

Terms & Conditions

These are the terms and conditions that apply when you reserve a room and or lodge at Dundonald Links.

You will be asked to confirm your acceptance of these terms and conditions when you make a reservation. We reserve the right to amend these terms and conditions at any time and you should therefore check them each time you make a reservation. The terms and conditions applying to your reservation will be those in place on the date that you make your reservation.

Reservations

You must be at least 18 years old to make a reservation.

You will need to provide your credit or debit card details to process your deposit payment and secure your reservation. We accept Visa, Visa electron, Visa debit, Mastercard, Mastercard debit and American Express.

Please check the details of your reservation are complete and accurate before you confirm your reservation. We will not be liable for any delay or non-performance if you provide us with incorrect information.

We will confirm our acceptance of your reservation by sending you an email to the email address that you provide during the reservation process. The contract between us for the provision of your accommodation and any additional services added to your reservation will be formed when you receive this email confirmation from us.

If you think there is a mistake in your reservation or if you require any changes to a confirmed reservation, please contact us to discuss. For more information on cancellation, please see payment terms section below.

Force Majeure

The Company accepts no liability and will not pay any compensation where the performance of its obligations is prevented or affected directly or indirectly by or as a result of force majeure or any circumstances beyond its reasonable control including, but not limited to, flood, earthquake, extreme adverse weather conditions, natural disasters, other acts of God, acts of terrorism, fire or failure of electric power, gas, water, or other utility service, plant machinery, computers, vehicles or any collapse of building structures.

Website Information

While all reasonable efforts have been taken to ensure the accuracy of information on the Websites, the Company does not accept responsibility for errors or omissions and reserve the right to amend, cancel or vary any of the arrangements featured on the Websites without notice. Please note that in certain circumstances, generic photographic images have been used to represent the general style of a particular product.

The content of the Websites is the copyright of the Company, and may not be copied, reproduced, published, distributed or amended for any other purpose without our prior written consent.

Travel Insurance

It is a condition of your booking that you have adequate insurance cover, and it is your responsibility to ensure that you and all the persons named on the booking form have adequate and specialist insurance to cover all the activities to be undertaken on the holiday whether as part of this contract or otherwise including insurance for injury, loss and damage you may cause as a result of your holiday activities.

Arrival & Departure

- Rooms & Lodges check-in from 3.00pm on the day of arrival.
- Check out by 10.00am on day of departure.
- Late checkouts, perfect for late starts and lazy mornings can be arranged in advanced where possible. A charge £20.00 per hour per room will be applied. Please refer to the charging schedule below. Early check in or late check-out isn't always available. Please contact our reservations team directly in advance and they will be able to advise you.
- Should accommodation not be vacated by the agreed time of 10.00am we will apply a £20 per room per hour charge. Please refer to the charging schedule below

Accommodation	Hourly Charge
6 Bed Lodge	£120
4 Bed Lodge	£80
2 Bed Lodge	£40
Links Rooms	£20

Occupancy

- The maximum room capacity is two adults. No lodge or room should exceed that capacity. We reserve the right to conduct checks on occupancy. Please refer to the table below

Accommodation	Maximum Occupancy
6 Bed Lodge	12
4 Bed Lodge	8
2 Bed Lodge	4
Links Rooms	2

- Children under the age of 16, if staying in Lodges or Rooms, must be accompanied by a parent or guardian. Z Beds are available by prior arrangement for children under 16.
- We reserve the right to change your room allocation at any point during your stay for any reason.

Lodges & Rooms Etiquette

- All indoor spaces are non-smoking, including e-cigarettes and all vaping products. We may apply cleaning charges should the accommodation require additional cleaning services in relation to smoking.
- Please be respectful to your fellow golfers and be mindful of disturbing your neighbours as voices and music carry. We will politely request that guests modify their behaviour if it is causing nuisance to others.
- You are responsible for and agree to reimburse Dundonald Links (Darwin) Ltd for all costs incurred by us for all damage or breakages or loss caused by you and / or members of your party.

Pets

- Pets including dogs are not allowed at the resort with the exception of assistance dogs.

Accessibility

- Please contact our **Reservations department** on +44(0) 1294 314000 to discuss specific individual requirements and the availability of appropriate accommodation, and we will do our best to accommodate your needs.

Housekeeping – Lodges & Rooms

- The lodges are self-catering therefore housekeeping services are not provided during your stay. Full housekeeping services can however be provided on a daily basis or on any other prearranged frequency at an additional cost.
- It is your responsibility to keep your lodge clean and tidy throughout your stay and it must be left in a similar condition as you found it when you arrived. We will apply additional cleaning charges in circumstances where this is not the case.
- All bed linen, towels and bathroom toiletries are provided and replenished / changed only if the lodge is occupied for more than three nights.
- All lodges have drying facilities and areas for storing golf bags and equipment. Guests are solely responsible for the safety and security of their possessions.
- Dundonald Links rooms will be serviced by housekeeping each day.

Waste & Recycling

- Dundonald Links is a zero waste to landfill site and holds the highest accreditation for sustainability in the golf industry. We therefore rely on your careful disposal of waste from your lodge. Please use the provided waste bins in your accommodation to dispose of all waste in a safe and responsible manner.

Gym Usage

- The gym is open to residents and visiting golfers. All gym users must check in with reception before use and complete our pre-exercise questionnaire and assumption of risk form.

Food & Beverage

- You can request a delivery of essential items to your lodge prior to arrival.

Car Parking

- There are temporary parking bays around the lodges that can be used for picking up and dropping off only. All vehicles must be parked in the main car park during the day and at night and not outside lodges.

Payment Terms

Rooms

- Full payment at time of booking.
- Full refund up to 48 hours prior to arrival.
- Cancellation less than 48 hours prior to arrival will result in full payment been taken for all accommodation and all golf related fees.
- Prices Include VAT.

Lodges

- Minimum of two consecutive nights stay.
- 10% of accommodation price paid as deposit at the time of booking with all golf related fees paid in full.
- Balance paid 4 weeks prior to arrival or full payment made at the time of booking if less than 4 weeks before arrival.
- Cancellation up to 48 hours prior to arrival 90% refunded 10% retained.
- Cancellation less than 48 hours prior to arrival will result in full payment being taken for all accommodation and all golf related fees.
- Prices Include VAT.