



FACILITY SCHEDULE AMENDMENTS ON THE UPCOMING PUBLIC HOLIDAY - JULY 20, 2021

GOLF COURSE

With July 20 being a public holiday, you will be pleased to note that both Masters and Classic courses will be open for play on that day.

LAGUNA PRACTICE

Please note the following schedule amendment to accommodate the upcoming Public Holiday on July 20:

- Monday, July 19: CLOSED for Maintenance
- Tuesday, July 20: OPEN from 07:00 – 21:00

MASTERS COURSE CLOSURE FOR MAINTENANCE - JULY 26 AND 27

Please note that we will be conducting scheduled maintenance, including hollow tine works to the Masters Course greens, on July 26 and 27, 2021. As such, we will be opening the Classic Course on Monday, July 26.

We understand that this program may be disruptive for several days before the greens fully recover, but the long-term benefits far outweigh the short-lived disruption and it is done with the best of intentions to ensure that Laguna National's greens remain healthy with a smooth, firm putting surface for your playing enjoyment for many years to come.

We thank you for your kind understanding.

GOLF BOOKING PROCESS AND RULES

Kindly note the following booking process and rules:

- Online Booking will be available 7 days in advance at 07:00 daily regardless of weekdays, weekends, and public holidays. All bookings will be based on a first-come-first-served basis.
- Phone bookings will only start at 08:00 every day.
- Email bookings will not be accepted.
- Booking requests to personal staff contacts will strictly not be accepted.





- After booking, all names must be updated in the system 24hrs in advance for weekdays and 72 hours in advance for weekends and public holidays. If names are not updated by the stipulated times mentioned above, the Club may release the booking and cancellation fees may be charged to the main booker. Please note that **there will NOT be reminders from the Club requesting bookers to update the names in the system.**
- Due to the current COVID-19 situation, pre-booking of a tee time is a MUST, and no walk-in golfers will be allowed until further notice.
- Advance booking is available as usual, but for limited flights. Terms and conditions apply.
- Members are only permitted to have one tee time per day.
- The Member that books the tee time must play in that tee time and cannot transfer it to anyone else, i.e. Booked flights are non-transferrable.
- All guest fees, including special guests, must be settled at The Shop before going to the golf course. Express Check-In is strictly for Members only.
- The Club will pair up or fill any vacant slots when necessary.

Cancellation Policy and Fees

As we understand access to tee time is a critical privilege for all our Members, we have put in place the following policies to prevent any unnecessary misuse. Please note that unless a valid reason or supporting documentation is provided, cancellation or reducing player(s) of a booked tee time is not allowed at this time.

The cancellation and no-show fees are as follow:

- Cancellation fee: Weekday: \$30.00nett per person.
Weekend/Public Holiday: \$60.00nett per person
- No show fee: Weekday: \$60.00nett per person
Weekend/Public Holiday: \$120.00nett per person





Guest Rain Check Policy (Updated)**

Based on our latest lightning alert policy where golfers playing at the course are able to wait and resume their games after lightning has cleared, the rain check policy for our guest golfers will be reverted to our previous arrangements (see below T&Cs) with effect from July 19, 2021.

For the AM and PM 18-hole sessions, any guest golfers who are unable to complete their rounds due to various reasons, such as failure to cross-over, closure of the course due to darkness, etc., the rain check will be issued based on the following:

- Guests whose tee time is cancelled as it is within the lightning alert time and prevented from teeing off – FULL REFUND IF PAID
- Guests who are able to tee off and play up to one (1) hole – 18-HOLE RAIN CHECK
- Guests who have teed off the 2nd hole and played up to ten (10) holes – 9-HOLE RAIN CHECK
- Guests who have teed off the 11th hole – NO RAIN CHECK

For the evening 9-hole session:

- Guests whose tee time is cancelled as it is within the lightning alert time and they are prevented from teeing off – FULL REFUND IF PAID
- Guests who are able to tee off and play up to one (1) hole – 9-HOLE RAIN CHECK
- Guests who have teed off the 2nd hole – NO RAIN CHECK

**Full buggy fees and applicable green fees, if any, must be paid when utilizing any rain check.

**No rain checks will be issued when a guest is utilising a green fee voucher.

The Return of Walking Golf (Masters Course Only)

With effect from July 19, 2021, golfers will have the option to walk at the Masters Course during the evening 9-hole session only. The walking fee* of \$8.83nett will be charged to each golfer who chooses to walk. Limited golf trolleys will be available complimentary and will be on a first-come-first-served basis.

*The walking fee is not refundable once the golfer has teed off.





Waiting List Requests

If you are unable to book a tee time through the online booking platform and would like to be on the waiting list, please send a WhatsApp message in the following format to us at 9868 6871.

Name: XXXXXXXX

Membership No: XXXXXX-XX

Date requested: XX/XX/XX

Preferred Course: Classic or Masters

Session: AM or PM

Members: X and # Guests: X

For documentation purposes, we will ONLY accept waiting list requests via the above phone number using WhatsApp. Any waiting list request over the phone or by email will not be accepted. Our team will also be using the WhatsApp line to reach out to you to offer available times as they come free.

Please note that you cannot add your name to a waiting list for a day that has not yet opened. We will only accept waiting list requests from 07:15 onwards on the day that bookings are opened.

A Reminder of Local Rules Related to Covid-19

We have removed all the bunker rakes and installed foam-based implants inside the holes to prevent golf balls from dropping to the bottom of the hole. The purpose of removing the bunker rakes and form inserts is to prevent golfers from touching items (rakes and flagstick) that would normally be contacted by many people.

The Singapore Golf Association (SGA) has also recognised similar changes, as above, made by many local clubs and has decided to share the following information that is being applied for acceptable scores for handicapping purposes:





1. Definition of Holed

SGA Position: To assist the golfer in retrieving the ball from the hole without touching the flagstick, cup implants may be inserted into the cup to prevent the ball from dropping to the bottom of the cup. If the ball were to hit the implant and bounce out, the ball is deemed as 'holed'. Scores submitted are acceptable for handicapping purposes.

SGA Position on Hole-in-One:

While this COVID-19 Rule regarding the hole is in effect, a 'hole-in-one' will not be official (prize cannot be won) if the ball were to hit the cup implant and bounce out of the hole. However, it will still be deemed as holed for scoring or handicapping purposes only.'

2. Bunker

When a player's ball lies in a bunker, the player may take free relief once by placing the original ball or another ball and playing from the 'relief area'.

- Reference Point: Spot of the original ball.
- Size of the Relief Area: One club length but must not be closer to the hole and must remain in the bunker.

In addition, we would like to inform Members that all 'Moveable Obstructions' (e.g. waste bins, directional signs, ropes, etc.) will be deemed as 'Immovable Obstructions' in order to prevent golfers from touching any of the obstructions on the golf course. Golfers may take free relief under Rule 16-1 during this period of time.

Care for the Course and Your Fellow Golfers

With the golf course experiencing higher than normal traffic/demand, etiquette and safety become even more essential elements to ensure all golfers have a safe and enjoyable round. Please take note of the following reminders:

- REPAIR BALL MARKS ON THE GREENS. It is your responsibility to do so, and golfers found not to be repairing ball marks may be suspended from accessing the golf course. Members are responsible for their guests repairing ball marks as well. Even if the ball mark is not yours, we appreciate you helping to repair others that you find on the greens.





- REPAIR DIVOTS. With sand bottles on the buggies and sand buckets on par 3 tee boxes, it is expected they will be used by all golfers to help maintain the course. It is your responsibility to do so, and golfers found not to be repairing ball marks may be suspended from accessing the golf course. Members are responsible for their guests repairing divots as well. Please help keep our fairways and tee boxes in great condition.
- Ensure the golfers ahead of you are cleared before hitting. Safety is of utmost importance – when in doubt, err on the side of caution.
- Shout “FORE” if your ball is moving in the direction of other golfers or our staff over to an adjacent hole – even if you cannot see someone there. We all hit errant shots from time to time, it is not something to be shy about.
- Golf balls do sometimes travel to your outside of the intended hole. If the ball is not yours, leave it where it is, as it likely came from another golfer on the neighbouring hole.

SOCIAL AND RECREATION UPDATES

In compliance with the new regulations, there has been updates on social and recreation activities allowed within our premise. Please note the following:

Gym

- The use of indoor gym is allowed since June 21, 2021. Members can remove their masks when engaging in strenuous exercise.
- Members are welcome to make a booking for use of the gym.
- Personal training has resumed. Our Personal trainers goes through a Fast and Easy Testing once every 14 days. This is our pledge of commitment to ensure your well-being and safety at all times.

Fitness Classes

- Fitness classes have resumed and multiple groups of FIVE are allowed from July 12, 2021. Please observe a safe distancing of 3 metres between groups and refrain from intermingling.





Swimming pool

- Register in groups of five.
- Please observe 3 metres safe distancing between groups.
- Stay in the same group throughout the visit in the resort and do not intermingle.
- Mask must be worn at all times unless when you are in the swimming pool or when you are not consuming any food or beverage.
- The relaxation pool will remain closed until further notice.
- Kindly note of the recent changes to the pool slots available.

Swimming lessons

- Group classes have resumed and Private 1-to-1 swimming lessons are ongoing.
- SwimSanity class have resumed.
- FloatFit Yoga and HIIT will be starting on July 10, 2021. For more information, please contact the Lifestyle Counter to sign up.

Tennis Court

- Normal booking procedures and playing format may resume.
- A mask must be worn at all times unless playing tennis.
- Please keep a safe distancing from each other and observe personal hygiene.

Tennis Lessons

- Group lessons have resumed since June 21, 2021.
- Private 1-to-1 tennis lessons are ongoing.

For more information on group classes and sign ups, please contact Lifestyle Counter or visit our website at www.lagunanational.com.

Courtesy and etiquette go a long way, especially during these challenging times.

We thank you for looking after one another and our courses, and we look forward to seeing you at the Club soon!

