You must use the main entrance to the Club when entering or leaving.
- b) 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.
- c) You must read the health & safety notices posted outside any equipment or facility rooms in the Club and comply with the recommendations.
- d) You must comply with any reasonable requests made by the members of staff in relation to matters of health and safety.
- e) 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.