



THE SIMULATOR ROOM TERMS CONDITIONS

Last Updated: September 2026

By making a booking or entering the Indoor Sim Room (“the Facility”), you confirm that you have read, understood, and agreed to these Terms & Conditions.

1. Booking & Payment

- All bookings must be made through our approved booking system or directly with the Facility.
- Payment is required at the time of booking unless otherwise agreed.
- Bookings are subject to availability.
- The person making the booking is responsible for ensuring that all members of their group comply with these Terms & Conditions.
- Each booking is limited to a maximum of 4 people in the simulator room at any one time, including participants and spectators.
- Customers must not exceed the number of people permitted under their booking.

2. Cancellations & Changes

- Cancellations or changes to bookings must be made at least 24 hours before the scheduled booking time.
- Cancellations made within this period may be subject to a cancellation fee or loss of payment.
- Failure to attend a booking without prior notice will be treated as a cancellation/no-show and may not be eligible for a refund.
- Please contact us as soon as possible if you are unable to attend.

3. Check-In & Arrival

- Customers must check in at least 10 minutes before their scheduled booking time.
- Arriving late does not extend the booking time.

- Customers are responsible for allowing sufficient time to check in and prepare before their session.
- The session will end at the booked time regardless of when the customer arrives.

4. Booking Times

- Customers must not go over their allocated booking time.
- The simulator room must be vacated promptly at the end of the booking.
- If additional time is required, it must be booked separately and is subject to availability.
- Continuing to use the room beyond the booked time without authorisation may result in additional charges.

5. Under-18s & Supervision

- Anyone under the age of 18 must be accompanied and supervised by a responsible adult aged 18 or over for the entire duration of their session.
- The supervising adult is responsible for the behaviour and safety of the under-18 participant(s) in their care.
- Children and young people must not be left unattended in the Facility.
- The Facility reserves the right to refuse access if the required supervision is not provided.

6. Spectators & Room Capacity

- A maximum of 4 people is permitted inside the simulator room at any one time, including participants and spectators.
- Anyone wishing to participate must be included within the booking and the appropriate booking fee must be paid.
- The Facility reserves the right to ask unauthorised spectators to leave the simulator room.

7. Simulator & Swinging Safety

- Balls must only be hit directly into the designated simulator screen.
- Customers must only swing or use clubs/equipment within the designated hitting/swinging area.
- Under no circumstances should customers hit balls anywhere other than towards the simulator screen.
- Customers must ensure that the designated hitting area is clear before swinging.
- Customers must follow all safety instructions and signage within the Facility.

- No swinging is permitted outside the designated area, including in walkways, seating areas, or other parts of the room.
- Misuse of the simulator, clubs, balls, or other equipment may result in the session being terminated without refund.
- Customers must only use balls provided by the Facility. Personal or customer-supplied golf balls are not permitted to be used in the simulator under any circumstances.
- Customers must only use clubs, balls, and other equipment in accordance with the Facility's instructions.

8. Food & Drink

- All food and drinks must remain at the designated tables at all times.
- Food and drinks must not be taken into or placed within the designated hitting/swinging area.
- Customers must take care to prevent food or drink from coming into contact with the simulator equipment.
- Any spills must be reported to staff immediately.
- Customers may be responsible for reasonable cleaning or repair costs resulting from damage caused by food or drink.

9. Surveillance & CCTV Acknowledgement

- Customers acknowledge and agree that the Facility operates CCTV and/or other surveillance systems within relevant areas of the premises for the purposes of safety, security, crime prevention, incident management, and protection of customers, staff, and property.
- By entering the Facility, customers acknowledge that they may be recorded by these systems.
- CCTV and surveillance footage will be handled in accordance with applicable data protection and privacy laws.
- Customers should refer to the Facility's Privacy Notice/CCTV Policy for further information about how recordings are collected, used, retained, and disclosed.

10. Safety

- Customers must follow all instructions provided by staff and comply with safety notices displayed within the Facility.
- Customers must use the simulator and associated equipment only for its intended purpose.
- Customers must ensure the hitting/swinging area is clear before using any club or equipment.
- Customers must not enter restricted areas or interfere with safety equipment.

- Unsafe or reckless behaviour may result in the session being terminated without refund.

11. Alcohol & Intoxication

- Anyone who appears to be excessively intoxicated or under the influence of drugs may be refused entry or asked to leave.
- Customers must not use the simulator or equipment in a manner that creates a risk to themselves or others.

12. Damage to Equipment

- Customers are responsible for taking reasonable care of the Facility and all equipment provided.
- Any deliberate, reckless, or negligent damage may result in the customer being charged for reasonable repair or replacement costs.
- Customers must report any damage, faults, or equipment issues to staff immediately.
- Customers must only use Facility-provided balls. Use of unauthorised or personal balls may cause damage to the simulator and is prohibited.

13. Personal Belongings

- Customers are responsible for their own personal belongings.
- The Facility accepts no responsibility for lost, stolen, or damaged personal property except where liability cannot legally be excluded.

14. Customer Conduct

- Customers are expected to behave respectfully towards staff and other customers.
- Abusive, threatening, discriminatory, or disruptive behaviour will not be tolerated.
- Customers must not engage in behaviour that could endanger themselves, other customers, staff, or the Facility.
- The Facility reserves the right to ask anyone behaving inappropriately to leave immediately. No refund will normally be provided in such circumstances.

15. Liability

- Customers use the Facility and equipment at their own risk, subject to the Facility's legal obligations.
- Customers are responsible for following all safety instructions and using the equipment appropriately.

- Nothing in these Terms & Conditions excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence or any other liability that cannot legally be excluded or limited.

16. Right to Refuse Access

- The Facility reserves the right to refuse entry or terminate a session where:
- These Terms & Conditions are not being followed;
- Safety is being compromised;
- Equipment is being misused;
- The maximum room capacity of 4 people is exceeded;
- An unauthorised spectator is present;
- Required adult supervision for anyone under 18 is not provided;
- A customer arrives without sufficient time to check in;
- A customer is behaving inappropriately; or
- A customer is intoxicated or otherwise presents a safety risk.
- No refund will normally be provided where a session is terminated due to a customer's breach of these Terms & Conditions.

17. Pets & Animals

- Pets and animals are not permitted inside the Facility or simulator room.
- The only exception is for assistance/medical animals where their presence is required for a medical or disability-related reason and permitted under applicable law.
- Customers bringing an assistance/medical animal remain responsible for ensuring that the animal does not create a safety, hygiene, or disruption risk to staff, customers, or equipment.
- The Facility may take reasonable steps to manage the presence of an assistance/medical animal where necessary for safety or legal compliance.

18. Acceptance of Terms

- By making a booking, checking in, or entering the Indoor Sim Room, you confirm that you have read, understood, and agreed to these Terms & Conditions.