

The Sands Torquay

Public Booking Terms and Conditions

Thank you for playing at The Sands Torquay Golf Club. We are committed to providing an enjoyable golfing experience for all our guests. By reserving a tee time, you agree to abide by the following policies, which have been created to ensure a safe, respectful and enjoyable environment for all patrons.

Booking and Reservation:

- Tee time bookings made online will receive a confirmation email.
- The Sands Torquay Golf Club reserves the right to alter tee times without notice due to circumstances beyond control (e.g. slow play, extreme weather conditions, course renovations).
- Tee time bookings are unable to be modified online. Please contact the pro shop if you wish to do so.
- If requested, full payment for green fees must be made at the time of booking.

Cancellation and refund policy for public bookings:

1. Bookings for groups of 8 players or less

- Within 7 days of the booked tee time: No refund
- More than 7 days before the booked tee time: Full refund

2. Group Bookings (more than 8 players)

- Within 7 days of the booked tee time: no refund
- 7-14 days before the booked tee time: 50% refund
- More than 14 days before the booked tee time. Full refund.

To cancel your group booking, please put your request in writing and email golf@thesandstorquay.com

-If a no-show occurs for a prepaid booking, the full green fee charge will be upheld.

-In the event of extreme weather conditions that lead to a course closure at the discretion of golf operations; green fee payers will be entitled to a refund for golf

not played, or the option to reschedule the tee time.

- If green fee payers wish to withdraw from their round after its commencement by their own admission, no refund will be issued.

Dress Code:

- On course, we politely ask that our player adhere to the following dress code:

- Collared shirts/polos
- Tailored trousers, shorts, or skirts
- Closed footwear

- The following items are deemed unacceptable for on course wear:

- Collarless shirts (Excluding women's attire, and shirts designed for golf)
- Athletic wear
- Denim
- Sweatpants
- Metal-spiked shoes
- Bare feet or open footwear eg. thongs

Liability for Damages:

- All players and guests are responsible for any damages caused to the golf course, its facilities, and rental equipment. This includes damages caused by carts, behaviour, and personal actions.

- The Sands Torquay Golf Club is not liable for any personal injuries, loss, or damage to property incurred whilst using our facilities. This excludes requirements by law.

Rules of Play:

- When playing in competition, all players must adhere to the rules of golf as outlined by the R&A.

- Players must ensure that pace of play is consistent with the club's posted pace requirements. If play is deemed too slow, staff reserve the right to request a

group to either skip holes or allow faster groups to pass.

- All players are required to use one set of golf clubs each. Golf clubs cannot be shared between individuals.
- Players are required to follow all posted signage and rules, particularly those referring to golf cart use.
- All golf cart drivers must be over 18 years of age and hold a valid driver's license (learners license excluded).

Instructions from Staff:

- The Sands Torquay Golf Club staff are here to assist you, and ensure you have a smooth experience on course. All players must comply with all instructions given by staff.
- If a player is in violation of the club's policies, or fails to follow staff instructions, immediate removal from the course without refund may occur.

Course Etiquette:

- All players are expected to conduct themselves with respect for others, and for the course. This includes behaving in an appropriate manner.
- The following actions are not tolerated:
 - Speaking in a foul manner.
 - Urinating in surrounding flora.
 - Traversing past the out-of-bounds stakes onto the driving range.
 - Entering a surrounding place of residence.
- All players are expected to maintain proper course care. This includes repairing pitch marks, filling divots with sand, and raking bunkers after use. Failure to do so may result in removal from the course without refund.
- Ensure that all rubbish is disposed of properly.

Alcohol and Substance Policy:

- Alcoholic beverages may only be consumed on the premises if purchased through the golf club. No external or outside purchases are permitted on the premises.

- The use of illegal substances is strictly prohibited. Players found using such substances will be removed from the course.

Privacy and Data Collection:

- By booking a tee time, you agree to our Privacy Policy, which governs the use of any personal data collected during the booking process. Your information will not be shared with third parties without your consent, except where necessary for processing your booking or complying with legal requirements