

TERMS & CONDITIONS

These Terms and Conditions apply to the Reservation (defined below). In order to make a Reservation We expect You (defined below) to read through these Terms and Conditions carefully. If You do not agree to these Terms and Conditions, You may not make a Reservation.

1. DEFINITIONS

In these Terms and Conditions, the following words shall have the meaning set opposite:-

"Conditions"	means these Terms and Conditions;
"Deposit"	means £500 or 50% (whichever is the greater) of the Price per person. Deposits for The Open and Ryder Cup Packages is £600 or 75%; (whichever is the greater) of the Price per person;
"Itinerary"	means a personalised schedule produced by Us for You, containing a Package based on Your requirements;
"Package"	means the pre-arranged combination of at least two of the following components when sold or offered for sale at an inclusive price and which service covers a period of more than 24 hours or includes overnight accommodation:- (a) transport; (b) accommodation; (c) other tourist services not ancillary to transport or accommodation and accounting for a significant proportion of the Package;
"Personal Information"	means information provided by You on creating an Itinerary or making a Reservation to include Your name, address, contact details and payment details;
"Price"	means the total price paid per person for the Itinerary;
"Reservation"	means the securing of the Itinerary, when the Deposit has been paid within 5 days of receiving your finalised Itinerary;
"Service Provider"	means any other party other than Us, who will provide services for the Itinerary including, but not limited to accommodation, transport and golf passes;
"Start Date"	means the date upon which the Itinerary commences;
"We/Us/Our"	means Links Golf Tours St Andrews Limited, a company registered under the Companies Acts (Registered Number: SC175694) having its registered address at 7 Pilmour Links, St Andrews, Fife, KY16 9JG;
"You/Your"	means the person(s) making the reservation.
"ABTOT"	means the association of Bonded Travel Organisers Trust limited

2. YOUR ITINERARY

2.1 Your Itinerary will contain details of the following:-

- 2.1.1 Your travel destination and/or destinations together with details of dates and relevant periods of stay.
- 2.1.2 The location of accommodation; its tourist category or degree of comfort; its main features and the accommodation's compliance with the rules of the United Kingdom, if appropriate. Please note that if the accommodation is in any other member state of the European Community, the Itinerary will state that the accommodation will comply with the compliance rules of that particular member state. All quotations are made based on rooms with private bath/shower at the hotels requested. Once Your Reservation is made, and any accommodation in the Itinerary shown as subject to availability before the Reservation is made has been confirmed, no changes will be made without consultation and agreement with Us. Upgraded rooms are available for a supplementary charge in most hotels (subject to availability).
- 2.1.3 Details of any meals.
- 2.1.4 Minimum number of persons required for the Itinerary to take place.
- 2.1.5 Details of any visits, excursions or other services which are included in the Price.
- 2.1.6 Our contact details and the details of any Service Provider.
- 2.1.7 The Price together with the payment schedule.
- 2.1.8 Details of any special requirements which You have expressed to Us and which have been accepted by Us and the relevant Service Provider.
- 2.1.9 Visa and Passport Information which apply to nationals of the European Community, including information about the length of time it is likely to take to obtain the appropriate passports and visas. We shall also endeavor to include any Visa and Passport information for nationals outwith the European Community.
- 2.1.10 Health Information.
- 2.1.11 Where applicable to UK residents making a Reservation, security arrangements for the security for the money paid over (and where applicable) for repatriation of You in the event of insolvency.

3. PAYMENT AND AMENDMENT

- 3.1 Full payment of the Itinerary is due at least 90 days before the Start Date. For The Open and Ryder Cup, payment of the Price is due at least 120 days before the Start Date. For The Open Self Catering, payment of the Price is due at least 180 days before the Start Date.
- 3.2 An administration fee of £40 will be charged for any amendments made by You to the Itinerary after the Reservation is made. All amendments are subject to availability and may incur extra charges.
- 3.3 Golf course fees and prepayments, along with certain other deposits are non-refundable at any time.

4. PRICE

- 4.1 We will endeavor to keep the Price as detailed on Your Itinerary at the time of Reservation, however the Price is subject to change (whether increase or decrease) due to variations in the following:-
 - (i) transport costs, including fuel costs;
 - (ii) dues, taxes or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports and airports; and/or
 - (iii) applicable exchange rates.

- 4.2 Price increases will be made only up to 30 days before the Start Date.
- 4.3 No Price increase will be made in respect of variations which result in an increase of less than 2% of the Price.

5. CANCELLATIONS

5.1 By You:-

5.1.1 Notification of cancellation must be forwarded in writing to Us as soon as possible at the address noted above. Cancellation fees will be charged to You to cover non-refundable charges incurred by Us in making Your Reservation, including administrative costs.

5.1.2 Cancellation fees are as follows:-

Golf Tour

90 days or more prior to Start Date, full deposit

89-0 days prior to Start Date, full price

The St Andrews Golf Week

120 days or more prior to Start Date, Deposit.

119 – 0 days prior to Start Date, full Price.

The Open

120 days or more prior to Start Date, Deposit.

120 - 0 days prior to Start Date, full Price

The Open Self Catering

180 days or more prior to Start Date, Deposit.

180 - 0 days prior to Start Date, full Price

5.2 By Us:-

5.2.1 Subject to Clause 6 below, the Deposit shall be refunded by Us, and any cancellation fees hereunder shall be reduced (i) in full, in the event of cancellation as a result of Our material breach of these Conditions, or (ii) in part (after the deduction of Our expenses) solely to the extent that the event is resold by Us, in the event of cancellation for any other reason.

5.2.2 Prior to Start Date, if We cancel the Itinerary, we will endeavor where possible to:-

- (i) provide an alternative Itinerary of equivalent or superior quality; or
- (ii) provide an alternative Itinerary of lower quality and pay You the difference between Your Itinerary and the substitute Itinerary. Failing which, You will be entitled to a full refund.

5.2.3 Where We fail to provide the Itinerary, You are entitled to cancel and be refunded any Price paid except: (i) where the number of persons who agree to attend the Itinerary is less than the minimum number required and where You are informed of the cancellation, in writing at least 90 days prior to the Start Date; (ii) where the Itinerary is cancelled by reason of Force Majeure.

5.3 Where it becomes apparent after Start Date that a significant proportion of the Itinerary contracted for is not or cannot be provided, We will make suitable alternative arrangements, at no extra cost to You, for the continuation of the Itinerary and will, where appropriate, compensate You for the difference between the Itinerary to be supplied under the Reservation and those supplied. In the event that it is impossible to make such arrangements or if You do not accept the alternative arrangements for good reasons, We will, where appropriate, provide You with equivalent transport back to the place where the itinerary began or to another place to which You have agreed and will, where appropriate, compensate You.

6. TRANSFER OF BOOKINGS

- 6.1 Where You are prevented from proceeding with the Package, You may transfer the Package to another person (“transferee”) who satisfies all the conditions applicable to the Package, subject to You providing reasonable notice to Us prior to the commencement of the Package. Please note that You and the transferee shall be jointly and severally liable to Us for payment of the balance Price and for any additional costs arising from such transfer.

7. PACKAGE DOCUMENTS

- 7.1 Approximately 3 weeks prior to the Start date You will receive Your personalised information pack containing all relevant documentation. This will include details about the transport provided (including times and places of immediate stops and transport connections if relevant); and accommodation e.g Sea view room at St Andrews Hotel. The information pack will also include the name, address and telephone number of Our representative in the area of Your stay. Also, if a child under 16 is traveling unaccompanied without parent/guardian, information will be provided so that direct contact may be made with the child or the person responsible at the place where the child is to stay.

8. UNUSED TOUR SERVICES

- 8.1 Partly used or unused services included in the Itinerary, are non-refundable except as stated otherwise. No refunds will be made for any hotel accommodation, meals, golf, entry tickets, nor any other service not used due to flight delays, schedule changes or for any other reason, other than those stated in these Conditions.

9. CHANGE OF ESSENTIAL TERMS

- 9.1 Where We must alter significantly an essential term of the Conditions, We will inform You of this change as soon as possible to allow You to take an appropriate decision; to include withdrawing from the Conditions without penalty or allowing Us to amend the Conditions. Any amendment by Us will specify the changes made and how these have impacted on the Price. You must inform Us of your decision in this matter within 5 working days.

10. THE OPEN

- 10.1 Entry tickets are currently issued directly by R & A Championships Ltd, tickets are included at face value. The administration of ticketing is solely at the discretion of R&A Championships Ltd and should you wish to purchase your entry tickets directly we will deduct or refund the face value of the tickets. Should R&A Championships Ltd alter the distribution channel for ticketing you will be advised of this immediately with instructions on any new procedure for placing your order at no extra cost. When booking a package to The Open with Links Golf Tours St Andrews Ltd a portion of your deposit is allocated directly to the full value of the appropriate entry ticket(s) you have ordered. These tickets are then purchased within three working days of receipt of payment. Full terms and conditions pertaining to entry tickets can be found at <http://www.theopen.com/Legal/Terms-and-conditions>
- 10.2 Lost or forgotten entry tickets to The Open cannot be replaced without payment of the relevant daily rate. Juveniles (under the age of 16) have free admission if they hold a Juvenile admission badge, having applied in writing in advance to The R&A Ticket Office (Ticket Office, The R&A, St Andrews, Fife, KY16 9JD), or if they are accompanied on the day by a responsible adult. If a juvenile does not hold a valid Juvenile admission badge or is unaccompanied by a responsible adult they will not be entitled to free admission. The juvenile may purchase a youth ticket at the relevant daily rate from the entry gate.

- 10.3 As an Authorised Provider of tickets and hospitality to The Open, our Open packages can be purchased by Travel Agents and Tour Operators on behalf of their clients providing they comply with criteria set out by the R&A as listed below.
- i) The package is sold from the Authorised Provider to the third party 'as-is' (i.e. the end experience is delivered by the Authorised Provider and constituent elements of the package are not broken up)
 - ii) The third party does not promote, market or make any reference to these packages in their public marketing collateral (e.g. via their website, social media, search engines, print publications)
 - iii) Approval is sought from The R&A in advance by us.

11. GOLF HANDICAP CERTIFICATE

- 11.1 If You are participating in golf You must carry a current Handicap Certificate and a general Letter of Introduction from Your home club, unless waived by prior arrangement with Us. Golf Play can be denied on failure to produce this to the starter at many British golf courses. Your Itinerary will detail the Handicap limit applicable to You for play during Your tour (based on the course with the lowest Handicap requirement).

12. CAR RENTAL INFORMATION (IF INCLUDED)

12.1 Conditions for SCOTLAND/ENGLAND/WALES RENTALS

HERTZ CAR RENTAL

Drivers must have held a valid drivers' licence (if you hold a UK licence please bring both the paper copy and the photographic identification card) for 1 year and be over **23 years of age**. For some vehicle types this age limit is 30 years of age. A young driver charge may apply to bookings for drivers aged under 25 years of age. Maximum in Northern Ireland is 79 years up to and not including 80th birthday. Additional drivers are charged at £10.83 per day. The daily rate includes unlimited mileage, theft protection, vehicle licence fee, location service fee and VAT, collision damage waiver (CDW does not cover lost or broken keys, tyres or contamination of fuel) and third party liability. Fuel options, personal accident insurance, delivery & collections, out of hours charges are not included in the daily rate. Baby seats are available on request at a cost of £10.00 per day per hire with a maximum charge of £70.00, and booster seats are £4.17 per day per hire with a maximum charge of £29.17.

TRAVELLING ABROAD FEE (inclusive of Northern Ireland & the Republic of Ireland) If You wish to take the rental vehicle to Northern Ireland & the Republic of Ireland from the UK You must pay a "Travelling Abroad Fee" in advance, which includes RAC Cover to pay for any breakdown costs whilst overseas and a VE103B certificate which is mandatory for driving overseas in Hertz Rental Vehicles. Daily cost for the Travelling Abroad Fee are available from Us. Please note, there are some countries which vehicles will not be permitted under any circumstances. We can provide you with details of these countries if required.

ENTERPRISE RENT A CAR

All drivers must present a fully valid and unexpired driving license (digital licenses are not accepted). If the driving license is written in a language and characters different from those of the country of rental, an International Driving Permit is also required. All renters must provide a valid photo ID such as a driving license, passport, or ID card. Visitors to the UK must also provide proof of return travel and accommodation information while in the UK. The minimum age to rent for all vehicles is 30. Renters aged 25 or older may rent cars and SUVs of the categories Mini, Economy, Compact, Intermediate and Standard.

Through the Inclusive Package Policy, the daily rate includes road fund license, unlimited mileage, damage waiver including theft protection (with an excess) and third-party liability for one driver. Any additional driver must meet all the rental requirements detailed above and sign the rental agreement with the primary renter. Additional driver(s) can only be added to the contract at the pick-up location.

Damage Waiver reduces the liability of the renter in the event of damage to or theft of the vehicle and is included in the inclusive policy. The excess amount is £1,500.00 for all cars and SUV's of the categories Mini, Economy and Compact. All other vehicles have an excess of £2,000.00. The excess will be charged every time a vehicle is damaged, lost or stolen. Excess Protection is an optional coverage available to purchase and reduces the applicable Damage Waiver excess amount - this is not included in our tour packages and can only be purchased direct on the day of collection within the local branch. For all cars and SUV's of the categories Mini, Economy and Compact, if Excess Protection is purchased, the excess can be reduced to £100.00. For all other vehicles the excess can be reduced to £250.00. This excess would then be charged every time a vehicle is damaged, lost or stolen. If Excess Protection is not taken, the renter will be required to pay the charges up to the Damage Waiver excess amounts and seek compensation through their personal insurance.

Child seats are available on request from airport pick-up locations at a cost of £15.00 per day per hire. A charge of £150.00 plus tax will be made if the child seat is not returned or requires replacement. All these will be available/payable at the rental desk on pick up. All damage claims and thefts must be reported in accordance with the terms and conditions. All unused portions of the hire will be non-refundable.

CROSS BORDER POLICY FEE - Customers who collect a vehicle from the UK mainland and wish to drive within the Republic of Ireland are required to purchase European Travel Coverage. European Travel Coverage provides the customers with written consent (VE103B form) to drive the vehicle in Ireland and to access 24/7 international breakdown cover through the AA. The charge for European Travel Coverage is £300.00 GBP per rental for all cross-border travels. Customers renting from Northern Ireland wishing to cross the border into the Republic of Ireland will only be charged £25.53 GBP.

If vehicles are collected and returned to a different location, there may be an additional one-way fee. This varies depending on car category, location and pick-up date however the exact amount will be available during the reservation process. This has not been included and will be charged direct by Enterprise unless otherwise stated in your quotation.

12.2 **Conditions for SOUTHERN IRELAND:**

Drivers must have held a valid drivers' licence for 2 years (if you hold a UK licence please bring both the paper copy and the photographic identification card) and be over 27 years of age. Drivers over the age of 75 years must drive on a regular basis, provide a letter from a doctor to state good health in the past 12 months, and also a letter from their insurance company is required to state that no accidents have occurred in the past 5 years. Please note provisional/learner drivers or seriously endorsed licence holders are not eligible to rent a car (e.g. drink driving disqualification). The daily rate includes unlimited mileage, CDW, super collision damage waiver, theft protection & local taxes and location service charges. Fuel options, personal accident insurance, delivery & collections/out of hours charges additional driver charge of €10.00 per day, per driver including tax, are not included in the daily rate. All these will be available/payable at the rental desk on pick up. Baby seats are available on request, at a cost of €50 per day per hire and booster seats at the rate of €25.00 per day per hire. A charge of €100 plus tax will be made if the baby/booster seat is not returned. All damage claims must be reported in accordance with the terms and conditions. One Way Rentals are free of charge between Dublin, Cork & Shannon Airports, all other locations will incur charge (for rentals of less than 3 days). All unused portions of the hire are non-refundable.

12.3 **Conditions for NORTHERN IRELAND:**

All conditions same as Southern Ireland except: Location Service charge is £23.00 per rental. One way rentals are free of charge between Belfast City & Belfast International Airports, all other locations will incur a charge. All unused portions of the hire are non-refundable.

13. **TRAVEL INSURANCE**

13.1 We strongly recommend any persons wishing to travel, to arrange Travel Insurance independently. To assist you we would ask that you visit our website at the following page for further information: www.linksgolfstandrews.com/travel-insurance. Alternatively you can visit the following Insurance Companies websites that offer comprehensive world-wide cover: www.travelexinsurance.com www.csatravelpro.com www.mondial-assistance.com www.worldwideinsure.com A number of other companies offering good cover can also be found on the Internet. It is common practice for insurance providers to only accept applications within a few days of making a reservation and paying the deposit for a schedule. It is therefore recommended that insurance should be taken early in the booking process.

14. **LIABILITY**

14.1 We are liable to You for the proper performance of the obligations contained in the Itinerary, and Conditions irrespective of whether such obligations are to be performed by Us or another Service Provider. However, this shall not affect any remedy or right of action which We have against those Service Providers.

14.2 We are liable to You for any damage caused to You by the failure to perform or improper performance of any of Our obligations under the Itinerary or Conditions except where failure or improper performance is attributable to (a) You; (b) a third party unconnected with the Itinerary, which are unforeseeable or unavoidable; or (c) unusual and unforeseeable circumstances being beyond Our control, the consequence of which could not have been avoided, foreseen or forestalled, even if all due care had been exercised.

14.3 Any liability arising from the non-performance or improper performance of the Itinerary and/or Conditions, except that of Personal Injury or Death, will be limited to £1,000,000.

14.4 In the event You feel that any of the Package is not being supplied in accordance with the Itinerary or Conditions You must, at Your earliest opportunity, communicate this failure in writing to Us at the above address.

15. **FORCE MAJEURE**

15.1 We will not, together with Our Service Providers, be liable for injury, damage, loss, accident, delay, irregularity, changes or inconvenience caused by, but not limited to, the following: any force majeure health risks (including but not limited to Covid-19 and the ongoing effects of Covid-19), epidemic, pandemic, reasons of war, threat of war, riots, civil strife, terrorist activity, or expense to personal property due to act or default of any hotel, carrier or any other company or person providing or rendering of the Itinerary.

15.2 We will not, together with the Service Providers, accept responsibility for any sickness, pilferage, labour disputes, machinery breakdown, government restraints, weather condition, defect in any vehicle or transportation or for any misadventure or casualty or any other causes beyond Our control.

16. **VALUE ADDED TAX** (United Kingdom Government Tax)

16.1 The current rate of 20% is included in all Packages but is subject to change, if necessitated by Government Ruling without prior notification.

17. **METHOD OF PAYMENT**

17.1 Payment of the Deposit can be paid either by credit or debit card, or direct into Our bank account (account details available on request). Payment will be made in Pounds Sterling.

17.2 The final balance of the Price can be paid either by credit or debit card, or direct into Our bank account (account details available on request). Payment will be made in Pounds Sterling.

18. ABTOT FINANCIAL PROTECTION FOR TRAVEL

18.1 The Association of Bonded Travel Organisers Trust Limited (ABTOT) provides financial protection under The Package Travel and Linked Travel Arrangements Regulations 2018 for Links Golf Tours St Andrews Ltd (membership number 5529), and in the event of their insolvency, protection is provided for:

Non-flight packages for UK and EU customers only

18.2 ABTOT cover provides for a refund in the event you have not yet travelled or repatriation if transportation was included in your package. Please note that bookings made outside the UK are only protected by ABTOT when purchased directly with Links Golf Tours St Andrews Ltd (membership number 5529).

18.3 In the unlikely event that you require assistance whilst abroad due to our financial failure, please call our 24/7 helpline on **01702 811397** and advise you are a customer of an ABTOT protected travel company.

18.4 You can access The Package Travel and Linked Travel Arrangements Regulations 2018 here: <https://www.legislation.gov.uk/ukxi/2018/634/contents/made>

18.5 You can find out more about ABTOT here: <https://www.abtot.com/>

19. DATA PROTECTION

19.1 You shall consent and shall procure the party's on whose behalf You are making the Reservation, consent to his/her details being used for the purpose of the Itinerary as may be required under the Data Protection Act 1988 (as the same may be amended or re-enacted from time to time). We may use the main address of You in relation to the Itinerary and the organisation of the Itinerary.

19.2 We undertake that We will not disclose any Personal Information belonging to You without Your prior written consent. We will hold all information about You securely, in accordance with our internal security policy and with UK law. We will hold information about Your transactions with us for administrative and legal reasons, and will not disclose such information to any third party except as expressly set out hereunder or as required by UK law, or for the purposes of UK statutory audit.

19.3 We will hold Personal Information about You, including your name, address, phone number, email address, details of Packages You have bought, transaction information (the numbers, amounts and times of payment you have made to us), and billing address details.

19.4 We confirm that any Personal Information which You provide to us shall be used to organise and arrange the Itinerary in accordance with your instructions.

19.5 You shall allow us to obtain information about You from third parties from time to time including but not limited to your debit or credit card number or credit reports to authenticate Your identity, to validate Your debit or credit card, to obtain debit or credit card authorisation and to authorise transactions. This information will not be made available to third parties for credit assessment purposes.

20. ASSIGNATION

These Conditions shall be binding upon the parties and shall not be capable of novation, assignation or other transfer by You without the prior written consent from Us, which consent should not be unreasonably conditioned, withheld or delayed; provided that in all cases of assignation the assignee effectively undertakes to perform all the obligations of the assignor as though the assignee had been an original party hereto.

21. GOVERNING LAW

These Conditions shall be governed by and construed in accordance with the law of Scotland. Each party irrevocably agree to submit to the exclusive jurisdiction of the Scottish courts over any claim or

matter arising under or in connection with these Conditions or the legal relationship established by these Conditions.

22. OLD COURSE TEE TIMES

The following terms and conditions apply to golfers playing The St Andrews Old Course.

- 22.1 All golfers must check in with the official starter of the relevant course fifteen minutes before the allocated tee-off time. Failure to appear at the precise tee-off time shall render the client's right null and void.
- 22.2 In order to play on the Old Course, clients require a valid handicap certificate in line with St Andrews Links Trust policy and must adhere to St Andrews Links Trust's pace of play policy.
- 22.3 Golfers' names must be applied to Old Course tee times and notified not less than 14 days prior to play. On the day of play golfers' names must match those previously notified, otherwise golfers will be refused permission to play.
- 22.4 As an Authorised Provider, it is our responsibility to advise golfers that their names will be published following the daily ballot and these details will be available to view online and in-person at St Andrews Links.
- 22.5 The tee times in any programmes sold are subject to any terms, conditions and limitations of liability imposed by St Andrews Links Trust and other relevant clubs or their agents and these respective terms are hereby incorporated into our terms with you. You acknowledge that you have no contract other than with Authorised Provider in connection with the programmes sold.

23. CYBER-CRIME

- 23.1 Cyber-crime has become a real danger and as a preventative measure, we would request in the event you are transferring money electronically to Links Golf Tours St Andrews Ltd that you firstly verbally verify the bank account details with whom you have made the booking with or contact another member of our staff on +44 (0)1334 478639. Please note that Links Golf Tours St Andrews Ltd accept no responsibility or liability in the event that any party suffers losses as a result of cyber-crime.

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