

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 • Reservation may not be cancelled or amended. Full prepayment will be forfeited. • Cancellation received will automatically be charged 100% of the total charges
Cancellation/Attrition/No Show Policy	<p>a) In the event of a booking cancellation or attendance reduction, 100% of the total fee will still be charged and there will be no refund accorded to Hotel Guest</p> <p>b) COVID-19 Cancellation Policy: 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</p> <ul style="list-style-type: none"> • In an effort to contain and minimize the spread of COVID-19, the Immigration and Checkpoints Authority of Singapore is restricting entry to all incoming short-term visitors from 24th March 2020 (except those coming in under the Green / Fast Lane arrangements or with special prior approval from the Singapore government). Please ensure all parties in your group are aware before confirming your booking. All confirmed bookings are required to settle 100% of the total charges (non-refundable) • In view of the additional measures to reduce imported cases of COVID-19, all Singaporeans, Permanent Residents, Long-Term Pass Holders and Short-Term Visitors entering Singapore from 21st March 2020 will be issued a 14-day Stay Home Notice (SHN). Please ensure all parties in your group are aware and are not serving their SHN before confirming your booking. All confirmed bookings are required to settle 100% of the total charges (non-refundable)
Rain Check Policy	<p>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:</p> <ul style="list-style-type: none"> • Temporary amendment to the rain check policy will apply to encourage round abandonment and reduce any crowding: <ul style="list-style-type: none"> ○ Guests whose tee time is cancelled as it is within the lightning alert time and are prevented from teeing off: Postponement within one month ○ Guests who are able to tee off but not complete 5 holes: 18-hole rain check ○ Guests who play 5 or more holes but less than 14 holes: 9-hole rain check (may be redeemed as a 9-hole round strictly during the evening session or top-up at the prevailing hotel resident rate for an 18-hole round) ○ Guests who play 14 or more holes: No rain check <p>*Above policy applies to green fees only (Full buggy fees will be applicable when utilizing any rain check)</p> <p>** Above policy applies to paid green fees only (No rain checks will be issued when a guest is utilizing a green fee voucher)</p> <p>*** This policy will be in effect from 8th August 2020 and is subject to change when club policy changes</p>
Booking Policy	
Hotel Guest	<ul style="list-style-type: none"> • Booking a time is a MUST before the round and full name of golfers must be provided upon booking confirmation (Tee time subject to availability, priority will be given to 4-ball flights and last-minute addition of golfers is not allowed) • Booking request must be made through Hotel Reservations via email (dtlsrsvn@dusit.com) at least 10 days before the round (Walk-ins are not allowed)

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Booking Policy (Continued)	
Hotel Guest (Continued)	<ul style="list-style-type: none"> • Booking details must be confirmed and full payment settlement must be completed within 24 hours from when the tee time was confirmed (Booking will be released if booking is not officially confirmed within 24 hours) • Booking Confirmation Form which will serve as proof of booking & payment during check-in process must be secured by the Hotel Guest from DTLS before heading over to the club (No Booking Confirmation Form = no course access policy) • All morning and afternoon tee times will be 18-hole bookings (9-hole bookings are only allowed in the evening)
Terms & Conditions	
Important Notes	<p>Hotel Guests agree to all the policies, terms & conditions highlighted above & below:</p> <ul style="list-style-type: none"> • All golfers must have valid golf handicaps and they must abide by the golf rules and etiquette of LNGCC (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 • LNGCC 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. LNGCC officials reserve the right to refuse entry to those who are not suitably attired. <ul style="list-style-type: none"> ○ 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 • Golf bag tag and locker key must be returned to the respective stations before departure or penalty fee of S\$50.00nett per tag/key will be imposed to the guest • The course shall be declared closed if it is considered unplayable due to rain, lightning risk or any other unforeseeable reasons determined by LNGCC • The use of the course and facilities, if included, shall be subject to LNGCC's prevailing Constitution and Bye-laws • All golfers are responsible for their own safety and shall not hold Laguna National Golf and Country Club liable for all claims of loss, damages, accidents or any form or injuries that may occur during the round • LNGCC 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 LNGCC at its absolute discretion • All Food & Beverages consumed within DTLS & LNGCC'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) • DTLS 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 LNGCC'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 • LNGCC is committed to fight the spread of COVID-19 hence the new Laguna Ready2Golf measures outlined below will be implemented at the club upon reopening

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Laguna Ready2Golf Journey (Continued)	
General Reminders	<ul style="list-style-type: none">• Golfers who are not feeling well, having fever or experiencing flu-like symptoms are asked to refrain from using the club facilities• Golfers are encouraged to download the TraceTogether app to assist in contact tracing should the need arise• Golfers must observe safe distancing at the clubhouse, The Nest and on the golf course in accordance to MTI regulations or the signage displayed (safe distancing requirements at all sports facilities is 2m)• Golfers are required to bring and wear their mask at the club at all times except when eating or when engaged in strenuous activity on the golf course• Masks must be worn at all areas of the club including arrival in the car park, through security screening, all areas of golf lobby & toilet, while ordering at Mulligan's Corner, buggy staging areas, on & around the putting greens, while signing at the 1st Tee with starters, anywhere even when engaged in conversations and at all times at F&B outlets before & after eating• Although hand sanitiser is provided at all major touch points, we encourage golfers to bring their own to have on hand for all occasions• Golfers are required to observe all notices and signage while at the club• Golfers are required to bring both their IC and mobile phone for use with SafeEntry• Foreigners who do not have Singapore residency must bring their passport for registration purposes• Registration with SafeEntry is mandatory for access to the facility (Failure to register will result in the person being removed from the facility)• LNGCC has adopted a Play and Depart Program (PADP) as an encouraged practice. In general, come to the facility, play, and depart without extended lingering before and after• 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