



## TERMS & CONDITIONS 2024

### Welcome to Hill Barn Golf Club



#### Welcome to Hill Barn Golf Club!

In this document you will find everything you need to know about how your membership works, including how to book online and get involved at the club.

***We hope you enjoy your Membership at Hill Barn Golf Club and we look forward to helping you get the best from your Club and your game.***

#### Booking a Tee Time

The best way to access tee times at Hill Barn is by using the Elite Live App – please let us know if you do not know how to access this.

Bookings open at 8pm for 14 days in advance (15 days for 7 day + members) we would recommend booking popular times such as weekday mornings and weekends as far in advance as possible.

We operate a shared tee booking system at Hill Barn which means you can join or be joined by other players up to a maximum of four players per tee time. It is therefore important that you add all expected playing partners to a booking. If you are struggling to add other members, then it is likely that their settings within the Elite Live app is not set up to make themselves “visible” to other members. Please contact the shop who can easily fix this for you.

[www.e-s-p.com/elitelive/login.php](http://www.e-s-p.com/elitelive/login.php)

#### Book online

To make a booking, please provide us with your email address so that we can send you an invitation from our online booking site to register as a member. The email will be sent from [no-reply@elitelive.co.uk](mailto:no-reply@elitelive.co.uk) with the Subject: Hill Barn Golf Internet Membership Registration and follow the instructions.

If you have registered as a ‘Visitor’ before then do not click on the link included in the email. Please log in as a visitor using the same log in details and select the menu icon in the top left corner and choose the option to ‘activate membership’. You will be asked to enter the verification details which you will find at the bottom of your email sent from EliteLive and your registration will be completed.

The easiest and most simplest way to book a tee time and to manage your account is to download the EliteLive App from the App Store or Google Play Store. By using the App you can book & cancel tee times, view & top up your levy balance & flexi credits and receive notifications direct from the club and other members.

In order for another member to add you to their booking, it is important that you have ticked the box in your Players profile to allow other members to find your details. Please note that you can only update your profile by logging in via the website and cannot be done on the App.

Please note that you cannot book online to play at our sister courses at Chichester Golf Club and Horton Park Golf Club. Please call each club direct to book a tee time over the phone.

### **How to cancel a Tee Time**

If you are unable to play you must cancel your booking online by selecting the option 'view booking history'. If you need to amend or move your booking please contact us directly to change it for you.

For Flexi members' credits are deducted at the time of booking a tee time, so please ensure you cancel in advance if you are unable to play.

### **Members Guests**

Members can invite guests to play and pay a reduced member guest rate. Not applicable to Junior Members.

Flexi members can also choose to use their credits to pay for guests if they wish. Just add your own details to the booking for the number of guests you wish to use credits for.

### **Pace of Play Guidelines**

Pace of play is very important to us here at Hill Barn Golf Club, we ask all members to be aware of their timings, keep up with the game in front and let faster playing groups through.

We recommend the following timings for the course for a four ball:

Front nine	No more than 2 hours
Back nine	No more than 2 hours 10 minutes

### **Competitions**

Formal competitions at Hill Barn are organised by the respective sections and details are below:

#### **Ladies Section**

Competition Days – Tuesday and Saturday mornings

Contact details: Tara Parkinson – [Tara0311@hotmail.com](mailto:Tara0311@hotmail.com)

#### **Men's Section**

Competition Days – Saturday and Sunday mornings (Sunday competition times are in the morning; however it is possible to enter Sunday competitions any time of the day as long as you inform Keith or Colin in advance and play with another Hill Barn "competition" member)

Contact: Keith Pyott & Colin Bruford [mail.hillbarn@gmail.com](mailto:mail.hillbarn@gmail.com)

Website: <https://www.hillbarnmembers.co.uk/new-members>

## **HOGGS Section – Male golfers aged 55 and over**

Competition Days – Monday and Wednesday mornings

Contact: Martyn McLennan - [martynmclennan@btinternet.com](mailto:martynmclennan@btinternet.com)

Website: <https://www.hillbarnmembers.co.uk/copy-of-hoggs-committee>

### **Getting a Handicap**

Every member of Hill Barn has access to the England Golf app - <https://www.englandgolf.org/whs-app> and has a WHS membership number – please contact us if you do not know your number. To use the system to its potential you must obtain a handicap which is achieved by playing 54 holes, (Any combination of 9 or 18 holes) with another member of any golf club.

The handicap system is the WHS world handicap system, for more information on this, please click the link <https://www.englandgolf.org/wp-content/uploads/2020/08/Rules-of-Handicapping-Player-Reference-Guide.pdf>

### **Practice Facilities**

Located just outside the Clubhouse we have a practice putting green, chipping green, pitching area and two practice nets. We also have a 175 yard practice area located between the 10<sup>th</sup> and 18<sup>th</sup> holes.

### **Payments**

Please note that we do not accept any payments in cash or by cheque. All payments must be made by debit or credit card and there is no additional charge to do this.

### **Services**

We have buggies, electric trolleys, pull trolleys and rental clubs available to hire from the Pro Shop. Buggies are always in high demand and we recommend that all buggies are booked in advance when you book a tee time online. All members will receive an exclusive discount to hire a buggy and you must be 17 years and over.

If you are a Flexi member then you can choose to pay for your buggy using credits which will be taken at the time of booking. If you do not wish to use your credits then please contact us directly to book a buggy separately.

A refreshments buggy is available on both courses at the weekend and on week days in the summer.

We can also offer you advice on your golf equipment (re-gripping, club adjustments, custom fitting, replacing spikes etc). Should you require any of these services please enquire in the pro shop.

## **Lessons**

We would encourage every golfer to take lessons with a PGA Professional as it is the best way to build consistent fundamentals and help you get the most enjoyment out of what we all know is a frustrating game. Our resident PGA Pro Simon Buckley is a wonderful coach with many years of experience from teaching complete beginners to Tour Pros. Simon uses a combination of methods from traditional techniques to current methods using ball flight technology. For more information or to contact Simon, [click here](#)

## **Exclusive Members Discount in the Clubhouse and Shop**

The 'EliteLive' App is the preferred option to order food & drink in the Clubhouse. Members can obtain a 10% discount on food and drink purchases and on retail items (exclusions apply) from the shop. To take advantage of the discount you need to add a 'levy' to your account. The minimum amount you can add is £20.00. You can pay and top up your levy account at any time either online or via the App. Please note that any levy added to your account is non-refundable and can only be used when your membership is valid and your account is up to date.

## **Affiliation Fees & County Card**

Affiliation Fees & County Cards All annual & monthly membership fees include affiliation fees paid to England Golf and the Sussex County Golf Union (men) or Sussex Ladies County Golf Association (ladies).

The Sussex County Card Scheme provides discounts on green fees for numerous clubs nationally and has been in operation for many years. Formerly, this was a subscription-based membership model where members would apply directly to the County and pay annually.

This scheme extends beyond Sussex, covering all surrounding counties as well! This model has now been modernized and made fully inclusive for all members, irrespective of gender or age, with the introduction of the new County Card App.

The County Card membership will now be included in your affiliation fee and there is no additional cost for a card.

## **How do I download my County Card?**

- 1: Search for and download 'igCounty' within the Apple Store or Google Play Store.
2. Open the App and select Sussex County Golf or Sussex Ladies Golf Association and press 'Save' from the list of Counties.
3. Click the County Card icon in the bottom right of the screen and then click 'continue.'
4. Enter your WHS number, surname, and email address where indicated. The app uses this data to verify your club membership on the WHS Handicapping platform, but does not keep the data without your approval.

5. Enable notifications to receive email notifications about County events and news from your home County.

6. Click 'Activate County Card' and your card will be installed in the App. For further information please visit [https://www.sussexgolf.org/county\\_cards](https://www.sussexgolf.org/county_cards)

### **Personal Liability Insurance**

Every member has been provided with £10m personal liability insurance as part of their affiliation to England Golf. Working alongside specialist insurance broker Marsh Sport, England Golf have ensured peace of mind for members of affiliated golf clubs when playing your rounds.

As an individual member you are covered for personal liability in the event that you are found to be negligent for causing injury to another person or damage to third party property whilst playing or practising golf at any golf club or recognised practice facility in the UK, Channel Islands, or the Isle of Man.

There is no excess in respect of personal injury claims, and just a £500 excess in respect of damage to third party property. To find out more or to report an incident head to the dedicated Marsh Sport website <https://www.marshsport.co.uk/ngb-schemes/england-golf.html>

### **Renewals**

We will send you details about your membership renewal via your EliteLive online account one month in advance of your renewal date. You will receive an email to let you know when your renewal letter is available to view online, with a full breakdown of the fees for the coming year. Please log in to your account and you will see your renewal information on your home page. To make it even easier, you can also pay for your renewal online as well.

If you pay by direct debit you can view your renewal letter by selecting 'Documents' from the menu options on the home page.

### **Cancellation Policy**

As a reminder the following terms and conditions apply to all membership categories including Flexi membership:

#### **Option One: Annual Membership**

If you have chosen to pay in one lump sum at the start of your membership year you will now be committing to the full year and you will be unable to cancel your membership part way through the year and no refunds will be given for medical reasons or otherwise.

#### **Option Two: Monthly Membership (subject to category)**

If you have chosen to pay monthly by direct debit you will have the right to cancel your membership at the end of any month. As a reminder, direct debits are taken on the 4<sup>h</sup> day of each month and will cover one whole calendar month.

If you wish to cancel your membership please contact us straight away so that we can stop any further payments from being taken by direct debit.

### **How to upgrade or change your membership category**

If at any time during your membership term you feel that the category you have chosen does not suit your playing habits then please let us know so that we can discuss which membership will be best for you. Please note that you do not need to wait until you are due to renew, you can change membership category at any time during your membership term.

### **What should you do if you cannot play?**

If you are unable to play golf due to injury or ill health then please let us know straight away. As a goodwill gesture we may be able to offer to put your membership on hold for the time that you are unable to play, however we must request that you come and talk to us so that we can discuss your individual situation. We will also require evidence in writing such as a Doctor's letter or a hospital appointment card as confirmation. Please note that no refunds can be given for the time you have not been able to play.

### **Introduce a New Member**

Don't forget that if you introduce a new full 5 or 7 Day Plus Adult Member (paying a joining fee) to the Club you will both receive £50 on your levy account to spend in the bar or Pro Shop.

### **Member Communication**

Hill Barn Golf Club sends out regular news updates via email. These news items contain important information about the club, forthcoming events, competition results and coaching tips. Please provide us with your email address to receive this information. Information can also be found on our website [www.hillbarn golf.com](http://www.hillbarn golf.com) or Facebook.

### **Need some help?**

If you have any queries regarding your membership please contact Katie Scopes at the Chichester office on 01243 536666 or email [katie.scopes@chichestergolf.com](mailto:katie.scopes@chichestergolf.com) or alternatively please speak to a member of the team who will be happy to help you.

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