

## **SOUTHDOWN GUN CLUB**

### **How long is the club planning on closing?**

For the foreseeable future, until it is safe to do re-open

### **Will the club be open at weekends?**

No, we will be closed for all shooting

### **As a member, even if the club is closed, can I come shoot if I have clay credits on my membership card?**

No the club is now closed to all members

### **Are all registered shoots cancelled?**

We have cancelled all planned shooting events and competitions

### **Will you still be running FITASC and/or Sportrap competitions?**

All events and competitions in all disciplines are now cancelled

### **Will the Southdown Grand Masters go ahead?**

No, but we may try to hold the event later in the year

### **Will County shoots go ahead?**

All county shoots scheduled to be hosted at Southdown between now and 1st July 2020 are cancelled. We will do our best to offer your county alternative dates later in the shooting season however this may not be possible. Please contact your county for further information. This date may be extended as required.

### **I can't find any competitions listed on the booking system?**

This is because all competitions between now and 1st July 2020 are cancelled.

### **I've got prize money to collect, what will happen to it?**

Your prize money can be collected when we reopen for business.

## **SOUTHDOWN GUN ROOM**

### **Will the shop be open and if so when?**

Yes, but by APPOINTMENT ONLY, with strict operating procedures to protect the health of all. Please contact [info@southdowngunclub.co.uk](mailto:info@southdowngunclub.co.uk)

### **My shotgun is in storage with you, do I still have to pay storage fees and how do I gain access?**

Yes, storage fees still apply, until removed. To remove your gun please contact us on [info@southdowngunclub.co.uk](mailto:info@southdowngunclub.co.uk) to make an appointment. Please note that we require at least 48 hours before you need it.

### **I've paid a deposit on a gun, will that deposit be held until I'm able to purchase the gun from you and is there a time limit to arrange payment of balance?**

Our normal terms and conditions apply.

### **I've left my gun with you to sell on my behalf, can I have it back?**

Yes, we can arrange for you to collect. You need to give us at least 48 hours' notice in writing to [info@southdowngunclub.co.uk](mailto:info@southdowngunclub.co.uk) so we can arrange an appointment.

### **How will I know when the club will be open again?**

Sign up to our email notification list and/or follow and like us on Facebook

### **I've tried calling and don't get an answer, how can I communicate with you during closure?**

Email us on [info@southdowngunclub.co.uk](mailto:info@southdowngunclub.co.uk) and we will answer your email as soon as possible.

## **LESSONS AND TASTER SESSIONS/HAVE-A-GO'S**

### **Will lessons still be going ahead?**

No, lessons will not be available until we re-open

### **Will taster/Have-A-Go sessions still be going ahead?**

No have-a-go sessions will not be available until we re-open

### **I've paid up front for a series of lessons, will you honour the lessons I've not yet taken?**

Yes, there is no time limit to booking the lessons you've paid for up front.

### **I have a Southdown voucher which is about to expire, will you honour the voucher and if so, how long will I have to use it?**

Yes, we will honour all vouchers that were still valid at the time of our closure. Once we are open for business you will have the same length of time to use the voucher as you would have from the date we closed. e.g. your voucher was valid for a month on the date we closed, when we reopen you will have a month to book/use the voucher.

### **I've paid a booking deposit can I have my money back?**

Yes, but we hope you will support us and postpone your booking until after we re-open. If you want it returned, the club is closed at the moment so please email your refund request to [info@southdowngunclub.co.uk](mailto:info@southdowngunclub.co.uk) together with your bank details and we will refund direct to your bank.

### **I've paid a booking deposit can I use that deposit towards a new booking once you are open again?**

Yes, we are keeping a list of deposits paid which can be used against a future booking.

### **I have a booking later in the year, will it still go ahead?**

We are currently expecting to be closed until July 2020, however this is a fluid situation. Please subscribe to our email notification list or follow us on Facebook for future news and/or check back with us on [info@southdowngunclub.co.uk](mailto:info@southdowngunclub.co.uk) 3 weeks out from the date of your booking