

BOOKING TERMS & CONDITIONS



Bookings

1. To make a booking please let us know the package, time and date you would like.
2. We will discuss your booking and agree on the package that suits your requirements.
3. There are two options for securing your booking, payment in full or a 20% deposit (both fully refundable).
4. If opting for a 20% deposit, the outstanding remaining balance is to be paid four weeks before your booking.
5. When a booking is made it is assumed that the customer has read, understands and fully agrees to the terms and conditions of hire.
6. You may change the date or times of hire, we will do our best to rearrange your booking subject to availability.
7. If you wish to cancel a booking please contact us as soon as possible. We will work with you and come up with an alternative date or offer a full refund.
8. We have the right to cancel any booking at any time, even on the day of the event and a full refund will be given. This is in place just in case we have unforeseen circumstances on the day of the event i.e. traffic delays, breakdown, illness or accident.
9. Full payment is required to secure the booking.
10. Any bookings outside of a 15 mile radius of Plymouth will have an additional charge to cover travel time and mileage expense, this will be added to the booking fee to cover additional travel outside of this area.
11. All bookings to be confirmed by email.
12. All guests playing on the mini golf course to abide by the course rules.

Payments

Payments accepted: BACS, Cash, cheques and PayPal.

Venue Location, Access and Set up / Dismantling Times

1. We do require good access to the event for the unloading and loading of the equipment.
2. The course will be set up before your event and dismantled after you have finished. (Please allow between 30 – 45 mins either side of your hire time for this to happen).
3. If the course is booked on an unattended hire basis then an infantry of equipment must be signed by the customer before the event. The equipment will be checked at the end and if there are any damages they must be paid for in full by the customer.
4. If the venue does not have its own parking facilities, Portable Putts reserve the rights to pass on any additional parking fees for the refund of the customer.
5. The customer is to ensure that the venue has given their permission for the activity and a suitable flat / level area has been found in order for the activity to go ahead.

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Liability for injury and Insurance

1. It is the customer's responsibility to make us aware at the time of booking of any insurance arrangements that may be required.
2. It is essential that these requirements are established at the point of booking as additional costs may be involved for arranging the appropriate insurance covers.
3. We will not except any liability for personal injury caused during the use of the hired equipment
4. We do not accept any liability for any loss or damage to any property arising from the hire of the equipment.

Insurance and Risk assessment

We carry a 5,000,000 public liability insurance and a copy of our risk assessment can be provided for your event in PDF format at your request.

Privacy Policy

We shall use the personal information you provide us:

- To supply the activities to your event
- To process payments
- To communicate with you to arrange the event.
- To get feedback from you after the event.

Course Rules

- There is to be no more than 4 players in a group on any one hole.
- The holes must be played in sequential order.
- When Putting do not swing the putter higher than knee height.
- One metre distance to be maintained between players during putting.
- There is a 6 shot limit per hole, so once you get to 6 shots, move on to the next hole.
- If the ball goes off the course, replace the ball where it went off with a one stroke penalty.
- If the ball ends up against an edge or obstacle it may be moved one club head length out without penalty.
- Do not stand on any obstacles at any time.
- Mini golf is a game of putting and all players, particularly children should refrain from hitting the ball excessively hard, thereby causing a hazard to themselves and other people.
- Portable Putts reserve the right to remove clubs and balls from any player behaving unacceptably and request that they leave the course.

