

# FAQ

## **What is Social Golf London?**

Social Golf London is a golf community where players of all skill levels come together to connect over a round of golf. We aim to make golf accessible and enjoyable for everyone. The community is still new and growing and we are super excited about working together to grow the Social Golf London community.

## **Is my ability suitable?**

We have golfers of all abilities. For comfort and enjoyment we suggest having completed a round of 18 before as a minimum.

## **Can I get a refund if it rains or I can't make it?**

If the course closes due to bad weather, full refunds will be issued. If you buy a ticket and cannot make it, a full refund will be issued if it is before the deadline of the tickets to be bought (usually a week before the event), if it is after the deadline, unfortunately unless someone is found to replace you, refunds cannot be issued.

## **When and where do people meet on the day?**

Once you have bought your ticket, all you need to do is go to the starters box/reception (depending on the golf club), show them your ticket and then meet your golf partners at the first tee at the allocated time.

## **How do I join a golf day?**

You can buy tickets for our golf days through our third party ticketing system. Links to this will be posted in our WhatsApp group when they become available.

## **Can I rent clubs?**

Depending on the golf club on the day. Whether this is available will be communicated when the event is posted in the WhatsApp group.

## **Why is there a deadline?**

So we can give the golf clubs enough time to book out our slots and so visitors don't have access to those times before us.

## **How much does it cost?**

We offer discounted green fees because we have negotiated with golf clubs on your behalf. The cost will vary depending on the location of the golf day.

## **Can I bring friends along?**

Absolutely! You can invite friends to the WhatsApp community and they can buy tickets for the same events as you. You can request (by messaging the admin of the WhatsApp group) to be with someone at a particular golf day. It is not promised but we will do our best to accommodate these requests.

## **I have an issue how can I get in contact?**

The best way to get in contact is via email [social.golf.london@gmail.com](mailto:social.golf.london@gmail.com) or you can message the group admin in the WhatsApp group.

## **Community Guidelines**

**Our community thrives on inclusivity, respect, and the joy of playing golf together. To ensure everyone has a great experience, please adhere to the following guidelines:**

- Treat all members with respect, regardless of skill level, background, or opinions.
- Encourage and support each other both on and off the course.
- Play responsibly and be mindful of others' safety.
- Refrain from aggressive or unsportsmanlike behaviour.
- Please socialise with each other responsibly, be mindful of others and look out for each other.
- Social Golf London is not responsible for your health and safety, please participate at your own risk.
- We do not encourage betting/gambling and any betting/gambling taking place is at your own risk.
- We do as much as we can to look out for you and encourage you to look out for each other, but we do not take responsibility for the behaviour of individuals.
- Keep all communication polite and positive.
- Unwanted or unreciprocated constant contact with a member of the group will result in removal from the WhatsApp group.
- Respect the privacy of members when sharing photos or videos. Obtain consent before posting images of others.
- Engage positively on our social media platforms.
- We welcome constructive feedback. Share your ideas to help us improve our community.
- Report any concerns or violations of these guidelines to the organisers promptly.