

**Please see below our terms and conditions specific to our Farmyard Golf at Millets Farm. Additional terms and conditions relating to Millets Farm Centre as a whole can be found on our website under FAQ's.**

### **Farmyard Golf Specific Terms & Conditions:**

#### ***Booking conditions:***

- All tickets are non-refundable.
- All children are required to be supervised fully during their visit to Farmyard Golf by a responsible adult over the age of 18 years. A minimum of 1 adult per 5 children entering and per group playing is required.
- Everyone over the age of 3 years old must have a ticket to enter the course, whether they choose to play a round of golf or not.
- Toddlers and babies under 3 years old are able to enter free of charge. A maximum of 3 under 3 years olds may accompany each Tee-off time.
- Balls and clubs will only be issued to paying participants.

#### ***On entry:***

- The time on your booking is your "Tee-time" when your round of golf is due to start. Please arrive at our Golf entrance kiosk 10 minutes before this time so we can process your booking and you can select your clubs in good time.
- If you miss your allocated "Tee-time" we will aim to move your booking to the nearest free time slot but if all other slots have been booked we cannot guarantee this will be possible.
- Please ensure all members of your booking arrive at the same time. As you are booking for a certain time all participants must be together on checking in.

#### ***Whilst on the course:***

- Please be aware that this is an outside activity so you may get wet! We will only close the course in extreme weather conditions. We therefore recommend you bring suitable waterproof clothing and an umbrella.
- Please be considerate of other groups. Please let speedy groups play ahead of you if you are a larger, slower group.
- For the safety of yourself and others, no full swings with the putters please.
- Pushchairs must be kept off of the individual holes but there is a path all the way round the course that allows pushchairs to be parked adjacent to each hole on the course.
- No food on the course please.
- Farmyard Golf is proud to be a smoke & vapour free venue for the safety of the growing lungs playing within the area. Therefore, smoking and vaping will not be permitted within Farmyard Golf or its surrounding areas.

- Please take care not to damage any props, landscaping, or course features. If damage is caused by the customer or any guest attending under their booking, the customer who made the booking will be liable will be required to pay for the damage to be rectified.
- Millet's Farm Centre is committed to providing a safe and enjoyable facility for all to enjoy on an ongoing basis. We accept no responsibility for any accidents, loss or damage that may occur to personal belongings and all participants at Millet's Farmyard Golf use these facilities at their own risk.

### ***What if we can't make our booking?***

- Pre-booked tickets are non-refundable and are valid for the session they have been booked for only.
- If you let us know by emailing **bookings@millet'sfarmcentre.com** that you are not able to attend **BEFORE the start** of your pre-booked session, we can then transfer your entire booking to an alternative session subject to availability.
- Include in your email your booking reference, reason for amendment, and the date you'd like the booking moved to in order for us to process this. Please allow up to 72 hours for any ticket amendments to be actioned.
- If you have set up an account when making your booking, you will be able to log in and amend your booking to another date yourself (conditions apply).
- Unfortunately, we are unable to split and move only part of a booking. Please bear this in mind if booking for a large group or others.
- We are only able to make 1 free of charge session change per booking. If you are not sure what date you would like to move your session to, we can hold your tickets unredeemed for up to 1 month, but they must then be allocated to a new session date. This new session must be within 6 months of the original session date.
- If you would like to move the booking for a second time there would be an administration cost of £5.00
- In the event that we are forced to close for poor weather and health and safety reasons, all customers with bookings will be contacted and their tickets transferred to another date. No refunds will be given.