

Terms & Conditions – ParadeGolf LTD

Premium Customer Information & Booking Conditions

At **ParadeGolf LTD**, we specialise in delivering high-quality golf travel experiences built on clarity, reliability, and trust. These Terms and Conditions set out the basis of your booking and explain your and our respective rights and obligations. By confirming a booking or making payment, you agree to these Terms and Conditions.

1. About Us

ParadeGolf LTD is the trading name for the travel operations managed by Tomas Faja & Ondrej Pravda. We design and manage golf travel arrangements which may include accommodation, golf bookings, and ground transportation. Your booking is generally considered a package under the *Package Travel and Linked Travel Arrangements Regulations*.

2. Booking & Payment

A booking is confirmed once we have received the required deposit and issued written confirmation.

- **Standard Bookings (>120 days):** 25% deposit required.
- **Old Course Guaranteed Packages:** 40% deposit required.
- **Late Bookings (<120 days):** Full payment required at the time of booking.
- **St Andrews Old Course:** Participation is subject to the ballot system unless a "Guaranteed Tee Time" is explicitly stated in your confirmation. Handicap certificates (24 for men, 36 for women) are mandatory for play.

3. Final Balance Due Dates

Timely payment ensures all arrangements remain fully secured. No reminders will be sent.

- **Standard Bookings:** Due 42 days (6 weeks) before arrival.
- **Old Course Guaranteed Packages:** Due 98 days (14 weeks) before arrival.
- **Large Group Bookings (>6 rooms):** Due 112 days (16 weeks) before arrival.

4. Financial Handling & Security

We take great care in managing all customer funds responsibly.

- **Fund Management:** All payments are held within our business accounts and used specifically to secure and deliver your confirmed travel arrangements with our suppliers (hotels, golf courses, and transport providers).
- **Financial Protection:** We do not operate a client trust account or formal financial protection schemes such as ATOL, as our packages do not include flights.

- **Insurance:** We maintain appropriate travel operator insurance, including Public Liability and Professional Indemnity cover, to support our business operations.
- **Disruption:** In the unlikely event of disruption prior to travel, we will review each booking individually to provide either a suitable alternative arrangement or a refund for services not delivered, subject to any non-recoverable supplier costs already committed.

5. Cancellations by You

All cancellations must be submitted in writing by the lead traveller. Charges are calculated as follows:

Standard Itineraries (Excluding Old Course Guaranteed Times):

- **More than 91 days:** Loss of deposit only.
- **90–61 days:** 50% of total holiday cost.
- **60–42 days:** 75% of total holiday cost.
- **Less than 42 days:** 100% of total holiday cost.

Itineraries Including Old Course Guaranteed Tee Times:

- **1–7 rooms:** Up to 10 weeks before: 40% charge | Less than 10 weeks: 100% charge.
- **8+ rooms:** Up to 16 weeks before: 40% charge | Less than 16 weeks: 100% charge.

Note: If group numbers reduce, the per-person shared costs will increase for the remaining participants.

6. Changes to Your Booking

- An amendment fee of **£175 per alteration** applies, plus any additional supplier costs.
- No alterations will be actioned after the "Balance Due Date" unless the full balance has been settled.
- Bookings may be transferred to another person who satisfies all conditions (e.g., handicap certificates) provided reasonable notice is given.

7. Our Responsibility & Liability

- We are responsible for delivering your confirmed arrangements with reasonable skill and care.
- We are not responsible for events outside our reasonable control (Force Majeure), such as extreme weather, strikes, or natural disasters.
- Except in cases of death or personal injury caused by our negligence, our liability is limited to the total price paid for the booking.

8. Your Responsibilities

- **Insurance: ParadeGolf LTD does not provide insurance.** You are required to arrange independent comprehensive travel insurance covering cancellations, medical expenses, and personal liability.
- **Damage:** You agree to be liable for any damages caused by you to hotels, self-catering properties, or golf courses.
- **Documentation:** You are responsible for holding a valid passport and any required visas.

9. Complaints

If you are dissatisfied with any aspect of your holiday, you must notify our representative immediately so the matter can be addressed. Formal complaints must be received in writing within 28 days of your return.

10. Law & Jurisdiction

This contract is governed by **Scots Law**, and any claim shall be within the exclusive jurisdiction of the **Scottish Courts**.

11. Agreement

By transferring money to the nominated **ParadeGolf LTD** bank account, you agree to these Terms & Conditions.