



# PACKAGE POLICY 2018 SEASON

## BOOKING POLICY

### Player Details

All players' names, official handicaps and home clubs must be disclosed to the Club.  
Maximum Handicap requirements are: Ladies: 36 / Gentlemen: 24.  
Names of all residents and the rooming list will also be required before arrival.

### Payment

Full payment by Credit Card, euro (€) Cheque (drawn on an Irish bank) or Bank Transfer (account details available on request) is required at time of booking. The Package reservation will not be confirmed until full pre-payment is received.

### Confirmations

All reservations will be confirmed by email.  
A confirmation number will be issued for each booking made. Please quote this number as a reference in any correspondence to us regarding a particular booking.

### No Shows

Failure to keep an appointed reservation will result in full forfeiture of payment. Refunds will not be issued.  
This includes when Old Head is open for play but clients cannot keep their tee time due to inclement weather affecting transport to Old Head.

### Date Changes

Date changes are permitted 30 days or more in advance of arrival date and are subject to same season availability.

### Cancellations / Changes in numbers

Cancellations or changes in numbers will incur the following penalties:

- Made 30 days or more in advance of date of stay & play: 50% of the pre-paid fee is refundable or is transferable to another date.
- Made less than 30 days in advance of date of stay & play: non-refundable and non-transferable.

*All cancellations/changes must be confirmed to Old Head Golf Links in writing (email or fax).*

*Cancellations/changes made by telephone will not occur until written confirmation is received by Reservations.*

### Course Closure

In the event of course closure, where the Management deems the course unplayable, an alternative date for golf will be offered (based on availability) or payment for the golf element of the package will be refunded.

No refunds will be issued for the accommodation element of the package.

### Suite Check In/Check Out

Our guest check in time is 3 pm. Guests arriving early who wish to ensure that their accommodation is available on arrival are advised to book their suite from the night prior to their desired arrival date. This should be done when the reservation is made. Applicable suite rates apply.

Our check out time is 11 am. Guests who wish to depart after this time are advised to extend their booking by an extra day at the time of booking. Applicable suite rates apply. Alternatively, secure baggage storage facilities are available.

### Caddies/Carts/Trolleys

- Caddie: Old Head Golf Links is designed as a walking course where Members and Guests are encouraged to walk the incredible links with a Caddie. Old Head boasts one of the largest group of professional Caddies in the country, with approximately 100 working at the Club throughout the season. The Old Head Caddie Programme is among one of the most extensive and professional worldwide with their knowledge of the course, the sport and the local area & history adding to the most memorable rounds of a lifetime. Old Head Golf Links is proud to offer the services of both walking Caddies and Forecaddies. Walking with a Caddie is by far the best way to enjoy the spectacular setting and challenges of Old Head. *Caddies assist greatly with pace of play and because of this, morning tee times are held exclusively for guests accompanied by Caddies on their round.* Your Caddie will provide an invaluable service and enhance your golfing experience at Old Head. We strongly encourage all guests to avail of the Caddie services and request them at the time of making a golf booking.  
Caddies are independent contractors, not in the employment of Old Head Golf Links and therefore we cannot guarantee Caddie availability.
- Golf cart: Golf carts should be requested in advance and are subject to availability. NB: golf carts are restricted to cart paths at all times.
- Push trolleys: limited numbers are available for hire at the Club subject to availability & course conditions.

Payment of Caddie (cash only) and cart/trolley fees are the sole responsibility of the golfer.

## CLUB POLICY

### Dress Code

Old Head Golf Links aims to operate a contemporary and forward-thinking dress policy appropriate to a modern-day golf club. It is in all our interests to maintain appropriate standards of casual but smart dress in keeping with the golfing traditions and values of the Club.

#### **Golf Course & Practice Facilities:**

- Proper golf attire is required when playing or practicing at Old Head Golf Links.
- Jeans/denims, athletic shorts, hoodies, tee shirts, tank tops, sporting jerseys and the like are prohibited.
- Golf hats are to be worn in the traditional fashion with the peak forward at all times.
- Only golf shoes are acceptable. Metal/steel spikes are not permitted on the course at any time. Spike changing facilities are available in the clubhouse if required.

#### **Clubhouse & Terrace:**

- Appropriate clothing and footwear is required throughout the clubhouse and its facilities.
- Cut-offs, short shorts, hoodies, tank tops, sporting jerseys and the like are prohibited.
- Smart denim is permitted as acceptable attire in the Clubhouse. Denim must be in good repair and without any rips or tears, frayed ends or holes, tattered or dirty and must fit appropriately.
- Golf hats may not be worn in the bar or restaurants when seated at any time.
- In the restaurants, jacket and shirt (with or without tie) or smart casual wear is acceptable. Golf attire and denim are not encouraged in the dining room after 7pm.

### Mobile/Cell Phones

Old Head Golf Links also wishes to have a suitable Club policy in place when it comes to the use of mobile/cell phones, tablets and other such devices. This is for the comfort of all our Members and Guests.

Mobile/Cell phones must be maintained in the vibrate or silent mode at all times.

#### **Course:**

Use of mobile/cell phones is not allowed on the golf course unless all members of the group agree to its use and pace of play is not affected.

Mobile/cell phones may be used in the case of an emergency however.

#### **Clubhouse:**

Text messaging, emailing or internet access is allowed in all areas of the clubhouse as long as no sound is emitted.

Taking and making of verbal calls is allowed in all areas of the clubhouse except the bar and restaurants.

Video calls or calls on speaker are not allowed at any time.

## CLUB INFORMATION

### Location & Facilities

- Directions to the club are available on our website [www.oldhead.com/location](http://www.oldhead.com/location).
- GPS coordinates for Old Head are 51°37.046' North 8°32.449' West. The Eircode is P17 CX88.
- Golfers should be ready to play golf at least 30 minutes ahead of the appointed tee time. The driving distance from Kinsale is 20-25 minutes.
- Helicopter landing facilities are available at the Club.
- To facilitate late arrivals, you may be asked to move slightly from your confirmed time.
- Single golfers and two-balls may be obliged to team up with other golfers to make a four-ball.
- Non-golfers are not encouraged to accompany golfers on the course.
- Warm-up range, chipping area and putting green are available for use prior to golf.
- To ensure that all golfers enjoy their experience at Old Head, the maximum time permitted to play 18 holes is 4½ hours. This policy is enforced by the Outside Services staff.

### Suites

- All suites are non-smoking.
- A maximum of 2 persons may share a suite.
- The Lighthouse and attached cottages are the property of the Commissioners of Irish Lights and are not accessible to guests.
- Course Maintenance begins at 6 am daily. For their safety, guests will only have access to the course during hours of play and at their allocated tee time.
- As suites are adjacent to the 18<sup>th</sup> green, care must be taken when walking outside.
- During playing hours, helicopters land regularly at the Club. Whilst endeavouring to keep landing and take off times reasonable, we apologise in advance for any associated noise.

### Food & Beverage

- Breakfast is served in Old Head's de Courcey Restaurant and lunch in the Lusitania Bar or on The Terrace.
- Dinner is served in the de Courcey Restaurant. Reservations are recommended.
- Private or larger parties of golfers or residents can book the Hibernian Suite.
- The Turn is our on-course dining service with specialities to go. A Beverage Cart is available for refreshments on the golf course.
- A limited menu is available for room service.

### Spa

- The Old Head Spa, in association with VOYA – the leading luxury spa and skincare brand – is delighted to offer a carefully chosen selection of treatments for men and women. Please contact us for the latest brochure.
- Appointments must be made at least 24 hours in advance. A disclaimer must be signed before all treatments. A copy can be sent to you ahead of time for review.

### Other information

- There are no ATM/Cash dispensing facilities at the Club. A Bureau de Change is available however.
- Children under the age of 12 are not permitted in the suites, the clubhouse or on the golf course at any time.
- Pets are not permitted on the property or course at any time.
- The Club does not accept responsibility for loss of or damage to personal property.