



Golf Clubhouse Soft Launch Opening

Dear Members,

We are pleased to announce that we will be having the soft launch opening of our new golf clubhouse on Tuesday, October 20th!

During this soft opening, you will have access to:

- Golf Lobby
- The Shop retail outlet
- Golf Changing Rooms
- Golfers' Lounge

With the new opening, we embark on a time of changes at the Club. While we appreciate the excitement around the opening, we kindly remind all members that we are still very much in the midst of dealing with the COVID 19 pandemic. Distancing and safety measures are still in effect and some services will still be suspended and opening in phases. Please see the following important information that will help you navigate these changes and further enjoy your time at the Club.

- Change of Traffic Flow and Golfer Journey
- Nest and Clubhouse Hours of Operation
- Locker Room and Shower Facilities
- Change of Phone Lines
- Lightning Warning Evacuation Procedure
- The Shop – Opening Promotions

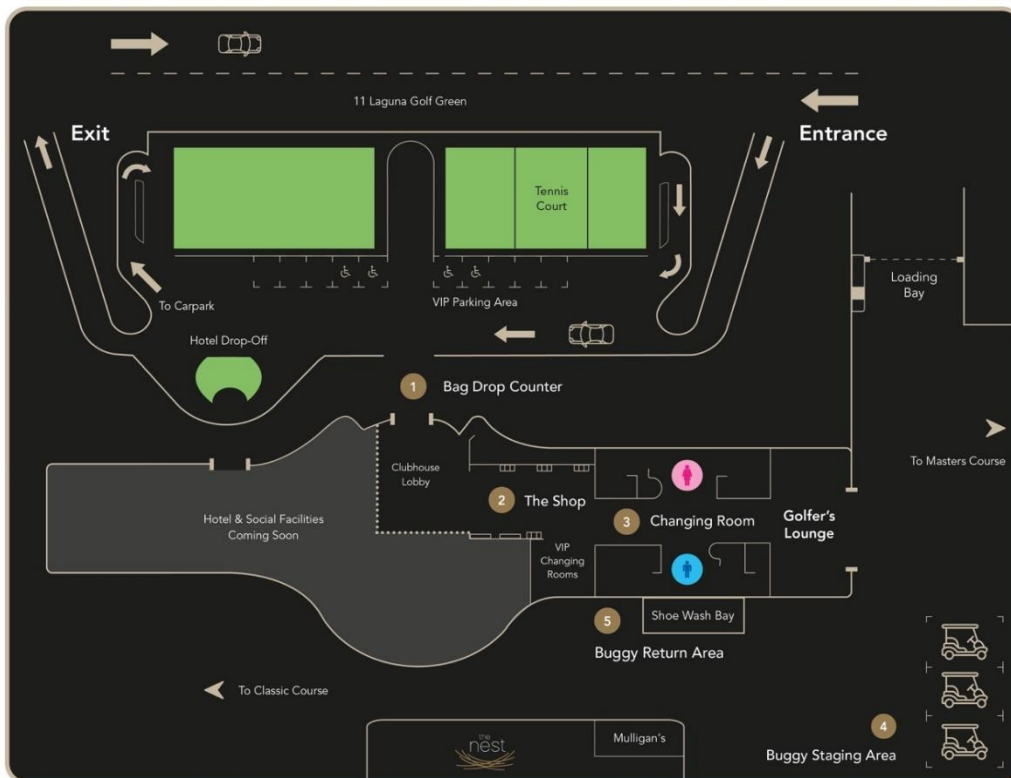
We are very much looking forward to welcoming you to a new golfing experience here at Laguna National.

Sincerely,

Mark S. Isley
General Manager

Change of Traffic Flow and Golfer Journey

With the opening of the new golf clubhouse, please note that your arrival and movement through the Club will also change. Upon arrival at the Club, please follow the directional signage up the ramp to the new golf bag drop location. **We are pleased to inform you that handling of golf bags will begin on October 20th.** Entry into the car park will be located opposite the hotel lobby and **Members Parking will now be located on Level 1M.** Guest parking will be located on Level 1 (ground floor). After parking, please come up the central staircase, which will lead back to the Golf Lobby to continue your journey through the clubhouse.



1 Bag Drop Counter 2 The Shop 3 Changing Room 4 Buggy Staging Area 5 Buggy Return Area

1. Drop off your golf bag at the Bag Drop counter when you arrive at the Club. Collect a golf bag tag before parking your car at Member's Carpark (Level 1M).
2. After parking, please check-in at The Shop.
3. At changing room counter, the staff will exchange the golf bag tag with a locker key.



4. Visit various outlets in the Club or head to the buggy staging area before teeing off.
5. Return the buggy to the Buggy Return area (opposite The Nest) after the golf game. Head to the changing room or restaurant.
** Please note that lockers and showers are currently closed and coming soon!*

*Please note lockers and showers are currently closed but will be opening soon in a later phase.

Note: After using the changing room, return the locker key to collect your golf bag tag at the changing room counter before retrieving your car.

Golf bag tags must be handed over to the staff at the Bag Drop counter to collect your golf bag before leaving the Club.

The Nest and Golf Clubhouse Hours of Operation

During this phase of our opening, we will be observing the following hours of operation:

Golf Clubhouse including The Shop and Golf Bag Drop:
6:30AM – 9:00PM

The Nest:
7:00AM – 8:45PM

Please note that golfers must make their way through the golf clubhouse, through The Shop, and collect golf bags from the Golf Bag Drop by 9:00PM. A reminder that no member golf bags or possessions are to be left at the bag drop overnight. Any clubs or bags left behind will be collected by security and a fee of \$50/night will be charged for storage/release. There will be more news on options for golf club storage coming very soon. For the time being, this service is not available.



Locker Room and Shower Facilities

With the new opening of the golf clubhouse, we are now able to move into our new changing room facilities. However, we will not be opening the use of the lockers, showers and sauna on opening day. We will be completing some additional configurations/commissioning in these areas, as well as refining safe distancing measures in line with government regulations. Our aim is to have this complete and have shower and locker facilities open for use before the end of the month. Please note that some restrictions will still apply in compliance with government regulations. Thank you for your continued patience as we progress in opening our facilities while ensuring a safe environment for all.

Change of Phone Lines

While we are working through transferring our phone lines, please take note of the new phone extensions for your convenience.

- Golf Bookings
 - +65 6326 1951/1952
- Golf Operations
 - +65 6326 1942
- The Nest Reservations
 - +65 6321 6796
- Finance Matters
 - +65 6321 6707

Our Club mainline +65 6542 6888 will be temporarily disabled. All other services can be reached through the Operator at **+65 6326 1911**.



Lightning Warning Evacuation Procedure

In our first phase of the soft launch, our current policy of **“Abandon Play”** during lightning warnings will initially remain. When a lightning alert is received, the golf course will be closed and games currently on the course, and those scheduled to go out on the course during the lightning alert, will be abandoned/cancelled. Golfers are to return their buggies to the Buggy Return area opposite The Nest where our team will guide you to a safe parking area. Your golf bags will be sent to the Bag Drop area for collection.

Please rest assured, our team is in the process of evaluating all options for a return to “normal” on these parts of our golf operations. It requires a great deal of coordination and is essential that our procedures are compliant with government regulations.

Only when we are able to operate in the new environment and review our new customer flow will we be able to make any adjustments to our procedures. We thank you for your understanding and patience during this time.

Opening Promotions at THE SHOP

We are very excited to welcome you to The Shop. This is a cornerstone to our golfers’ journey at Laguna National, where you will have a new retail experience at the same convenient location where you are checking in for your golf game and interacting with our customer service team on a daily basis. You can look forward to new apparels from brands such as Hugo Boss, Footjoy, Adidas, and Johnnie-O – which is exclusively found at The Shop. Not only will we have great golf fashion, but additional lifestyle items as well. Other exciting brands such as Titleist, Ping, TaylorMade and Honma will be available for golf clubs and other accessories. Visit The Shop for a wide range of opening promotions...and don’t wait – some of these promotions are for a limited time only and while supplies last!