Headley Golf Club membership terms

Membership summary

Contracting club	Headley Venue Management Ltd, company number 14908234, trading as Headley Golf Club
Club postal address	Headley Golf Club, Headley Lane, Thornton, Bradford, West Yorkshire, BD13 3LX
Contact details	Membership and cancellation email: Charlie@headleyvenue.co.uk Telephone: 01274 831215 Registered office: Headley Golf Club, Headley Lane, Thornton, Bradford, West Yorkshire, BD13 3LX
Membership category	Full Time Annual Playing Member Included playing days, times and benefits: Access to course at any time of day subject to opening hours.
Price and joining month	Full annual price, including mandatory charges and VAT where applicable: £299 Joining month: May
Total paid upfront	£299

1 Your agreement with the club

1.1 In these terms, “we”, “us” and “the club” mean Headley Venue Management Ltd. “You” means the customer named in the membership summary. The summary, these terms and the booking and course rules supplied before joining form your agreement. Keep a copy.

1.2 Your application is accepted when we confirm acceptance in writing. If we cannot accept your application, we will return any payment in full.

1.3 Membership is personal to the named playing member. It does not give ownership of the club or a right to transfer or resell membership. If the member is under 18, a parent or legal guardian must be the contracting customer and the relevant junior safeguarding and supervision arrangements must be supplied and agreed before joining.

1.4 The membership summary records your individual price and benefits. It cannot remove your legal rights or reduce the cancellation protections in these terms. Information about our service that you relied on when joining remains binding where the law requires it. A later website notice does not rewrite your agreement.

2 Membership year and joining fees

2.1 The full membership year is 1 May to 30 April. If you join after 1 June, access starts on the actual start date in your summary and ends on the following 30 April. A part-year membership is therefore shorter than 12 months.

2.2 For a part-year membership, we divide the published annual price for your category by 12 and multiply it by the number of calendar months from your joining month to April, inclusive. The whole joining month is counted, even if you join part-way through it. We round the final total to the nearest pound. For example, October to April is seven months, so the price is 7/12 of the annual price. Access is not backdated to the first of the joining month.

2.3 The summary shows the full price, including VAT where applicable and all compulsory charges. Any joining, affiliation or other mandatory fee must be included in that quoted total; it cannot be added afterwards. Optional purchases are charged only if you expressly agree to them.

2.4 The membership price is paid in full before access starts. We do not increase the agreed membership price during the current membership period. Payments, receipts and refunds must identify the correct club operator.

3 Renewal

3.1 Your membership ends on 30 April without automatic renewal. We may invite you to renew and tell you the new price, benefits and terms before you decide. A renewal requires your express agreement and payment; silence is not acceptance. A new agreement has its own cooling-off period under clause 5.

4 Access and use of the course

4.1 Membership includes access to the club’s 9-hole course and only the other benefits set out in your summary. Playing rights, booking windows, competition eligibility and any guest privileges must be stated before joining. Membership does not guarantee a particular tee time, unrestricted access or entry into every competition.

4.2 Please follow the booking and course rules supplied with your agreement, reasonable safety instructions, local rules, pace-of-play requirements and any reasonable dress requirements. Cancel unwanted bookings promptly. No additional no-show or guest charge applies unless its amount and circumstances were clearly agreed beforehand and it is lawful and proportionate.

4.3 Please treat staff, members and visitors respectfully, take reasonable care of the course and equipment, and do not play when directed to stop for safety reasons. Tell us about accidents or hazards promptly. We will consider reasonable adjustments for disabled members and discuss practical access needs with you.

4.4 Green fees for guests, equipment hire, coaching, refreshments, competition entry and other extras are included only if the summary says so. Any separate purchase has its own clearly stated price and conditions.

5 14 day cancellation policy

5.1 You may cancel without giving a reason until the end of 14 days after the day the contract is made. We offer this right whether you join online, by telephone or in person. It is additional to any statutory right, including a longer period where the law provides one.

5.2 To cancel, tell us clearly using the contact details in the summary. You can email, write, telephone or tell us at the club. The cancellation form at the end is optional. Sending your notice before the deadline is sufficient. We will confirm receipt; your cancellation does not depend on our confirmation.

5.3 If you want access to begin during the cooling-off period, you must separately and expressly ask us to start early. We will keep that request in writing. If you do not ask, access will begin after the cooling-off period or on your later agreed start date. We will record that actual date in the summary. We will not accept a membership whose access would start after its stated expiry.

5.4 If you cancel after asking for early access, we may deduct only a reasonable amount for membership services actually supplied up to cancellation, proportionate to the agreed membership price. For ordinary ongoing access, this is the total membership price divided by the number of days in your agreed access period, multiplied by the days access was supplied. It is not a visitor green-fee calculation or a penalty.

5.5 No early-service deduction is made if you did not expressly request the early start, or if we failed to give you the cancellation information and explanation of the charge required by law. Starting access or playing a round does not by itself remove your 14-day right.

5.6 We will refund the amount due without undue delay and within 14 days after you tell us you are cancelling, using the original payment method unless you expressly agree otherwise. We will not charge a refund fee.

6 Ending membership after the cooling off period

6.1 You may ask to end your membership at any time using the contact details in the summary. Ordinary voluntary cancellation takes effect when we receive notice, or on a later date you request. No refund or any proposed reduction will be applied.

6.2 If a member dies, we end the membership from the date of death and refund the unused part to the appropriate payer or estate.

6.3 If you prefer a temporary pause, we can agree one in writing. The agreement must state the pause dates, access and restart arrangements, any extension beyond 30 April. A pause is not conditional on paying for a future membership.

7 If we do not provide the agreed service

7.1 We must provide our membership service with reasonable care and skill and as agreed. Please tell us promptly if there is a problem so we can put it right. Your legal remedies may include repeat performance, an appropriate price reduction or refund, and ending the contract where justified. Nothing in these terms limits those rights.

7.2 If we make a significant adverse change, fail to remedy a serious service problem within a reasonable time, or permanently close the course, you may end the affected membership without an early-exit charge. We will refund services not supplied and any further amount required by law. A refund or extension offered by us does not replace a legal remedy without your agreement.

8 Closures and changes

8.1 Golf is affected by weather, ground conditions, daylight and essential maintenance. We may temporarily restrict or close all or part of the course when reasonably necessary for safety, course protection or essential works. We will explain the reason and likely duration, give as much notice as reasonably possible and take reasonable steps to minimise disruption.

8.2 Brief, reasonable interruptions within the service described before joining do not automatically generate a refund. We will assess the effect of repeated or extended disruption on the membership you bought and provide an appropriate resolution where warranted. If access is substantially unavailable for a sustained period, you may cancel the unused part without an early-exit charge. Any extension requires your agreement.

8.3 We may make proportionate operational rule changes for safety, legal compliance or fair use. We will notify you of changes and their reasons. This power cannot increase the agreed current membership price or add compulsory fees. For a reduction in core playing rights or another significant adverse change, we must give you a fair choice to accept it or cancel the unused part with an appropriate refund. We will normally give at least 30 days' notice of a significant adverse change; urgent safety or legal changes may require shorter notice.

8.4 Events outside our reasonable control do not give us an unrestricted right to keep payment for services we cannot provide. We will explain the effect, minimise it where reasonably possible and apply clauses 7 and 8 fairly.

9 Suspension or termination by the club

9.1 We may investigate a serious or repeated breach of these terms or the agreed course rules. We will tell you the concern, consider your response and use a proportionate outcome. We will normally give a warning and a reasonable opportunity to put matters right. We may temporarily suspend access immediately where reasonably necessary to protect people or property, or while investigating serious misconduct.

9.2 We may end membership for serious misconduct, a serious breach that cannot reasonably be remedied, or a repeated material breach after warning. Examples include violence, threats, harassment, deliberate serious damage and knowingly putting others at serious risk. We will give reasons in writing. You may request a review by a manager not involved in the original decision where practicable.

9.3 Termination or suspension automatically forfeits all fees. If a suspension is not justified, we will restore access and refund or credit the affected period. You can use our complaints procedure.

9.4 We do not suspend or end membership merely because you make a complaint, request a refund or raise a genuine payment dispute. If a payment fails or is reversed, we will explain any amount we believe remains due and give a reasonable chance to resolve the issue before taking proportionate action.

10 Responsibility for loss or injury

10.1 We are responsible for foreseeable loss or damage caused by our breach of this agreement or our failure to use reasonable care and skill. We do not exclude or restrict liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any liability or consumer right that cannot lawfully be excluded or restricted.

10.2 Please take reasonable care of yourself, others and your belongings. Golf involves ordinary sporting risks, but this does not waive our duties. You are responsible for loss you cause through your own wrongful conduct to the extent the law provides. We do not make you responsible for our negligence or another person's independent acts.

11 Personal information

11.1 We use personal information to administer membership, bookings, payments, safety and complaints, as explained in our privacy notice. Any optional marketing choice is separate from accepting these terms. We do not require consent to unrelated marketing as a condition of joining.

11.2 If you request a health-related adjustment or cancellation, we will tell you how to provide the minimum supporting information securely. We will restrict access, use it only for the relevant purpose and retain it only as necessary under our privacy notice and applicable law.

12 Complaints and disputes

12.1 Please send complaints to the membership contact in the summary, addressed to the Club Manager. We aim to acknowledge within five working days and provide a substantive response within 20 working days. If more time is needed, we will explain why and give you an update date. These targets do not delay a cancellation or refund that is legally due.

12.2 If you are unhappy with the response, you may ask for review by a senior manager. When we communicate the outcome of a complaint, we will also explain any available resolution arrangements in which we are obliged to participate by law or contract. Where such an arrangement applies, we will give its details and participation requirements in a form you can keep. You remain free to seek independent advice and use any available court or payment-provider remedy.

12.3 Nothing requires you to complete our complaints procedure or any voluntary arbitration before exercising a legal right. We do not impose a charge merely because you raise a complaint or card dispute. We will avoid duplicate refunds if the same payment is returned through more than one route.

13 Other important points

13.1 English law applies. If mandatory consumer law in your usual country of residence gives you additional protection, this choice of law does not remove it. You may bring proceedings in any court available to you under applicable consumer jurisdiction rules, including your local UK courts where the law permits.

13.2 If a term is unlawful or unenforceable, the remaining terms continue so far as they can fairly operate. We cannot use this clause to rewrite an unfair term to your disadvantage.

13.3 We may transfer our obligations to another operator only if your rights and service are not materially reduced. We will tell you who the new operator is and how to contact it. If the transfer materially disadvantages you, you may cancel the unused part without an early-exit charge and receive the appropriate refund.

13.4 These terms apply only when supplied and agreed for the membership recorded in your summary. They do not retrospectively change an earlier contract or determine a dispute about earlier membership terms.