

Golf Simulator Studio

Terms of Use

1. Introduction

These terms cover all use of the Golf Simulator Studio at Welbeck Manor & Golf, including equipment, technology, and the studio environment. By booking or using the facilities you confirm you have read and agree to these terms. This applies to all users — walk-ins, online bookings, voucher holders, and coaching sessions.

2. Assumption of Risk

Golf simulation involves physical activity including swinging clubs and standing for extended periods. You acknowledge and voluntarily accept the inherent risks, including: muscle or joint strain; slips, trips, and falls; being struck by a club, ball, or equipment; contact with simulator hardware; and aggravation of pre-existing conditions. You participate at your own risk.

3. Health Declaration

You confirm you are physically fit to participate and will inform staff before your session if you have any condition that may affect safe participation — including heart conditions, back/joint problems, epilepsy or photosensitivity, pregnancy, or recent surgery.

Staff are not medical professionals; fitness to participate is your responsibility. If in doubt, consult your GP. Staff may stop a session if they reasonably believe participation poses a safety risk.

4. Rules of Use & Equipment Responsibility

- Follow all staff instructions and posted safety notices
- No reckless swinging, horseplay, or mishandling of equipment
- Wear appropriate indoor footwear (trainers or flat-soled shoes) — no bare feet, heels, flip-flops, or golf spikes
- You're welcome to use your own clubs
- Clean or new golf balls only — dirty or range balls can damage the simulator screen and sensors. If you don't have suitable balls, Welbeck can provide them
- Food and drink purchased from Welbeck may be enjoyed in the studio lounge — please keep them out of the simulator bays. Outside food and drink are not permitted
- Report any damage or malfunction immediately
- You are liable for damage caused by negligence or intentional misuse; Welbeck may charge for repair or replacement

5. Age Restrictions

- Under-18s must have parental or guardian consent before using the simulator
- Under-16s must be accompanied by a responsible adult (18+) for the entire session
- The parent or guardian accepts responsibility for the minor's conduct and any damage caused

6. Booking & Session Terms

Sessions are 55 minutes on the hour, with a 5-minute changeover. Arrive 5 minutes early. Late arrivals cannot extend into the next booking — no refund for lost time.

Studio access:

The studio is secured by a door access code. You'll be sent a unique code for your booked session time, which gives access for that session only. Please arrive within your booked window.

Cancellations:

Full refund if cancelled 24+ hours before the session. Within 24 hours or no-show: non-refundable.

Refusal of entry:

Welbeck may refuse entry or end a session without refund if a participant is intoxicated, aggressive, disruptive, or failing to follow the rules.

7. Personal Property

Welbeck is not responsible for loss, theft, or damage to personal belongings. Remove jewellery and watches before your session and secure valuables at reception or in the storage area provided.

8. Data & Privacy

Your name, contact details, emergency contact, and booking record are collected for booking management, safety, and legal purposes. Records are retained for 6 years. Data is not shared with third parties except as required by law, for insurance, or for payment processing. You may receive marketing communications — opt out at any time. See our full Privacy Policy at reception or on our website.

The studio is monitored by CCTV, both inside and outside the studio, for the safety and security of guests and staff. Footage is retained in line with our data retention policy and used only for safety, security, and legal purposes.

9. Limitation of Liability

Welbeck Manor & Golf shall not be liable for injury, loss, or damage arising from your use of the studio, except where caused by proven negligence of Welbeck or its staff.

Nothing in these terms excludes liability for:

- Death or personal injury caused by negligence (Unfair Contract Terms Act 1977, s.2(1))
- Fraud or fraudulent misrepresentation
- Any liability that cannot be excluded by law

Property damage liability is capped at £500 per incident. These terms do not affect your statutory rights.

10. Acceptance

By completing a booking — whether online, by phone, or in person — you confirm that you have read, understood, and agree to these terms. You accept the risks described above, confirm you are fit to participate, and take responsibility for your own conduct.

A printed copy of this document is available at reception. If you have any questions about these terms, please speak to a member of staff before your session.

Welbeck Manor & Golf may update these terms at any time. The current version is available at reception and online. Governed by the laws of England and Wales.