Howden Sport & Entertainment

Playing it safe with your golf club's insurance

An essential guide to
your insurance options

HOWDEN

Contents

Protecting you on and off the course

We understand golf. We understand insurance.

Since the Howden Golf team were established in 2022, over 600 golf clubs in the UK have signed up to our bespoke golf product.

We are proud to partner and work closely with CMAE Europe, CMAE Scotland, GCMA, England Golf and Wales Golf who endorse our services to their members.

CMAE Club Management Association of Europe
CMAE Club Management Association of Europe Scotland
England Golf
Wales Golf

This essential guide talks you through each of the different covers you should consider for your club, giving you a summary of the protection each offers you.

While we can provide every cover highlighted in this guide, not every policy offers the same level of protection. That's why we've included a list of handy questions that you can ask your broker to make sure your golf club's insurance is just what you need.

Find out more **here.**

To get in touch, please complete the form **here** or scan the QR code to access.

What others are saying

At CMAE, we are committed to providing our members with access to the best professional services, and our partnership with Howden Insurance is a testament to that commitment. Howden's expertise in the insurance sector, particularly within the club management industry, ensures that our members receive tailored solutions that truly meet their needs. Their high level of service, coupled with their educational expertise, empowers our members with the knowledge and confidence to make informed insurance decisions. This partnership not only offers peace of mind but also adds significant value to the CMAE family.

Craig Cotterill
Commercial Director
GCMA

Howden have been our insurance broker since January 2022. During this time, we have been impressed with their excellent levels of service, namely their responsiveness and their attention to detail regarding the intricacies of our own policies; their advice has been invaluable. We hope they will look after our business for years to come, and we have no hesitation in recommending they look after your golf club.

Chris Cousins
Golf Operations Manager & Head PGA Professional
Beau Desert Golf Club

During a challenging time for the club, Howden were amazing in their support. The team were with me all the way supporting our claim and helping us throughout the process. What stood out most was the reassurance provided from the outset and the support in getting us back up and running. I would highly recommend Howden for their service and support.

Glenn Rayner
General Manager
Bedfordshire Golf Club

I have worked with Howden on our insurance requirements for a number of years now and what sets Howden apart is that the service is so much more than just brokering. The team are a reassuring voice on the other end of the phone when things go wrong, and they are only too happy to help and advise when the inevitable happens and we are dealing with an incident. I can wholeheartedly recommend Howden for their services.

Rob Climas
General Manager
North Hants Golf Club

Protecting your clubhouse, pro shop and green keepers' buildings

Buildings insurance for golf clubs

Why do you need it?

We understand that your clubhouse is the heart of the golf club. It is the place where your members and visitors, old and young, come together to socialise and enjoy some food and drink. There is also your greenkeepers' building(s) which house the tools and machinery that are used to maintain your biggest asset; the golf course. It is therefore imperative that you protect all of your buildings to ensure that the club will continue to thrive for many years to come.

Having adequate cover for your buildings will ensure you are fully protected in the event of a claim.

What should it cover?

- Storm, flood or escape of water
- Fire
- Accidental damage
- Subsidence, landslip or heave

What to watch out for

Underinsurance

If you suffered a devastating loss to one of your buildings, do you have peace of mind that the sums insured on your current insurance programme are sufficient to rebuild your buildings back to their pre-loss condition?

The vast majority of businesses in the UK would respond 'no' to this question.

Because of the current high rates of inflation, strains on supply chains, and labour shortages, rebuilding is becoming more expensive and time-consuming.

Furthermore, in the event of a claim, if there is any under-insurance present at the time, the "Average Clause" would reduce any claims payment by the percentage of under-insurance. This could have disastrous consequences for your club. Not only would you be faced with having to find a significant amount of money, your business would be disrupted for a longer amount of time, the cost of temporary accommodation would increase, and if you rented out any space in one of your buildings you would be without rental income; potentially even losing the tenant.

We recommend reviewing your current insurance policy.

If you have not had your buildings re-valued in the last three years, we would recommend arranging for a buildings survey as soon as possible. This is something we have actively been working with our clients on, and we are continuing to see the positive effects of doing so.

What to ask your broker

Is theft and damage to the buildings covered?

Is storm damage covered? Is escape of water covered?

To avoid underinsurance, has my policy been index-linked (i.e. has my sums insured increased by the rate of inflation)?

Do you have any recommendations for a professional valuation to reflect the current rebuilding costs?

Keep your contents and machinery safe

Contents insurance for golf clubs

Why do you need it?

Alongside protecting your buildings, you need to protect what is inside too. Consider what you keep in your clubhouse and machinery store – do you have kit and equipment that your club cannot run without?

From your green's equipment to cups and trophies – these are the types of contents that make your club who you are. Then you have functional fixtures and fittings, from the club kitchen to the bar, curtains, carpets, blinds, cutlery and crockery. Think about your tables and chairs, memorabilia, computer equipment and everything else that keeps your club going.

If there is an accident or break-in, your contents insurance will provide you with the means to replace damaged or lost items.

What should it cover?

Contents insurance protects everything inside your buildings, including fixtures, fittings, furniture, equipment and more, from risks such as accidental damage, fire and theft.

Cover is normally provided on a reinstatement basis. This means that the policy will pay for new items (inclusive of VAT), if they are not able to replace the damaged items with those of a similar age.

Play it safe with your tees, fairways, greens and course furniture

Insurance for equipment in the open

Why do you need it?

Most golf clubs will have equipment that you cannot keep indoors. For starters, your golf course itself is outside. Does your current policy cover you should you need to have a complete putting surface or tee area replaced? You may have buggies, halfway house facilities, tee markers, flags, practice nets and more, that will also need to be covered.

All of this represents your club's investment and your ability to provide the best facilities – so you will want to make sure your outside equipment is protected from vandalism, theft, storm and flood.

Make sure you check your policy to find out exactly what is included and excluded with your equipment in the open. We can always guide you in you need more.

What to ask your broker

Is your equipment in the open covered for storm, flood, theft and malicious damage (vandalism)?

Are the sums insured enough to reinstate lost or damaged items?

Is there a sub-limit on your policy for equipment in the open and / or playing surfaces?

Keep your golf club running when times get tough

Business interruption insurance

Why do you need it?

If your golf club gets destroyed by fire or damaged by a flood, it can knock out your ability to operate, play golf and make money for months or even years.

How will you find the income to support your club and keep your club going while it is rebuilt? Through Business interruption insurance.

What should it cover?

Business Interruption insurance is designed to replace any lost income while your club is recovering following a major claim. It can also offer cover for higher costs of working, for example, if you need to hire a temporary building.

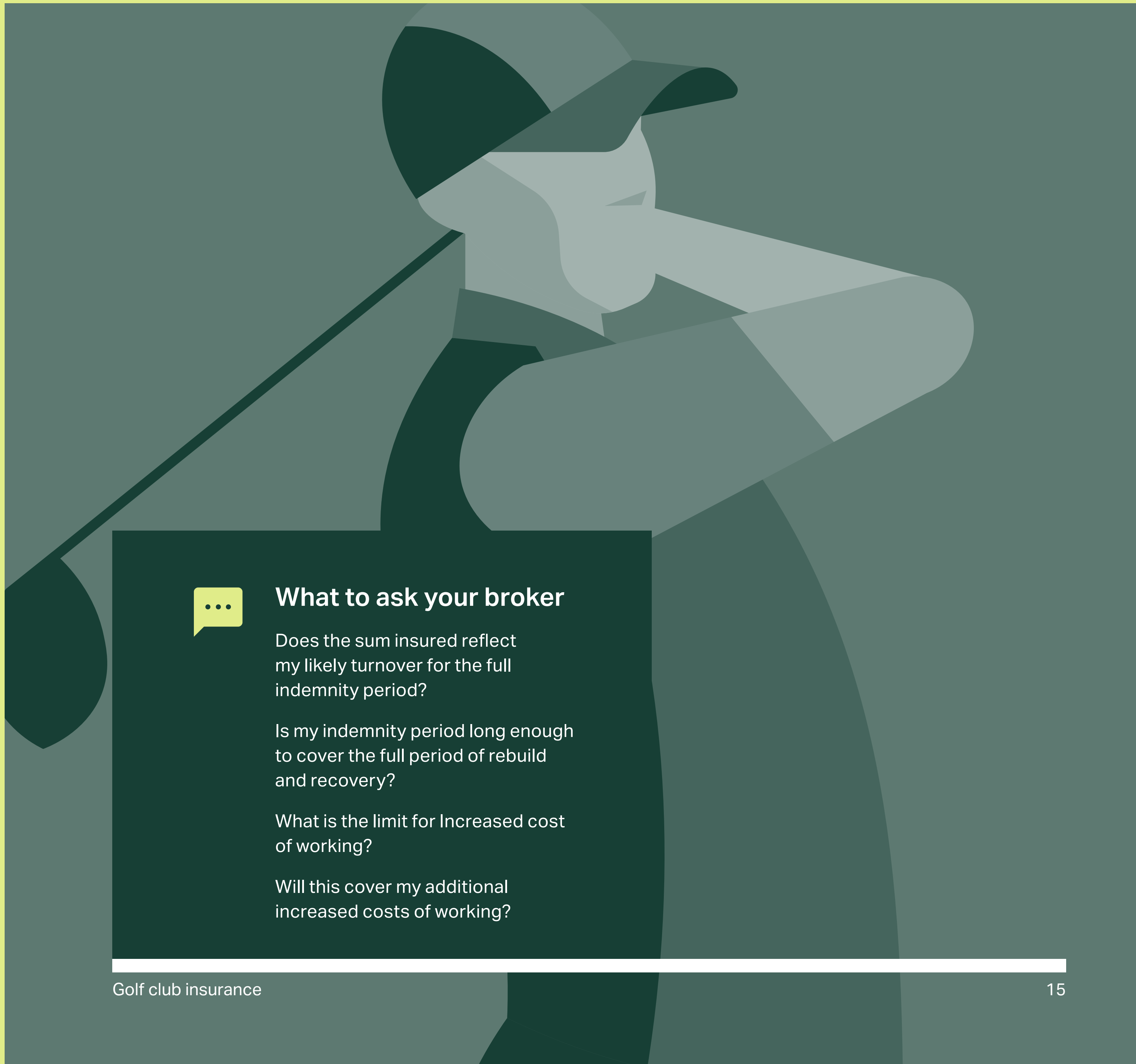
You need to take several costs into account when working out how much Business Interruption cover you need. When calculating your indemnity, make sure you factor in:

- Your potentially lost turnover
- How long it would take to rebuild
- The extra time after the rebuild is completed for your revenues to return to what they were before the loss

What you should watch out for:

Given the current supply chain delays that are affecting the construction industry, it is sensible to expect a rebuild to take at least 15 to 18 months from the date of loss. You should also add another six months for your revenues to recover to give you enough cover.

At Howden, we recommend a minimum Indemnity period of at least 24 months, but if building control is likely to require changes or your clubhouse contains special features, you should consider a longer period such as 36 months.



What to ask your broker

Does the sum insured reflect my likely turnover for the full indemnity period?

Is my indemnity period long enough to cover the full period of rebuild and recovery?

What is the limit for Increased cost of working?

Will this cover my additional increased costs of working?

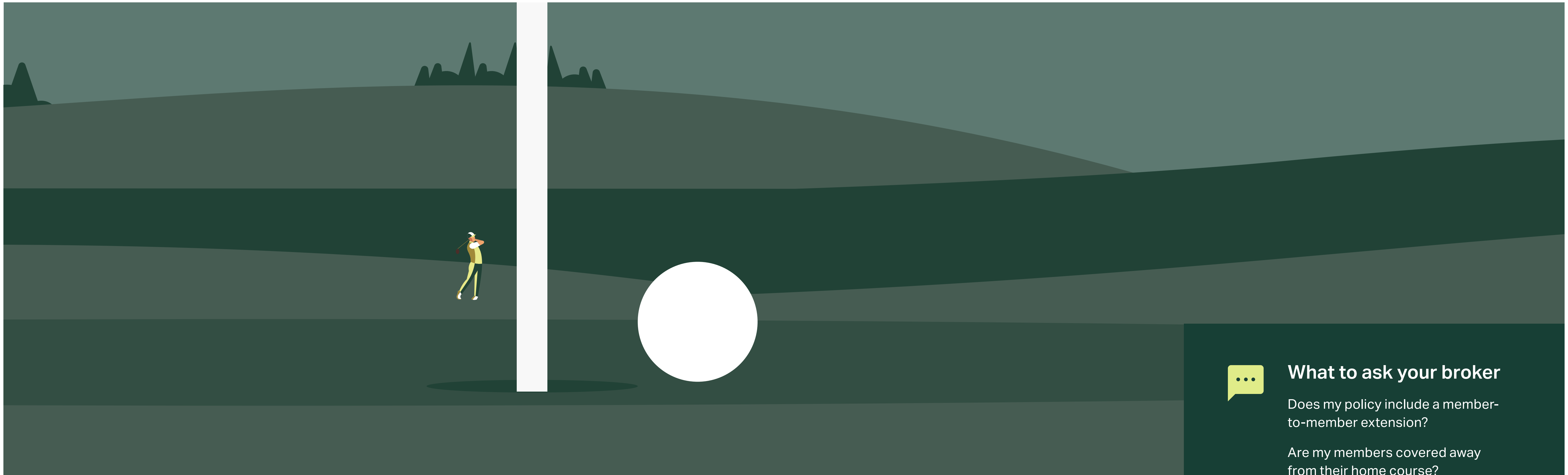
Protecting your liabilities for third party injury and property damage

Public liability insurance for golf clubs

Why do you need it?

Golf is a skilled sport – but sometimes accidents happen. A golf ball through a nearby window may fall to you to fix. As well as golfers playing the course, many golf courses are public access and have members of the public walking on them. What happens if a golfer or member of the public is injured whilst on your premises?

Public liability insurance protects you from compensation claims made against you should a third party be accidentally injured and / or property belonging to a third party gets damaged.



What to ask your broker

Does my policy include a member-to-member extension?

Are my members covered away from their home course?

Looking after the people who work for you

Employers liability insurance

Why do you need it?

If you employ anyone at your golf club – whether paid staff or volunteers – then you need to make sure you can cover the costs if they hurt themselves or fall ill as a result of their work for you. Employers liability insurance offers essential protection from claims made against you.

What should it cover?

Your policy should cover your liability for bodily injury to your employees and volunteers caused by an unsafe workplace.

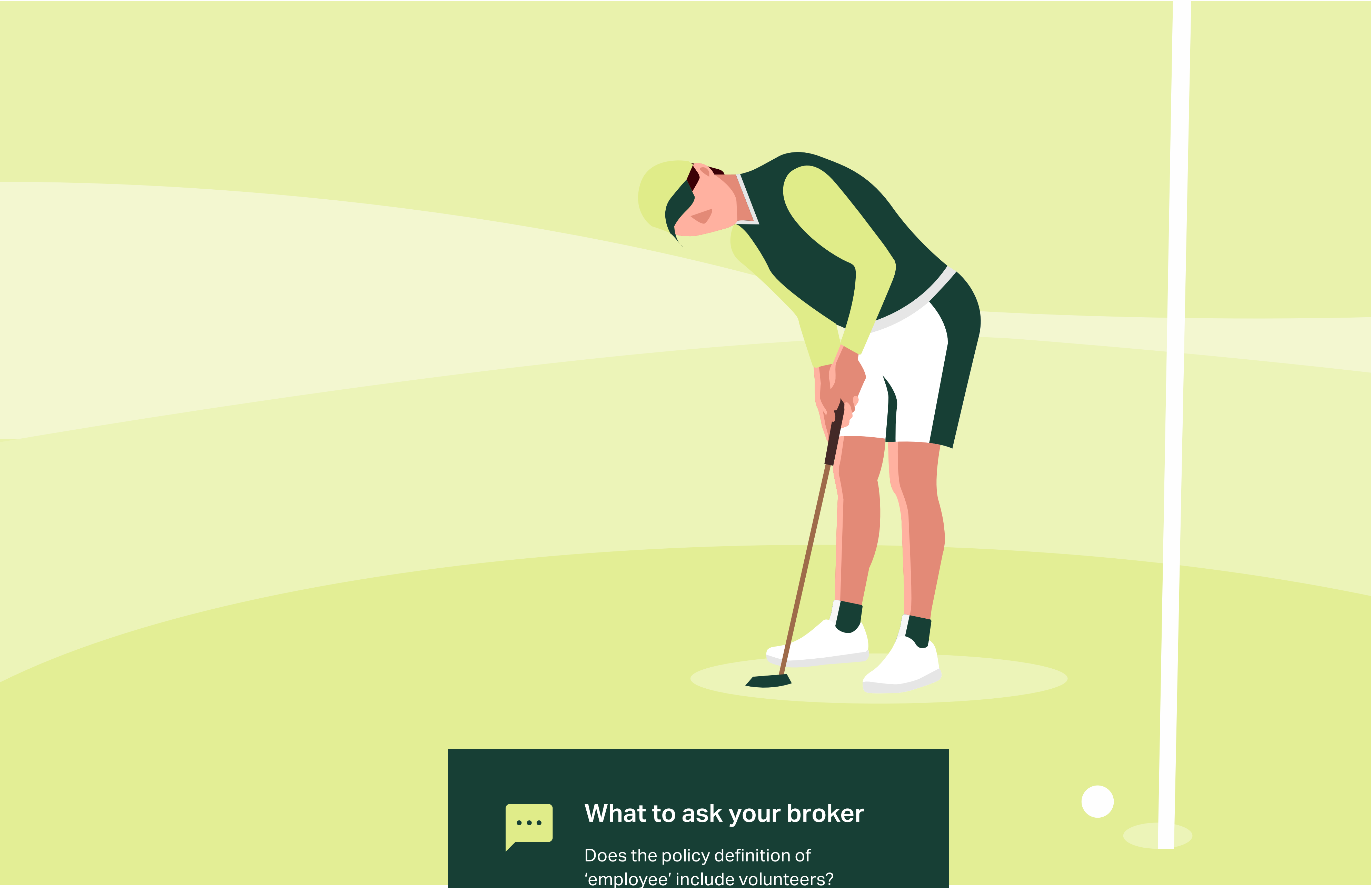
As some golf clubs rely on volunteers, you need to make sure your policy includes cover for volunteers who maintain the club or work in the grounds, as they are performing the role of an employee even if they are not paid as one.

Our cover in action

Cover for a simple slip

We came to the aid of one of our clients after a club member had an accident on site. The member was up a ladder cleaning guttering during high winds and had a nasty fall, injuring themselves.

We paid out £60,000 in an employers liability claim to compensate the injured person.



What to ask your broker

Does the policy definition of 'employee' include volunteers?

Personal protection for the people in charge

Directors and trustees liability insurance

Why do you need it?

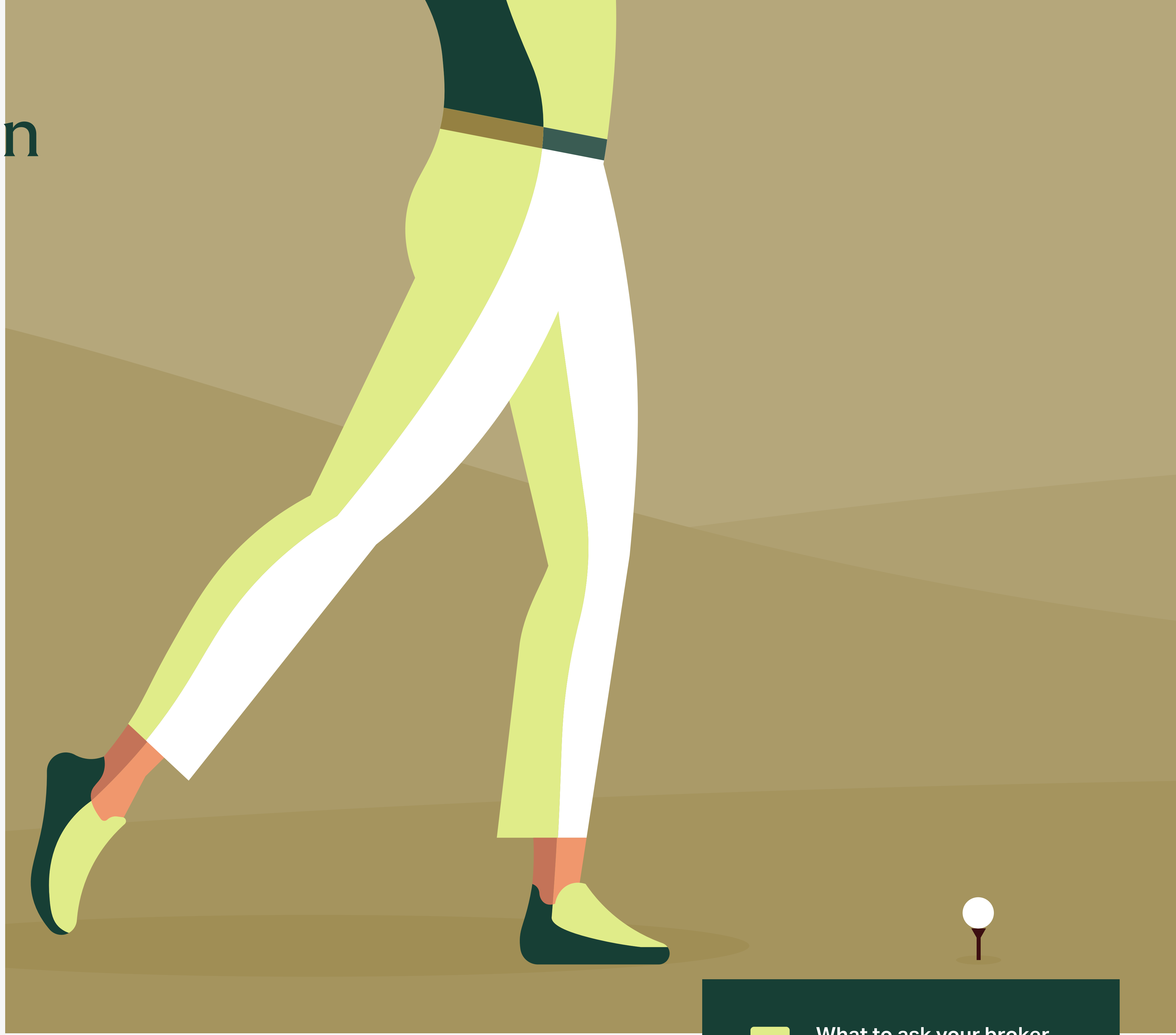
All golf clubs have a hierarchy, and the people at the top are responsible if things go wrong. Any accusations of discrimination, bullying or harassment, any breaches of health and safety rules or accusations of negligence may be taken up personally with the director or trustee considered responsible.

If this happens, it could fall to you as an individual to pay for legal costs in your defence – and these can be crippling. Directors and trustees liability insurance covers your expenses and personal assets in the event a claim is made against you.

What should it cover?

It covers your committee members or directors for any personal liabilities that they may incur whilst carrying out club duties and provide a fund for them to defend themselves against legal challenges. It also provides cover where members pursue an individual committee member for negligence.

Consequently, it provides protection for the personal assets of the accused individual as they will not have to pay for their own legal defence costs.



What to ask your broker

Does my policy provide directors and trustees liability cover?

Is the limit of liability enough to cover likely exposures?

Looking out for your staff

Personal accident insurance

At Howden Insurance, we understand the unique environment of golf clubs and the importance of safeguarding the well-being of your staff. Our personal accident cover is specifically designed to provide comprehensive protection for the dedicated employees and volunteers who keep the golf club running smoothly.

Why do you need it?

Accidents can happen anytime, whether on the course, in the clubhouse or behind the scenes. Our personal accident cover ensures that your team is protected against the financial repercussions of unforeseen incidents allowing them to focus on providing the best possible experience to your members.

By choosing our personal accident cover, you are investing in the health and security of your staff and volunteers. This not only boosts morale and loyalty but also demonstrates your commitment to creating a safe and supportive work environment.

What should it cover?

If an insured person suffers accidental bodily injury which results in their temporary or permanent disablement.

Most policies will usually include:

- Medical expenses, physiotherapy treatment expenses, counselling expenses and funeral expenses
- Retraining expenses, workplace alteration expenses and recruitment expenses incurred by you directly as a result of a permanent total disablement

Additional covers to consider:

- Although our standard policy doesn't does not include 'illness' or 'compassionate leave' cover, this is something we can arrange for you separately

What to ask your broker

Do you have the correct number of staff listed on the policy?

Does our cover it include a weekly wage benefit?

Keeping your golf club safe online

Cyber liability insurance

Why do you need it?

More and more tasks are carried out online now, whether it's via your golf club's website, emails or online transactions. While you may think your club is unlikely to get hacked or scammed, the truth is that any kind of online presence is a target.

With strict rules around keeping your members' personal details safe and the risk of a fine if there is a data breach, cyber liability insurance can protect you from malicious online activity and safeguard your club's members and reputation.

What should it cover?

Cyber liability insurance cover your club in case it is hacked, scammed or the victim of malicious online activity. This includes social engineering cover, which is where hackers present fraudulent invoices for payment after they have hacked an official's email address.

You should also ensure your policy covers potential data breaches, any financial losses incurred, and reputational damage a data breach can cause.

Cyber cover in action

Saving thousands of pounds for one client

One of our clients was scammed after the secretary's emails were hacked. The hackers used the information they found in the emails to create a false invoice and emailed it to the club treasurer pretending to be the venue where the club had recently held its awards dinner.

The treasurer paid the invoice and only realised it was a scam two days later – costing the club £3,500.

Cyber liability insurance would have allowed them to claim the money back.

What to ask your broker

Does the policy cover social engineering/cyber?

Cover for legal costs incurred in contract disputes

Legal expenses insurance

Why do you need it?

There are plenty of responsibilities that come with running a golf club, and you will have contracts with workers, facilities, and commercial entities. If you end up in a dispute over one of your contracts, it may incur legal costs – which could run into the thousands, especially if you end up in court. Legal expenses insurance covers the costs for you.

What should it cover?

- Employment disputes
- Legal defence
- Property protection
- Personal injury
- Contract disputes
- Tenancy disputes
- Statutory licence appeal
- Employment disputes

Cover your club with Howden

Running a golf club is rewarding, but it can also be challenging.

Arranging appropriate insurance is one of your many duties at the club, and our aim is to simplify this and make it as straightforward as possible.

We understand golf and we understand insurance. Our golf team at Howden are here to provide you with advice, guidance and support to achieve comprehensive protection at a price that works with your budget.

To discuss your options and how we can help, please get in touch with our friendly, specialist team.

To discuss your options and how we can help, please get in touch with our friendly, specialist team **here,** or scan the QR code below.

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