

Dusit Thani

LAGUNA · SINGAPORE

Stay & Play Package Golf Terms & Conditions

Booking Confirmation Process	
Booking Confirmation Process	<ul style="list-style-type: none"> Only bookings supplemented with complete information and full payment will be allowed course access Booking Confirmation Number which will serve as proof of booking & payment during check-in process must be secured by the Hotel Guest and given to Golfer(s) before their arrival at the Club (No Booking Confirmation = no course access policy)
Cancellation/Attrition/No Show Policy	<p>Written notification of booking cancellation is required to be submitted to LNGRC by the Hotel Guest and applicable cancellation fees shall apply according to the following notice period:</p> <ol style="list-style-type: none"> Cancellation fourteen (14) days or longer before arrival: the Hotel Guest may cancel the booking with written notice to the Club fourteen (14) days or longer before the scheduled arrival date at no charge to the Hotel Guest. Any amount prepaid by the Hotel Guest for the cancelled booking will be offset against the next invoice provided to the Hotel Guest by the Club. Cancellation less than fourteen (14) days before arrival: Any cancellation with less than fourteen (14) days written notice before the scheduled arrival date is considered confirmed & guaranteed by the Hotel Guest and the Hotel Guest shall pay 100% of the total quoted rate to the Club. If the amount has been prepaid, the Club will retain 100% of the total applicable quoted rate and there will be no refund accorded to the Hotel Guest. No Show: the Hotel Guest shall pay 100% of the total applicable quoted rate to the Club in the event of a No Show. If the amount has been prepaid, the Club will retain 100% of the total applicable quoted rate and there will be no refund accorded to the Hotel Guest.
COVID-19 Cancellation Policy	<ul style="list-style-type: none"> Please ensure all parties in your group are aware of the confirmation & cancellation policies before confirming your booking Updates to border measures for travellers entering Singapore may be found here https://www.gov.sg/article/updates-to-border-measures-for-travellers-entering-singapore
Rain Check Policy	<ul style="list-style-type: none"> The course shall be declared closed if it is considered unplayable due to rain, lightning risk or any other reasons determined by the Club. Any payment made is non-refundable and any charges incurred are irreversible. Issuance of rain check is subject to approval by the Club and will follow the standard policy: <ul style="list-style-type: none"> Golfers who are able to tee off but not complete 9 holes: 9-hole rain check (may be redeemed as a 9-hole round strictly during the evening session or top-up at the prevailing corporate guest rate for an 18-hole round) Golfers who play 10 or more holes: No rain check Golfers that are on course and not able to cross over to the second 9 by the specified cut-off time (11:45hrs for morning flights and 19:00hrs for afternoon flights) will be reduced to 9-hole games and given the appropriate rain check. *Above policy applies to green fees only (Full buggy fees will be applicable when utilizing any rain check) **Above policy applies to paid green fees only (No rain checks will be issued when a guest is utilizing a green fee voucher) ***This policy will be in effect from 28th March 2022 and is subject to change when club policy changes With the recent changes to COVID-19 related safe management measures and the relaxation of movement controls within the Club facilities, we are pleased to roll out amended procedures that will reduce the impact on golfers affected by lightning warnings. Starting with booking dates from 4 April 2022 onwards, please take note of the following changes to the lightning warning procedures:

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Booking Confirmation Process (Continued)

Rain Check Policy (Continued)

- Course Evacuation: Upon notice through the buggy GPS screen and the subsequent siren, all golfers are to seek shelter at the halfway house, rain shelters or return immediately to the clubhouse and seek shelter in the Nest or the main clubhouse. Only golfers retiring for the day and are stopping their game will be granted access to the indoor buggy car park. For ease of returning to the golf course after the lightning warning, golfers should park their buggies at or near the buggy staging area of the course they are playing. The basement car park will no longer be used as a buggy overflow area
- Tee Time Movement: All tee times that are within the specified lightning warning time will no longer be cancelled. Golfers in these affected tee times via time sheet start will be given the option to – cancel the tee time, shift the tee time to a slot after the final time of the respective session or all tee times will be shifted in order of their original booking and will only be amended if a flight cancels. Golfers in these affected tee times via shotgun start will be allowed to take shelter, wait until the course reopens, resume the round once the course reopens and play as many holes as they can until the official course closure timing.
- Morning Session: Please note that the cut-off to cross over for the second 9 holes will be 11:45 am for morning sessions.
- Afternoon Session: Afternoon session times will not have a specified cut-off time and will take priority over evening 9-hole tee times.
- Evening Session: As per pre-COVID-19 procedure, priority will always be given to 18-hole tee times from the afternoon session. In the event of an afternoon lightning warning, evening times will be cancelled and only allowed to tee off after the afternoon times have crossed over
- The safety of our Members and staff is a priority. As such, any Member who continues to play during a lightning warning or access the golf course before being instructed by Club officials will be subject to disciplinary action.
- Real-time lightning warning updates may be viewed before and during the round via LNGRC's website at <https://www.lagunanational.com/golf/lightning-update>

Terms & Conditions

Important Notes

- Hotel Guests agree to all the policies and terms & conditions highlighted above & below:
- All morning and afternoon tee times will be 18-hole bookings (9-hole bookings are not allowed)
 - All golfers must have valid golf handicaps and they must abide by the golf rules and etiquette of LNGRC (<https://www.lagunanational.com/golf/rules-etiquette>)
 - All golfers must comply with directions from club marshals or officials and any golfer found to be not capable of playing may be removed from the course without entitlement for payment refund or reduction
 - LNGRC reserves the right to pair golfers and fill all the tee times
 - All golfers are liable for their own golfer's insurance and spectators are not allowed in the golf course
 - All golfers are required to dress in proper golf attire within the golf course or practice areas and smart casual dress code shall be followed within the club & hotel premises. LNGRC officials reserve the right to refuse entry to those who are not suitably attired.
 - Acceptable Attire: Sleeved/ Sleeveless shirt (ladies only) with collar/ Turtle neck/ Mock neck/ Shorts/ Bermuda/ Trouser/ Long pants/ Culottes/ Golfing skirt / Soft spiked golf shoes
 - Not Acceptable Attire: Singlet/ Basketball & Football jersey/ Tank top/ Tubes and revealing clothing of any kind / Jogging shorts/ Miniskirts / Slippers / Sandals / Office Shoes

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Terms & Conditions (Continued)	
Important Notes (Continued)	<ul style="list-style-type: none">• Golf bag tag and locker key must be returned to the respective stations before departure or a penalty fee of S\$50.00nett per tag or key will be imposed to the hotel guest• The course shall be declared closed if it is considered unplayable due to rain, lightning risk or any other unforeseeable reasons determined by LNGRC• The use of the course and facilities, if included, shall be subject to LNGRC's prevailing Constitution and Bye-laws• All golfers are responsible for their own safety and shall not hold Laguna National Golf Resort Club liable for all claims of loss, damages, accidents or any form or injuries that may occur during the round• LNGRC reserves the right to carry out renovations and upgrading programs to its facilities as it deems fit. The decision to renovate or upgrade shall be made by LNGRC at its absolute discretion• All Food & Beverages consumed within DTLS & LNGRC's premises must be provided, prepared and served by DTLS• Any additional expenses from The Shop must be settled immediately via credit card only (Cash payment is not accepted)• LNGRC reserves the right to revise the quoted rates where applicable
Laguna Ready2Golf Journey	
COVID-19 Health & Safety Guidelines	<ul style="list-style-type: none">• Adjustments to LNGRC's procedures and policies will take place to ensure that the standards of safety are being met, the government regulations are being complied with and the playing access are being maximized• All golfers must abide by the prevailing Ready2Golf club safety measures and national COVID-19 regulations
General Reminders	<ul style="list-style-type: none">• All golfers and stakeholders are required to be fully vaccinated (or in lieu of that, recovered from COVID-19 or have a valid COVID-19 negative test result – Please visit https://www.moh.gov.sg/covid-19/vaccination/faqs for the most updated information on the vaccination regimens recognized for eligibility for vaccination-differentiated SMMS)• Mask wearing is now optional for indoor settings within the clubhouse• Safe distancing and group size limits are no longer required• Golfers who are not feeling well, having fever or experiencing flu-like symptoms are asked to refrain from using the club facilities• Foreigners who do not have Singapore residency must bring their passport for registration purposes• The Management reserves the right to deny access to the facility to any persons not complying with stated rules and regulations
Golfer's Journey from Arrival to Leaving the Club	<ul style="list-style-type: none">• Detailed procedures and policies will be included in the Booking Confirmation Form once the payment guarantee has been completed and the booking has been officially confirmed