

Terms and Conditions

1.0 Brief

1.1 Utterly Putterly Crazy Golf will endeavour to fulfil all bookings and ensure our service meets your expectations. These terms and conditions are created to protect both parties. We are here to support in anyway possible and are open to dialogue and willing to adapt as best we can to your needs as we understand circumstances change. From British weather to venue changes, we will work with you and the venue to ensure your event goes as smoothly as possible.

2.0 Definitions

2.1 'The Client' refers to the person, public body, corporation or organisation that hires the service. Any use of 'You' throughout the terms and conditions refers to the client.

2.2 'The Company' refers to Utterly Putterly Crazy Golf or any of the team members. Any use of 'We' throughout the terms and conditions refers to Utterly Putterly Crazy Golf.

2.3 'The Course' refers to all parts of the crazy golf course including obstacles.

2.4 'Equipment' refers to any equipment we bring to the event including lawn games, balls, putters, signs, club stands, leaderboards and any other company owned items.

3.0 Course, games and equipment

3.1 This is a hiring service, so use of the course and equipment is only for the agreed duration of the booking. The course and equipment always remain the property of the company.

3.2 In the case of course and equipment damage from a previous event and where there is limited time to fix such issues, we reserve the right to adapt the course and equipment or provide a suitable substitute.

3.3 Your booking guarantees that we will assemble, host and disassemble the course.

Where agreed, there are opportunities for lawn games to be delivered by us and set-up by you without the need for a host.

3.4 We reserve the right to refuse play to any player. We want people to have fun and enjoy themselves so refusal will only occur in extreme circumstances where the player is causing damage to the course and equipment, venue, or is a risk to other guests and us.

4.0 Booking Fee and Payments

4.1 Before making any payments we encourage you to contact us about date availability, venue suitability and how our service works. We want to make sure we are a good fit for your event.

4.2 Non-Refundable Booking Deposit: If you wish to proceed with making a booking, we will send you a booking agreement and an invoice for the booking deposit. You will be given 7 days to sign the booking agreement and pay the booking deposit. The booking deposit is £100 and is deducted from the final payment. If after 7 days no agreement has been reached, the date will be open for others to book.

4.3 Payment in full is required 45 days before the event. You will be sent a reminder before the deadline.

4.4 Refundable Damage Deposit: A damage deposit of £100 is required when making the final payment which will be returned within 7 days of the event. We expect scuffs, dinks and minor damage, and balls to be lost. However, purposeful vandalism of the course by any guest will result in you losing your damage deposit, which will be used to fix the course or equipment.

4.5 For any booking made within 45 days of the event, full payment would be required.

5.0 Cancellations and Refunds

5.1 The client has the right to cancel the booking at any time by contacting the company. Refunds are applicable for the following:

5.2 Non-Refundable Booking Deposit: This cannot be claimed back if you were to cancel the booking.

5.3 Cancellation can be made at any time before final payment (45 days prior to the event) which would forfeit any future payments and the booking agreement.

5.4 If full payment has been made and you wish to cancel within the 45-day period before your event, we will refund you 50% of the payment. For example, if you have booked a package for £600, we will refund you £300.

5.5 If we cancel for any reasons, we will refund the entire cost, including the booking deposit.

5.6 You can request a postponement, and if the date is available, we can continue with the booking.

We will endeavour to fulfil your booking and if we are unable to then you will receive a full refund. Reasons we may cancel are illness, vehicle breakdown, traffic, extreme weather (see 6.0) acts of nature (fire, major flooding, storm etc.), epidemics, war and personal circumstances. You will be alerted to any cancellations as early as possible. These same reasons apply to you, in the case where you are unable to host an event due to reasons out of your control.

6.0 Weather and Winter Bookings

6.1 We will adapt to the weather depending on the day. Our course is more fun and photogenic when outside, so our aim is to set-up in open-air areas. If the weather is looking inclement in the days leading up to your event, we will be in contact regarding the possibility of indoor spaces or setting up gazebos.

6.2 For light rain and passing showers, we have temporary waterproof covers which can be removed quickly giving us adaptability. If the forecast is looking wet all day, then we will set-up gazebos over the course, wind permitting. You will also need to get permission from the venue when making the booking that they are happy for gazebos to be installed.

6.3 In the event the weather becomes dangerous we reserve the right to close the course. A partial refund will be given depending on the length of play. If you have booked for 6 hours and we close the course after 3 hours, you will receive a 50% refund.

6.4 Our gazebos do not cover the lawn games. An alternative indoor area will need to be found, or we will refund any lawn game bookings if not used on the day.

6.5 In the event of extreme weather or where outside areas are waterlogged, we and you have the right to cancel, and a full refund will be given. This can be discussed leading up to the date of the event. You, your guests, the venue and us most likely don't want to be getting muddy, wet and ripping up the turf.

6.6 For winter bookings, we recommend you have either a sheltered space or indoor space when booking. Barns, halls and marquees can be suitable substitutes for outdoor areas. Please get in contact for any questions.

7.0 Health and Safety

7.1 Our risk assessment is on our website, and we bring this to events. #

7.2 All players play at their own risk, and Utterly Putterly Crazy Golf does not accept liability for any injury to players, or damage to venues.

7.3 Playing and course rules are displayed on a poster or on the back of scorecards at all events.

7.4 We reserve the right to refuse play to any player. We want people to have fun and enjoy themselves so refusal will only occur in extreme circumstances where the player is causing damage to the course and equipment, venue, or is a risk to other guests and us.

7.5 All children must be supervised by adults who are responsible for their actions, safety and behaviour. If an event is booked for children (birthday parties, proms etc) by adults, those adults must ensure they are always supervised. We are not liable for their supervision. We encourage children to play on their own or with friends, as long as the adults responsible for them are within the vicinity of the course.

8.0 Insurance

8.1 We are covered by £5,000,000 Public Liability Insurance and can provide this to the venue. We also bring a copy to all events.

9.0 Photos, videos and marketing

9.1 We take photos and videos during events which will be used on our website and social media accounts. By agreeing to the booking, you give us permission to use pictures from your events, including pictures of you and your guests.

9.2 We are aware that some brides and grooms do not like others posting on social media during the event. Often, they prefer others to postpone posting photos and videos until after they have posted themselves. We understand this and will only use material once the couple has given us permission. This can be discussed during the lead up to the event.

9.3 We welcome you to request the photos and videos we take during your event, and we will happily share.

9.4 If the event is organised primarily for children we will refrain from taking photos and videos unless given permission by parents or the organisation.

9.5 If there is a guest that cannot be photographed for safeguarding reasons, you need to make sure we are aware prior to the event.

10.0 Travel

10.1 – Free travel for any venue within a 50-mile radius of Norwich Cathedral, after this a £1 per mile charge will be applied. Free travel includes all of Norfolk and Suffolk. See our FAQs page on our website for examples.

10.2 – We can accept bookings for anywhere in the UK; however, we charge an extra fee of £100 for any venue more than 100 miles from Norwich Cathedral if we are required to stay overnight. This will cover accommodation costs the night before an event, mitigating any potential traffic or road issues. In the case family or friends live near the venue, we may not charge for this service.

10.0 Crazy Golf and Course Rules

- Please do not move, stand or hit any of the obstacles.
- Stand only on flat areas... avoid standing on slopes, bridges and the edges especially in wet conditions.
- To avoid injury, do not swing above your knees.
- Respect the venue, bride and groom, hosts and the Utterly Putterly team... you do not need to hit the ball hard.
- Move the ball a putter heads distance from the edges/obstacles if you can't swing.
- Please ensure younger children are supervised at all times.
- Out of bounds? Back to the start of the hole!
- Please return all balls, pencils and equipment.
- Lastly... have lots of fun and good luck!