



Dear Members,

It has been a pleasure seeing you all over the past week arriving and exploring our newly launched golf clubhouse. We sincerely appreciate your patience and support as we continue moving forward to a better Laguna National experience. As such, we would like to take this opportunity to update you on our progress and also announce some new developments for you to look forward to next week.

### Opening of Changing Rooms and Shower Facilities

From Tuesday, November 3<sup>rd</sup> onward, we will be opening the use of our Changing Rooms and Showers **ON A LIMITED BASIS** so as to comply with current Safe Distancing regulations. Lockers and Showers will be open, but with limited numbers available and limitations to the number of occupants in each changing room at one time. In the interest of safe distancing, **we still recommend all Members to refrain from using lockers and showers if possible and continue with our "Ready 2 Golf" practices.**

Please note the following procedures and considerations for using lockers and showers in a safe and responsible manner:

- Exchange your golf bag tag with the locker room attendant for a locker key and a towel.
- Keep the key with you at all times and return the key and towel to the locker room attendant after your game to collect your bag tag.
- Masks must be worn at all times with the exception of in the shower. Failure to comply may result in suspension.
- Please obey all signage within the premises to avoid use of closed basins, toilets, showers or lockers.
- Do not leave valuables in the lockers or anywhere in the changing room. The club will not be responsible for lost property.
- Do not remove towels or any other club property from the changing rooms.
- A replacement fee will be charged for any unreturned items or club property that is removed from the changing rooms.



- Please note, that due to current safe distancing measures/capacity regulations, there will be times you may need to wait to gain access to the changing rooms. We thank you for your patience.

## **Lightning Warning Abandon Play Policy**

From November 3<sup>rd</sup> onward, we will be implementing the following practice **ON A TRIAL BASIS**. This program will only work if **ALL Members follow directions properly and maintain safe distancing measures**. Please see the following directions in order for us to manage golfers being able to continue after lightning alerts:

- All tee times that have not teed off and fall within the lightning alert time will be cancelled. Those that are on the golf course will be permitted to shelter safely, wait, and return to their hole to commence play.
- **There will be strictly no waiting in the Golfers' Lounge, Changing Rooms, The Shop and Club Lobby. These areas are for traffic of golfers arriving or leaving the property only. These areas need to operate within strict capacities and must be for golfers entering or leaving the property**
- When a lightning alert is issued, all golfers on the course will need to safely seek shelter and strictly adhere to the following protocol. Failure to do so may result in suspension.
- **While in any shelter area, please stay in your buggy and keep your mask on at all times. No crowding or mixing with other flights. Park in the designated areas only.**
  - CLASSIC PRIMARY SHELTER WAITING AREAS
    - **All holes across the canal**
      - Rain shelter at 14 green 15 tee (MAX 15 BUGGIES)
      - Halfway house (MAX 15 BUGGIES)



- All holes clubhouse side of the canal
  - Back to Nest/overflow
- If shelters and nest are full, all buggies shall go to overflow area at the carpark (OLD TEMPORARY BUGGY AREA)
- MASTERS PRIMARY SHELTER WAITING AREAS
  - HOLES 1-6
    - Rain shelter at 4 tee/6 green (MAX 15 BUGGIES)
  - HOLES 7, 8, 16
    - Rain shelter at hole 8 (MAX 6 BUGGIES)
  - HOLES 11-15
    - Halfway house (MAX 13 BUGGIES)
  - HOLES 9, 10, 17, 18
    - Back to Nest/overflow
- If your primary shelter is full, please return to the clubhouse and park/wait at the overflow area located at the carpark. This is at the old temporary lobby/buggy staging area.
- Any buggies going to the buggy return are strictly for golfers finishing their game and leaving the property. Buggies in this area will have bags removed and sent to the bag drop. There will be no waiting in this area or returning to golf from this area. **NO EXCEPTIONS.**

**\*\*We must stress that this program is on a TRIAL BASIS. We require the support and cooperation of all Members in order to keep Laguna National a safe place. If we do not have full cooperation, we may need to revert to the Abandon Play policy. We thank you in advance for your cooperation!**

## RAIN CHECK POLICY

During this trial period, we will continue with the current relaxed rain check policy so as to encourage flexibility for you to decide with your guests to leave the property and reduce any crowding.



## WAITING LIST

Golfers who are unable to initially book a slot through the online platform are encouraged to submit your request for the waiting list by email. Please inform us of the following information:

- Booker name and Member number
- Number of golfers (Members and guests)
- Preferred golf course
- Preferred time period

## PACE OF PLAY AND GOLF ETIQUETTE

Next week, we will be rolling out some new measures that will address refinements to our Pace of Play practices at the club. In the meantime, we would like to take this time to remind all golfers to practice courtesy and good etiquette at all times when at the club. This includes patience and respect to your fellow golfers and our staff.

Once again, we would like to thank you for your support and patience as we continue with the opening of our club facilities and adjust our safety practices in our new environment. We appreciate your feedback during this time while we refine our new service areas and appreciate your cooperation. Together, we will make Laguna National, A Great Place to Golf!

Sincerely

The Management