

LUASCA GOLF

BOOKING, MEMBERSHIP & FACILITY TERMS AND CONDITIONS

1. Who we are

Luasca Castlebar Limited, trading as Luasca Golf ('Luasca', 'we', 'us' or 'our'), operates the indoor golf facility at N5 Business Park, Moneenbradagh, Castlebar, Co. Mayo, F23 DV22.

These terms apply to simulator bookings, memberships, guests, events and use of the facility. By completing a booking or membership purchase, or entering as a permitted guest, you agree to comply with these terms and the Facility & Simulator Safety Rules.

2. Bookings and payment

All bookings are subject to availability and are confirmed only when the booking engine issues confirmation.

The booking holder must provide accurate details and is responsible for the conduct of their group.

Payment is due at booking unless a different arrangement is expressly agreed. Additional players, guests, equipment, food or services must be paid for at the applicable rate.

Bookings are for the confirmed date, start time and duration. They may not be resold or transferred for commercial gain without Luasca's written permission.

If an obvious system or pricing error occurs, Luasca may correct it before the service is supplied and will offer the customer the choice of paying the correct price or receiving a refund.

3. Arrival, session time and late arrival

Customers should arrive ready to begin at the booked start time. Late arrival does not extend the booking.

The bay must be vacated promptly at the end of the booked period. Extra time is permitted only where available and paid for at the applicable rate.

Luasca may end play at the scheduled finish time to protect the next customer's booking.

4. Customer cancellations, changes and no-shows

More than 24 hours before the booked start time: the booking may be rescheduled or converted to booking credit, subject to the booking engine's available options.

Within 24 hours of the booked start time: the booking is non-refundable and normally cannot be rescheduled, except at Luasca's discretion.

A no-show is treated as a used booking and no refund or credit is due.

Repeated late cancellations or no-shows may result in temporary restrictions on advance booking privileges.

For leisure services booked for a specific date or period, the statutory 14-day distance-contract cancellation right may not apply. Nothing in these terms limits any statutory consumer right that does apply.

5. Cancellations or disruption by Luasca

Luasca may cancel, interrupt or relocate a booking because of equipment failure, power/internet failure, maintenance, safety concerns, emergency, closure or another operational reason.

If Luasca cannot provide a materially equivalent service, the customer will be offered an appropriate reschedule, credit or refund.

Where a material technical failure prevents a substantial part of a paid session from being used, Luasca may provide extra time, credit, rescheduling or a proportionate refund as appropriate and subject to statutory rights.

6. Individual membership

The introductory membership price is €25 per month for the first 50 memberships. After those places are allocated, the standard price for new members is €29 per month unless another price or promotion is clearly displayed at purchase.

Membership fees and simulator playing fees are separate. Membership does not include unlimited free simulator use.

Membership is personal to the registered member and cannot be transferred, shared or used by another person. Luasca may require reasonable identity verification.

An active membership must be fully paid and in good standing to access member rates and member-only periods.

7. Member and guest playing rates

The current member playing rate is €15 per member, per hour during Member Rate Hours.

The current guest/additional-player rate during Member Rate Hours is €20 per person, per hour.

Rates are per person. Two members playing for one hour each pay the member rate individually.

A member must attend the booking for member/guest pricing to apply. Membership privileges cannot be used to make discounted bookings solely for non-members.

Members may book outside Member Rate Hours where public booking is available; standard public pricing applies unless otherwise advertised.

8. Member Rate Hours and members-only periods

Current Member Rate Hours: Monday-Thursday 10:00am-10:00pm; Friday 10:00am-5:00pm; Saturday 5:00pm-10:00pm; Sunday 5:00pm-10:00pm.

The facility is members-only Monday-Thursday from 5:00pm-10:00pm unless Luasca advertises otherwise. Active members may bring properly booked guests during these periods.

Member Rate Hours and members-only periods may change for events, maintenance, opening-hour changes, demand or operational requirements. Reasonable notice of material ongoing changes will be given where practical.

Membership never guarantees availability of a bay at a particular time.

9. Fair usage and booking access

There is no monthly cap on genuine member usage at launch. Membership remains subject to fair usage and availability.

Luasca may reasonably restrict excessive advance or consecutive bookings, simultaneous reservations, holding bays without genuine use, repeated cancellations/no-shows or other booking behaviour that materially prevents fair access for other members.

Any restriction will be proportionate and aimed at protecting genuine access rather than penalising frequent legitimate use.

10. Recurring payments, cancellation and price changes

Where membership is sold as a recurring monthly subscription, the member authorises the recurring charge shown at checkout until cancellation.

Unless a minimum term is expressly stated before purchase, there is no minimum membership term. A member may cancel before the next billing date; cancellation stops future renewals and benefits continue to the end of the paid period.

Fees already charged for a membership period are not normally refunded for change of mind, except where required by law.

If a payment fails, member benefits and discounted booking privileges may be suspended until payment is brought up to date.

A member who cancels and later rejoins is offered the membership price then available to new members and is not guaranteed a previous introductory rate.

Luasca may change future membership or playing prices. Changes to an existing recurring subscription will be communicated in advance where required by law.

Where a statutory cooling-off right applies to an online membership contract, Luasca will honour it in accordance with applicable law. The checkout should provide the required cancellation information and cancellation form.

11. Unmanned access and security

The facility may operate without staff physically present. Electronic access credentials, links, codes or PINs are personal to the authorised booking/member and must not be shared.

Doors must not be propped open and unauthorised persons must not be admitted. Only people permitted by the booking may enter.

Customers must follow all access, security, emergency and departure instructions. Serious or repeated misuse may lead to access or membership suspension.

Customers should report access faults, safety incidents, damage or emergencies promptly. In an emergency call 112 or 999.

12. Simulator and swing safety

Only one person may be in the active hitting/swing area at a time.

Before every swing, check that no person, furniture or equipment is within the club's swing path. Practice swings are permitted only in the designated hitting area.

Shots must be struck only from the designated hitting position towards the simulator screen. Clubs must never be swung in lounge, café, circulation or other non-hitting areas.

Customers must follow all safety signage and instructions and stop play immediately if an unsafe condition arises.

13. Clubs, balls, footwear and equipment

Clubs must be clean. Only suitable, clean and undamaged golf balls may be used. Balls heavily marked with permanent marker or otherwise likely to damage an impact screen must not be used.

Where Luasca provides designated simulator balls or tees, customers must use them if instructed.

Clean, appropriate footwear must be worn. Metal spikes and muddy outdoor footwear are prohibited in simulator areas.

Customers using their own equipment are responsible for ensuring it is safe and suitable.

14. Damage and misuse

The booking holder/member is responsible for reasonable costs arising from deliberate damage, reckless misuse or a serious failure by them or their guests to follow facility rules.

This may include damage to TrackMan equipment, screens, projectors, computers, monitors, clubs, furniture, doors/access systems and other property. Normal wear and tear is excluded.

Luasca may suspend access while serious damage or misconduct is investigated.

15. Children, schools and junior groups

Children and young people must be appropriately supervised. The supervising parent, guardian, teacher, coach or responsible adult must ensure compliance with the safety rules.

Children must never enter the hitting area while another person is swinging.

School sessions, children's parties and organised junior groups may be subject to additional supervision, capacity and safety instructions supplied by Luasca.

16. Food, drink, alcohol and behaviour

Food and drink must be kept away from computers, TrackMan equipment, projectors and other electrical/electronic equipment and must comply with facility signage.

Customers must leave their bay and surrounding area reasonably tidy.

No person may use golf equipment while so intoxicated or impaired that they create a safety risk. Illegal drugs are prohibited.

Threatening, abusive, violent, discriminatory, dangerous or seriously disruptive behaviour is prohibited. Luasca may stop play or require a person to leave where reasonably necessary for safety or security. No refund is normally due where a booking is terminated because of serious customer misconduct.

17. Capacity, belongings and lost property

Customers must comply with the stated maximum occupancy/player count for the relevant bay or product.

Customers remain responsible for their own belongings. Luasca is not responsible for loss or damage except to the extent liability arises under applicable law and cannot lawfully be excluded.

Lost property may be retained for a reasonable period and then disposed of or donated.

18. CCTV, privacy and recording

CCTV operates for purposes including security, safety, prevention/detection of crime and protection of people and property. CCTV is handled in accordance with Luasca's Privacy & CCTV Policy.

Customers may take ordinary photos/video of their own group where safe and non-disruptive, but should not deliberately record other customers without consent. Commercial filming requires prior approval.

19. Events, corporate memberships and groups

Corporate events, private hire, schools, children's parties and other organised groups may have additional terms stated in the booking confirmation. Those specific terms apply in addition to these general terms.

Corporate memberships are held by the purchasing company. The current Founding Corporate Membership is €1,500 + VAT per year, includes 8 bay hours per month and permits up to 4 named company users, subject to the package sold.

Unless expressly stated otherwise, included corporate hours are subject to availability, do not roll over, have no cash value, cannot be resold and expire at the end of the applicable month.

Reasonable limits may apply to changes of named corporate users to prevent a limited-user membership becoming an unrestricted transferable pass.

20. Promotions, vouchers and competitions

Promotional codes and special offers may be subject to stated dates, availability and eligibility, have no cash value and cannot be combined unless expressly permitted.

Gift vouchers will be administered in accordance with applicable Irish law and any terms clearly supplied at purchase.

Leagues, tournaments and prize competitions may have separate competition rules.

21. Refusal, suspension and termination

Luasca may reasonably refuse entry, restrict booking privileges or suspend/terminate access or membership for serious or repeated breaches, safety risks, damage, unauthorised access, fraudulent use of member pricing, repeated no-shows, abusive behaviour or unpaid amounts properly due.

Any response will be proportionate to the circumstances and does not affect rights that cannot lawfully be excluded.

22. Liability and statutory rights

Golf involves ordinary sporting risks, including risks associated with swinging clubs and moving balls. Customers must exercise reasonable care and follow the safety rules.

Nothing in these terms excludes or limits liability that cannot lawfully be excluded or limited, including where applicable liability arising from negligence, or affects a consumer's statutory rights.

Nothing in these terms removes the customer's remedies where a service is not supplied as agreed or to the standard required by law.

23. Changes to terms and services

Luasca may update these terms, opening hours, Member Rate Hours and reasonable operational procedures. Material changes affecting existing recurring memberships will be communicated where appropriate or required by law.

Changes will not retrospectively remove statutory rights or unlawfully alter a completed purchase.

24. Complaints, contact and governing law

Questions, cancellations or complaints should be sent to info@luascagolf.ie or 094 902 4790. Luasca will aim to deal with complaints fairly and within a reasonable period.

These terms are governed by the laws of Ireland. Nothing in them deprives a consumer of mandatory protections available under applicable law.

Recommended checkout acknowledgements

Standard booking

"By completing this booking, I confirm that I have read and agree to Luasca Golf's Terms & Conditions and Facility & Simulator Safety Rules. I understand that bookings cancelled within 24 hours of the start time are non-refundable and that late arrival does not extend my booking."

Membership

"€25/month for the first 50 members. Recurring monthly membership. Simulator play is charged separately at €15 per member/hour during Member Rate Hours; guests are €20 per person/hour. Membership is subject to availability and fair usage. I have read and agree to the Membership Terms & Conditions."

Unmanned booking

"I understand that the facility may be unmanned during my booking. I will not share access credentials or admit unauthorised persons, and I will ensure my group follows the Facility & Simulator Safety Rules."