

GOLF SIMULATOR STUDIO

FAQ'S

Do I need to have golfing experience?

- No you do not need golfing experience, The simulator is ideal for testing the water & kick starting your golfing journey. With our PGA professionals on hand for lessons you can give yourself the best chance to enjoy & play some good golf.

Do I have to be a golf club member to play?

- No you do not need to be a golf club member to use the facility

How can I book?

- You can book online: <https://golfplus.brsgolf.com/carlyonbay>

How early before my session should I arrive?

- We recommend at least 15 minutes before the start of your session. It can get busy close to check in times, so allow yourself plenty of time if possible. With our clubhouse & bar this will also give you time to check in and order yourself any drinks before you start playing!

Do I need to have my own equipment?

- Most people bring their own equipment however if you require some our Pro shop have clubs & balls to hire.

How long does a session last?

- Sessions are of 1 hour duration but you can additional time at the point of booking in 60 minute slots.

Can I get food & drinks whilst playing?

- Yes we have a snack menu and drinks service that can be ordered via a QR code brought direct to you from the clubhouse.

Is the simulator accessible for wheelchair users?

- Yes the studio is designed to allow easy access to the room. Easy access WC is available in the clubhouse

Is it possible to have lessons?

- Our PGA professionals are on site and can be booked for lessons, call 01726814228.



Are children allowed to play?

- Children are very welcome in the studio however young persons under 16 years old must be supervised by an adult over the age of 18.

What courses are available to play?

- Our Trackman simulator system carry a vast database featuring the world's most prestigious courses all accessible to you by simply tapping into the screen.

Can I get a gift card?

- Gift cards are available and are a great way of giving something unusual that any golf enthusiast will be delighted to open. To order: <https://carlyonbay.com/gift-vouchers>

How long does it take to play a round?

- As with any round of golf the time taken depends very much on your level of skill, but allow 2 hours for most rounds.

Is there parking?

- Free parking is available on site for the duration of your session.

What is your cancellation policy?

- We operate a 24 hour policy for all simulator cancellations. As long as you cancel at least the day before your booking then you will receive a full refund, or you may move the booking to another day/time. Should you need to cancel on the day of your session, then unfortunately your booking will remain charged in full.

Do I use normal golf balls & tees in the simulator?

- Yes, normal golf balls and tees can be used in the bays. However any golf balls used must be clean, unscratched and cannot have any pen markings on them as dirt and ink transfers onto the screens. The Trackman launch monitors are also more responsive to plain golf balls, so any with lines or patterns occasionally don't register. Our pro shop stock a full range of ball to purchase.



GOLF SIMULATOR STUDIO

RULES OF USE & WAIVER

Conditions of use

Safety:

- Only the active player should be within the hitting area while a shot is being played
- Spectators & waiting players should remain behind the seating bar outside the hitting zone
- No practice swings should be taken when another person is retrieving equipment or entering the hitting area
- Before swinging ensure no one or any obstacles are within your swing range
- Be mindful of your backswing & follow through to avoid accidents
- No running starts when hitting the ball
- No smoking or vaping permitted
- Please note the simulator studio is under CCTV surveillance
- Maximum number of people permitted in the studio is 4
- Persons under the age of 16 are only permitted if supervised by an adult over 18 years old
- No drinks, food or personal belongings permitted in the hitting area
- Players should follow all on screen instructions & specific operational procedures

Equipment:

- Clean, dry golf shoes or sports shoes only to be used in the simulator, no metal spikes and no open toe shoes
- Clubs, users should bring their own clubs & balls, club hire is available from the professional shop

Accidents & Damage

- Report any accidents to the Clubhouse manager immediately
- Report and damage to premises or equipment to the Clubhouse manager
- Users are financially responsible for any damage caused to club property or equipment
- Should rules fail to be observed session will be ended without any refund

By making a booking with us, you agree to the terms & conditions stated above.

