



Dear Members,

We hope you are all doing well and have had a chance to come out to the newly opened member facilities, restaurants and Dusit Thani Laguna Singapore. This past week, our recreation activities began and will continue to ramp up over the holiday season. As we continue to forge on with the re-opening of our property, we have updates on the following golfing matters:

- Return to 2-tee starts
- Lightning Alert Procedures
- Tee time allocations
- Pace of Play
- Course Care and Etiquette

Tee Time Availability and 2-Tee Starts

With regards to golf, we are aware of the challenges many of you are having to secure tee times at the frequency you would like. We would like to assure you that both our provider and a 3rd party consultant have confirmed we do not have any unauthorised access or hacking into our system that is blocking access to tee times. Although we have had some anomalies over the past months, the main issue is simply that there is a high level of demand for limited times...so they do get taken upon opening of booking within a short period of time. We are typically seeing over 300 unique Members logged on during busy mornings, all ready to click when the roughly 100 flights are released. As you can imagine, this means that many Members are not able to secure a time right away.

As we continue our pursuit to further improve tee time availability, we are happy to share with you that we will be returning to the 2-tee start as of December 21st. This will allow us to introduce more available times and at the same time provide access to the back 9 of each course for the 9-hole bookings in the late afternoon. Please take note of the following reminders and amendments to current practices that will allow you to better enjoy your access to the golf courses.



Double Barrel Tee Time Ranges

MORNING SESSION 7:10 – 9:20 (times vary slightly between courses)

AFTERNOON SESSION 12:10 – 2:20 (times vary slightly between courses)

Please note that times ending in odd numbers will be off the 1st tee and times ending in even numbers will be off the 10th tee.

Lightning Alert Procedures

With the implementation of the 2-Tee Start, we wish to remind you of our Lightning Alert procedures and update you on how this will work with the new tee time configuration:

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 on the 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.

UPDATE

- Any game from the Morning session that is not able to **cross over before 12:00 noon** will be reduced to 9-holes play.
- Any game from the Afternoon session that is not able to **cross over before 4:30PM** will be reduced to 9-holes play
- Please refrain from going to the Greenhouse or Tee Deck during a lightning warning. There will be no announcements or updates in these facilities for resumption of play.



Waiting List Updates

Please note to **ONLY** submit information for the waiting list via the WhatsApp line at 9868 6871. **To reduce waiting time for submission, you may now submit your waiting list requests at 7:15AM.** All requests sent before 7:15AM will not be entertained. Please note that we will only communicate via this number to contact you when allocating you a time off the waiting list. All other communications will not be entertained.

A reminder of the information to include when submitting your request:

Name: XXXXXXXX

Membership No: XXXXXXXXX

Date requested: XX/XX/XX

Preference: Classic or Masters

Preference: AM or PM

Members: X

Guests: X

Please note that due to the volume of admin work to manage daily flights, waiting list submissions, and cancellations, we will normally begin the allocation of waiting list flights approximately 4 days in advance of the date of play. Please **DO NOT** call the CSA to check on the status of your waiting list submission. If we are able to allocate a flight to you, we will contact you.

Flight Allocation for Advance Booking

Please note that we are limiting advance booking to 5 flights per golf course per day. This is being limited to protect the integrity of the booking sheet to ensure that the majority of times are still available through the normal access – available to all golfers.



REVISED ADVANCE BOOKING FEES

Effective **JANUARY 15th**, the fees for advance booking will be revised to the following:

- Weekdays \$100/flight booking
- Weekends/PH \$200/flight booking

All current submissions and those up to January 14th will be honoured/remain at the current pricing.

Flight Allocation for Members on Limited Play

As some Members have been limited in their ability to play/secure times, we will be blocking 4 flights per day which will be given priority from the waiting list to golfers who have played the least golf in the prior 30 days. This will be determined through a review of playing records of those that have added themselves to the waiting list through the WhatsApp line. We thank you for your support as we ensure access to as many Members as possible.

Pace of Play

We are happy to report that there has been an improvement in our overall course pace of play and wish to thank you all for your efforts. Of course, there is still improvement to be made and we will continue to pursue our target times on both golf courses. We have issued warning letters to some Members and wish to remind you that this is for the betterment of the club and overall enjoyment of all golfers on the course. We thank you for your continued attention to this and look forward to further efforts and cooperation.

Care of the Course

With the continued extensive number of rounds played and the added challenges from heavy rainfall in the past months, the golf course is under a high level of stress. We need your help more than ever to keep our course clean and in good condition!

We are pleased to introduce you to our latest additions to our team:



Waste Bins

Strategically located on every tee box for all of your waste needs. Please keep waste in your buggy until you reach the tee and then ensure your waste is deposited IN the bins – not on our around them.

Sand Bottle Refill Stations

Please be sure to visit these stations for a refill when your sand bottle is empty. We aim to keep you in full supply of sand so that you can do your part on the course.



We need your help to fix ALL of your divots and ball marks...and also those that get missed by others. Together we can make photographs like the ones below a thing of the past...and keep Laguna National in pristine condition.



Our course maintenance crew works tirelessly to prepare the course for you on a daily basis and are doing so with a limited team. We thank those of you that make the effort to care for the course and remind those that are not – it is your duty as a member of the club and failure to do so can result in disciplinary action. Please help to remind your fellow golfers as well...and work together for a better club.

Member Conduct – Verbal Abuse of Staff

We would like to take this time to remind all Members that, while we always welcome constructive forms of feedback, the use of foul/vulgar/aggressive/abusive language towards staff will not be tolerated in any way. Any Members found doing so will be subject to disciplinary action which may include lengthy suspensions.

We understand that there are elements of club life right now that are frustrating – we know that you have joined the club and may not be able to access it as regularly as you would like, and that there are some uncomfortable restrictions still in place. Please know that our staff are truly doing their best to balance your accessibility at the height of demand, while



still managing reduced capacity and ensuring that imposed safety regulations are followed. This is not an easy task and we wish we could accommodate each and every Member's expectations, but there are times that this simply is not possible.

We thank you all for your continued support, welcome your continued constructive feedback, and look forward to seeing you all over the festive season at the club. Stay safe, be kind and take care.

The Management