



We are pleased to inform you that on **Tuesday, July 19**, we are launching an upgraded version of our Members online portal where you will be able to:

1. Create a golf booking
2. View the summary of your bookings
3. Download membership administration forms
4. View your account statements
5. Adjust your account settings

We will also be amending the opening time for tee time bookings each day to **09:00**.

Please see below for a summary of the amendments and upgrades in each area.

Golf Booking:

- The login system is upgraded and will no longer allow a Member to be logged in on multiple devices. If you log in on a second device, your first session will be cancelled, and you will be logged out. This will further reduce the traffic on the booking platform and make the system more efficient.
- **For weekdays**, we have added a function to search bookings as a single golfer which will search only times that have a 2 or 3-ball already booked, for you to be able to join up. It remains that weekend online bookings must be a minimum of 3 players. Singles or pairs may only book/be paired through the concierge.
- Booking rules for 9 holes and 18 holes have been rectified.

We would like to take this opportunity to remind Members that we only take 9-hole bookings for evening sessions. All morning and afternoon sessions will be for 18 holes and will include mandatory buggy charges.

My Booking:

- This is a summary page of your bookings. You may visit here to select and modify your bookings by increasing the number of players or updating the names of your fellow golfers.
- Our cancellation policy remains the same – and any cancellations will need to be done via email to clubconcierge@lagunanational.com.





Request Form:

- You can download the different types of membership administrative forms for your corresponding needs.

My Account:

- You may view all of your personal details in this area and submit changes to update them.
- You may view your last 3 months of account statements.

Account Settings:

- You may change your password and mailing preferences here.

Opening Time of Golf Bookings:

After much feedback and consideration, we are also taking this opportune time to amend the opening time for our Golf Bookings. The new timing for Golf Bookings will open at 09:00 – **seven (7) days in advance**. This will be consistent for every day of the week.

- 09:00 – Bookings open for online booking
- 09:15 – Accepting waitlist entries via WhatsApp – 9868 6871
- 10:00 – Accepting phone calls for golf bookings

Migration Date

We will be making the migration to the new platform on **Tuesday, July 19**. Please take note so that you can plan your golf bookings accordingly, as on this date the Golf Bookings will only become available at 09:00 onwards on **Tuesday, July 26**. The website's booking link will also be changed after the migration to the new booking platform; thus, please remember to update your bookmark to the new link from July 19.

For any questions, please contact clubconciierge@lagunanational.com.



New Golf Booking Portal

1

Bookings

2

URL: https://golfbooking.lagunanational.com/login.html

3

Request Form

4

My Account

5

Account Setting