University of the Highlands and Islands Centre for Golf

**Visitor Terms & Conditions**

Last updated:

1. **Definitions**
   1. In these terms whenever the following words and phrases appear, they will have the following meaning, unless the context requires otherwise:

**Centre**: means the University of the Highlands and Islands Centre for Golf located at UHI North Highland, Burghfield House, Cnoc-An-Lobht, Dornoch, IV25 3HW;

**We/us/our**: means University of the Highlands and Islands registered in Scotland with company number SC148203; and

**You/your**: means you as the person visiting the Centre and required to adhere to these terms.

* 1. **What these terms cover**. These are the terms and conditions which govern the booking and use of the facilities at the Centre.
  2. **Why should you read them**. Please read these terms carefully before you visit the Centre. These terms tell you who we are, your rights in relation to the use of the facilities at the Centre, and other important information. If you think that there is a mistake in these terms, please contact us to discuss.

1. **Bookings and usage**
   1. You will have access to book a practice bay online via the Centre’s website up to 7 days in advance.
   2. Payment for the practice bay will be taken at the time of booking.
   3. Cost of sessions will be available via the Centre’s website and will be displayed at time of booking.
   4. A maximum of 4 users will be permitted in any one bay per session.
   5. Duration of sessions may be in 60-minute blocks, up to 3 blocks maximum.
   6. Golf bags are to be left outside. You can bring your own clubs into the Centre but all balls and tees will be provided – you are not permitted to use your own golf balls or tees.
2. **Cancellation policy, rescheduling sessions and refund policy**
   1. You may reschedule a session free of charge via the Centre’s website at any time before their session begins.
   2. You may cancel your booking free of charge up to 24 hours before their session begins. If you cancel a session within 24 hours, then you will be charged full price and shall not be entitled to a refund.
   3. If you cancel your booking any refund due will not be carried out automatically. The refund will be processed manually by staff on a weekly basis, therefore you may have to wait 7-10 days for a refund to be processed to the card used during the online payment process.
3. **Visitor Conduct Rules**

You must:

* 1. wear appropriate clothing at all times and ensure your footwear is appropriate and clean for use of indoor facility – golf shoes are permitted but not spiked soles;
  2. show consideration for other users, members and their guests and staff in and around the Centre;
  3. not use abusive or bad language;
  4. not bring, use or be under the influence of alcohol or illegal drugs in any part of the Centre;
  5. not behave in an anti-social or disruptive manner, including but not limited to inappropriate or threatening behaviour, misuse of equipment or sexual activities; and
  6. be respectful of the equipment within the facility.

1. **Rules pertaining to young persons (under 18)**
   1. Persons under the age of 18 cannot enter or be left at the Centre unsupervised unless attending an organised activity run by the or partners.
   2. Persons under the age of 18 must be supervised by an adult at all times.
   3. Parents/guardians are responsible for their child’s behaviour at all times during a visit to the Centre. A visitor’s children are expected to adhere to the Visitor Conduct Rules (see paragraph 4 above). Misconduct by a visitor’s child will be regarded as the visitor’s own misconduct.
   4. An adult visitor can add an under-18 user via the online booking platform prior to arriving at the facility. The under-18 user will share the practice bay with the adult during the session.
2. **How we may use your personal information**
   1. We will use the personal information you provide us to process your payment for your booking.
   2. You acknowledge that we are a data processor for the purposes of The General Data Protection Regulations and the Data Protection Act 2018 in respect of any of your personal information that we process.
3. **Other important terms**
   1. We may be revoke, supplement, or alter these terms at our and shall give you reasonable notice in advance of such changes by posting a notice on our website.
   2. We may transfer this agreement to someone else. We may transfer our rights and obligations under these terms to another organisation.
   3. If a court finds part of this contract illegal, the rest will continue in force. Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
   4. Even if we delay in enforcing this contract, we can still enforce it later. If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things or prevent us taking steps against you at a later date.
   5. These terms are governed by Scots law.
4. **Contact information**

You can contact us by telephoning us at [insert number] or by writing to us at golf.booking@uhi.ac.uk or UHI North Highland, Burghfield House, Cnoc-An-Lobht, Dornoch, IV25 3HW.