Birdie Bus Customer Terms and Conditions

1. Introduction and Definitions

In these terms and conditions, “the Company” Birdie Bus Ltd, which provides golf simulation services and facilities for the benefit of “the Guest”, meaning the individual who made the booking and their invitees or other participants in the booking.

These Terms apply to all bookings and use of Birdie Bus’s simulators. By making a booking, Guests agree to be bound by these Terms. The Company may modify these Terms at any time without prior notice to Guests.

1. Guests and Fees

Payment must be made in full at the time of booking.

The Company reserves the right to refuse any booking for any reason.

Bookings are non-transferable and non-refundable, unless otherwise agreed in writing.

Unpaid fees or charges may result in the cancellation of the booking or refusal of entry to the facility.

Provisional bookings will only be confirmed upon receipt of full payment.

1. Guest Entry and Use of Simulators

Guests are entitled to bring up to 3 friends, subject to the Guest being present for the duration of the booking.

Each booking allows for a maximum of 3 additional players, unless prearranged otherwise.

The Company reserves the right to refuse admission without explanation.

Simulators are available during specified hours, subject to change without notice.

Guests may use their access code to enter the Birdie Bus at any point during their booking.

If a Guest is more than 20 minutes late, the booking may be cancelled without a refund.

The Company does not provide coaching or lessons unless specified.

All activities are pursued at the Guest’s own risk.

Proper attire, including suitable footwear, is required.

Any disruptive behaviour may result in immediate expulsion without a refund.

1. Cancellation Policy and Credits

Booking cancellations can be made up to 48 hours in advance of the booking. In such cases, a credit equal to the payment made will be refunded to the Guest’s balance.

If a Public Health Emergency or similar event directly affects the operation of the booking, it will be considered a cancellation. In such cases, a credit equal to the payment made will be added to the Guest’s balance.

Unpaid fees may result in the refusal of access until full payment is made.

1. Damage and Liability

The Guest is responsible for any damage to Birdie Bus property or equipment caused by their actions or the actions of their invitees or participants.

Damage to golf balls and tees is excluded.

Neither Birdie Bus, the Company, nor their servants and agents shall be liable for personal injury sustained by Guests or other participants whilst on Birdie Bus premises, except in cases of wilful act, neglect, or default of the Company.

Participation in activities is at the Guest’s own risk.

Any injuries or accidents must be reported immediately.

1. Health and Safety

Guests must warrant that they are physically capable of using the simulators. If in doubt, they should consult a doctor before participating.

Guests suffering from any infectious or contagious conditions must not use the facilities.

Guests must not use the facilities while under the influence of any substance that may impair their ability to participate safely.

In case of an emergency, Guests should familiarise themselves with fire exits and evacuation routes. Birdie Bus is not required to seek and search the building.

1. Data Protection

We respect your privacy. Please refer to our Privacy Notice for details on how we collect, store, and handle your personal data.

1. Complaints Procedure

Complaints can be submitted via email to [admin@birdiebus.co.uk](mailto:admin@birdiebus.co.uk) or through the website at [birdiebus.co.uk](http://birdiebus.co.uk/).

We aim to respond within 48 hours.

1. Participation by Under 18s

Guests under the age of 18 (“Minors”) are welcome to participate in Birdie Bus activities, subject to the following conditions:

The booking must be made by a Responsible Adult (aged 18 or over), who accepts full responsibility and liability for the conduct, safety, and use of the facilities by any Minor included in the booking.

Minors aged under 14 must be accompanied and supervised at all times by a Responsible Adult.

Minors aged 14 to 17 may attend unaccompanied, provided the Responsible Adult who made the booking accepts liability for their participation by agreeing to these terms and conditions during the booking process.

By making a booking that includes a Minor, the Responsible Adult confirms that each participating Minor is physically capable of using the simulators and does so entirely at their own risk.

Birdie Bus reserves the right to refuse entry to any unaccompanied Minor under the age of 14 or where satisfactory arrangements for responsibility and supervision are not evident.

Birdie Bus does not provide supervision, safeguarding, or childcare services.