

Reporting Results and Cancellations

From the moment the game creator settles the final results of the contest, the other participants have 60 minutes to dispute that contest. If the results are not settled or disputed, our system will automatically settle that contest 60 minutes after the contest has completed.

Should a contest go undisputed within 60 minutes of it being settled, any dispute thereafter will be considered null and void.

Should a contest be canceled by the scorekeeper due to unforeseen circumstances, that contest will not be reflected on the players profiles and the funds will be returned to the user's account.

PreGame Rules

You are agreeing to the terms of the match that the game creator and scorekeeper have created and you've accepted.

Official Game Rules

It is the responsibility of LoopGolf customers to read and fully understand these rules and policies before participating in any contests. These rules apply to all contests.

Any rule not stated in the pregame rules will be considered invalid and not an enforceable rule for the contest. All agreed upon rules apply to all parties unless the agreed upon rules specifically state otherwise. Any rule that does not pertain to game play for the contest that is set up is not an enforceable rule.

Guests are not allowed to participate in any matches on LoopGolf. If you're playing with a guest who is not a customer and that contest is disputed for any reason, that contest will be considered null and void and money will be refunded to all parties.

Disputes

Disputes can be filed by emailing help@joinloopgolf.co. Any time a rule is claimed to have been violated, evidence is required to back that claim or it will be considered invalid.

LoopGolf is not responsible for settling any on-course disputes regarding USGA's official guide to the rules of golf and its interpretations that may directly impact the outcome of a match.

Any dispute based on settings or functions that can be viewed pregame will be automatically invalid regardless of score. If you wait until your opponent has an advantage to exit and make a claim regarding a pregame setting, your claim will be considered invalid. If you do not agree with a pregame setting or the teams, do not start the contest.

There are no forfeit wins on LoopGolf contests nor is there any reason to claim a win in a contest that has not begun.

As the scorekeeper, if you intentionally exit a contest while losing or the contest is tied and provide no valid evidence that would give you grounds to exit the contest you will automatically concede that contest, should it be disputed.

If you claim a win in a contest you are losing or lost and provide nothing that would give you grounds to do so, that dispute will be considered invalid.

Providing inaccurate information to your opponent in an attempt to mislead them or gain a competitive advantage you would not have otherwise had will result in an automatic forfeiture.

Providing inaccurate information and/or evidence in an attempt to mislead LoopGolf staff in a review will result in an automatic forfeit.

Absolutely No Cheating

If the scorekeeper decides a rule has been broken by their opponent at a point where they are winning the match, the match is tied, or within one score, the scorekeeper has sole and unfettered discretion to be the arbiter of truth.

LoopGolf is not responsible for settling any on-course disputes regarding the interpretation of USGA's official guide to the rules of golf and its interpretations that may directly impact the outcome of a match.

Disconnections

It is the responsibility of the LoopGolf customer to read and fully understand these rules and policies before participating in any contests. These rules apply to all contests.

If a scorekeeper's phone dies while participating in a live match, it will automatically be considered null & void after 60 minutes of inactivity.

Circumstances where a contest drops due to cellular connection, contests can be recreated. If you and your opponents start a new contest with the intent to play out the remainder of the match and you do not agree with the proposed pre-contest settings, do not accept the contest. If you accept a new contest, your claim will be considered invalid.

Any action taken that intentionally violates the disconnection policy will result in any dispute being null and void.

Refusal to follow the disconnection policy in a contest that is tied or you are losing with no grounds to do so will result in forfeit. Refusal to follow the disconnection policy in a contest that you are winning with no grounds to do so can also result in an unfavorable decision.

Code of Conduct

It is the responsibility of LoopGolf customers to read and fully understand the Code of Conduct prior to using LoopGolf. Any attempt to artificially give someone wins or losses is prohibited. Impersonating or attempting to impersonate another customer in any way is prohibited.

Setting up matches with the intent to do anything but participate in a game of skill is a violation of the mobile app policy. The first instance in which someone does so they will be given a warning. Any subsequent instance will result in probation and/or suspension.

Accessing or playing games on another customer's account is prohibited. Anyone found to have accessed another customer's account or allowed another player to access their own will be suspended and their accounts will be placed under review.

If you are cited for providing evidence that is not from the match in question, your account will be closed. Anything deemed to be racist in nature will result in your account being closed.

Disputes:**General Disputes:**

Three disputes within a 15 day period will result in your account being placed under review and based on the sole discretion of LoopGolf staff, your account could be closed. After a 5th dispute in 15 days, your account could be closed indefinitely.

Providing Inaccurate Information:

The first instance in which inaccurate information is provided in an attempt to mislead LoopGolf staff in the review of a dispute could result in your account being closed. The second instance will result in your account being closed.

Dispute Fines:

Initiating a dispute with no valid claim or evidence will be deemed null & void. Claiming a win in an unplayed contest can result in your account being closed. The first instance in which someone claims a win in an unplayed contest they will be issued a warning. Any subsequent claimed wins in unplayed contests will result in your account being closed.

Providing inaccurate information and/or evidence in an attempt to mislead LoopGolfstaff in a review will result in your account being closed.

Using LoopGolf to do anything other than participate in a game of skill can result in your account being closed.

Duplicate Accounts:**Creating Duplicate Accounts:**

- First instance results in a warning.
- Second instance your account will be put under review.
- Third instance your accounts will be closed.

Creating Duplicate Accounts (while inactive):

- First instance results in a warning.
- Second instance results in all of your accounts being closed and a permanent ban.

If your account is reinstated under our zero tolerance policy, a single violation of the code of conduct will result in a permanent ban.