



Dear Members,

As we continue our efforts to have more efficient tee time bookings, we have been monitoring the booking results and the behaviour of Members bookings within our current regulations. As a result, we are making adjustments to the booking procedures which will allow us to better manage fairer booking behaviour to allow more equal and efficient access to all tee times. These changes will help to reduce unnecessary traffic and superfluous bookings on the booking portal. We are also implementing a stricter cancellation policy designed to ensure Members are not blocking/booking times which they are not completely committed to using from the onset of booking, therefore making them more available and accessible to other Members from the onset of our booking start dates.

These changes will come into effect **for ALL BOOKINGS FOR DATES OCTOBER 1 ONWARDS**, and will remain in effect until the club determines there are significant changes in demand for tee times as a result of changes to current COVID-19 restrictions.

TEMPORARY AMENDMENT TO THE BOOKING POLICY

- Bookings will open at 7:00AM, 7 Days in advance for all tee time bookings
- Although encouraged, you are not required to input all of the names in your initial booking as searching Members names is sometimes slowed by the high traffic at peak times.
- You are required to have the names of ALL golfers updated in the system:
 - Weekday times – 48 hours in advance
 - Weekend times – 72 hours in advance
 - **Times that are not updated within this period WILL BE RELEASED and passed to Members on the waiting list. Full cancellation fees will apply.**

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- Update names of your booking via My Bookings on the web portal or by email to the Club Concierge at clubconcierge@lagunanational.com

TEMPORARY AMENDMENT TO CANCELLATION POLICY

- **ALL** tee time cancellations will be subject to cancellation penalties **REGARDLESS OF ADVANCE TIMING**. The free cancellation periods **NO LONGER APPLY**. Members are encouraged to only book tee times you are fully committed to make full use of. Communicate with your fellow flight mates to ensure you do not make separate or multiple bookings for the same flight as **ALL** cancellations will be charged the appropriate fees.
- Reduction of players within a flight will also carry the appropriate cancellation fees.
- Although names of accompanying golfers may change, changing the name of the **BOOKING** Member is **NOT PERMITTED**. If the **BOOKING** Member's name needs to change, the entire flight will be cancelled and appropriate cancellation fees will be charged.
- Cancellation must be done via email to the Club Concierge at clubconcierge@lagunanational.com
- Cancellations fees:
 - Weekday - \$30/player
 - Weekend - \$60/player
 - Cancellation fees will be applied to the **BOOKING** Member.
 - No show fees will be charged at **DOUBLE** the cancellation fee.

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CONTINUED INVESTIGATION INTO COMPUTER ASSISTED BOOKINGS

We continue to monitor all incoming bookings and analysing the data accordingly. We remind all Members that it is **STRICTLY PROHIBITED** to use any computer-assisted "bots", scripts, codes, malware, or other programs designed to give an unfair advantaged access to booking times. Any Member found to be employing these tactics will be subject to disciplinary action that may include lengthy suspension from the club and/or being reported to the relevant authorities if deemed to be an illegal act.

We thank you for your continued patience and support as we improve our booking system and procedures to benefit all Members.

The Management

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