

### **RAKBANK Golf Course Booking Process Via Derby Concierge**

1. RAKBANK customers need to call or e-mail the Derby concierge on +971-47047140 or rakconciierge@derbygroup.ae and request a booking at least 48 working hours prior to the requested service time. The booking request should contain different booking slots based on priority.
2. The concierge team would then send the customer a credit card authorization form which would need to be duly filled by the customer and sent back to the concierge team within 2 working hours. If the customer fails to send the form within 2 working hours, Derby cannot guarantee the requested slot will be available for the customer.
3. After receiving the duly filled Credit card authorization form the concierge team would process a token authorization on the card to check if the card is valid and eligible for the service. If the card is not eligible or is invalid, the request would be declined and the customer would be informed about the same.
4. If the card is valid, the concierge team would then coordinate with the respective Golf club and make a booking as per the time requested by the customer based on priority. Based on the service being either accepted or declined, customers would be updated regarding the same. If neither of the requested slots are available, the customer would need to send another 2 slots of his/her choice. A maximum of 2 requests will be accepted from each customer per month.
5. For an accepted service, the customer would need to show a valid identification at the Golf course for verification purposes.

### **Arabian Ranches, Dubai**

1. The Golf Club shall allow the Client (Wildcard) one round of 18 holes of golf per day inclusive of one bucket of practice balls prior to the game, cart fee on sharing basis, use of the Golf Club's locker facilities. The parties hereto agree that the Wildcards shall be made available to the Golfers, subject to availability.
2. Fourteen (14) Days booking window applicable on all bookings. Bookings are subject to availability and will only be accepted from the RAKBANK's dedicated concierge.
3. Confirmed bookings are non-transferrable. In case of name change when the Golf Club is fully booked out new additions will be listed in the waitlist.
4. Forty eight (48) hours advance cancellation policy applicable on all bookings. Late cancellations and no shows will be charged to the customer at Members Guest rates.

#### **Booking Process**

1. The Golf Club shall accept a maximum of 1 booking for 2 Golfers on any given day.
2. RAKBANK's dedicated concierge to e-mail the Golf Club to confirm the availability of required slots and call in case of urgency. The Golf Club to confirm booking back to the concierge within maximum of 24 hours.
3. Once a slot is available, the concierge will send an e-mail to the Club to reserve/confirm the slot providing the details (Name, Mobile number and email address) of the customer.
4. Golf Club to email back the reservation summary to the concierge and customer.
5. No reservation request to be entertained from customers direct.
6. The Golf club shall affect any amendment or cancellation requests received from the concierge, subject to the 48-hours advance cancellation policy.

#### **No Shows**

1. RAKBANK wild card holders must provide the club with least 48 hours' notice Of cancellation for all confirmed tee times.
2. No show green-fee rate of AED 105 on Weekdays and AED 200 on Weekends will be charged to customer. cancellation policy.

### **The Els Club, Dubai**

#### **Booking Process and Cancellation Policy**

1. A Fourteen (14) Days booking window is applicable to all bookings. Bookings are subject to availability and will only be accepted when made via RAKBANK's dedicated concierge to the Club's point of contact, hereafter named the Reservation Team (reservations@elsclubdubai.com)
2. RAKBANK's concierge to email the Reservation Team to confirm the availability of required slots and call in case of urgency. The Reservation Team to confirm availability back to RAKBANK within maximum of 24 hours.

3. Once a slot is confirmed available, RAKBANK will send an e-mail to the Reservation Team in order to reserve/confirm the slot, at that time an official confirmation will be released to RAKBANK.
4. Confirmed bookings are non-transferrable. In case of name change when the Golf Club is fully booked out new additions will be listed in the waitlist.
5. Forty eight (48) hours advance cancellation policy applicable on all bookings. Late cancellations and no shows for the wildcard users will be charged to customers at Members' rate (AED 250), while guests will be charged directly with the applicable Members' Guest cancellation fee. RAKBANK customer is liable and committed to pay late cancellation and no show fees for his wildcard users within 30 days from receiving the invoice
6. Club shall accept a maximum of 2 golfers on any given day.
7. No reservation request to be entertained by the RAKBANK customers direct.

### **Code of Conduct**

RAKBANK guests will have to abide by the Club's rules, respect the dress code and the etiquette required to access the facility. Failing to do so will result in the suspension of the privileges for such guest.

### **Dress Regulations**

Access to the golf course requires appropriate golfing attire including collared shirts. Denim Jeans or button down shirts are strictly not allowed.

## **Address Montgomerie, Dubai**

1. The Golf Club shall accept maximum of 2 bookings for 2 golfers on any given day.
2. RAKBANK's dedicated concierge will confirm the availability of required slots and call in case any urgency.
3. The Golf Club will take maximum of 24 hours to confirm the booking.
4. No reservation request to be entertained from the customer direct.
5. The Golf Club shall affect any amendment or cancellation requests received from the RAKBANK's dedicated concierge, subject to 48 hours advance cancellation policy.
6. RAKBANK customers will be eligible for 20% discount on F&B and 10% on Pro Shop.

## **Al Hamra Golf Club, Ras Al-Khaimah**

### **Conditions of Play**

The course is of a Championship standard and therefore Club requests that all players are of a competent ability and show respect to the etiquette of the game.

### **Dress Code**

Al Hamra Golf Club has its own dress code requirements. While on the club premises all members and guests are expected to observe our regulations, maintain a reasonably conservative standard of dress, dress in proper golfing attire while on the course and in a manner that is inoffensive to others.

### **Gentlemen**

Tailored trousers or shorts, shirts, mock / turtle neck and polo shirts with collar and sleeves are considered appropriate. Short or long socks are permitted with shorts. Vest tops, collar-less shirts, denim, beachwear and athletic sports gear including football or rugby tops is not permitted.

### **Ladies**

Tailored trousers, shorts, skirts or skorts, polo shirts and blouses are appropriate attire. Vest tops, t-shirts, denim, swimming attire, cut-off shorts or skirts and athletic sports gear are not permitted.

### **Footwear**

Golf shoes with soft spikes or flat-soled training shoes are allowed on the course. Metal spikes or sandals (including golf sandals) are not permitted.

**The club reserves the right to deny access to the course to anyone it considers being inappropriately dressed.**

### **Handicap Limit**

Players without official handicap / required level of ability will not be allowed to play Handicap limit for Men is 28. Handicap limit for Ladies is 36. Customers can contact the club if they do not have a registered handicap.

### **Golf Cart Use**

All golfers under the age of eighteen (18) are not permitted to drive a golf cart and must be accompanied by an adult. Carts will not be issued to group organizers, leaders or professionals that are not playing as part of a group. A maximum of 2 carts will be issued per flight.

Carts are the responsibility of the driver, any damage to the vehicle or third party property is the driver's responsibility.

### **Pairing up Policy**

Al Hamra Golf Club reserves the right to make up groups for 4 balls when considered necessary.

### **Cancellations and No Shows**

1. Cancellations made more than forty eight (48) hours in advance will not be charged.

2. Cancellations made less than forty eight (48) hours in advance or 'No Shows' will be charged at 100% of the Contracted Rate directly to the green fee credit account.

Cancellations will only be accepted with written confirmation from the club.

## **Saadiyat Beach Golf Club, Abu Dhabi**

### **RAKBANK offers Corporate Golf Membership at Saadiyat Beach Golf Club with the following benefits:**

#### **Benefits**

##### **1.Golf**

- a. Full week access to 18 holes of golf at Saadiyat Beach Golf Club.
- b. Full week access to practice facilities at Saadiyat Beach Golf Club.
- c. Member guest green fees for up to three (2) guests per day.
- d. Shared golf cart.
- e. Daily locker.
- f. 2 x Exclusive Club house passes to the Abu Dhabi HSBC Championship.

##### **2.Full Week Wild Card**

- a. 2 x Complimentary Green Fee per day at Saadiyat Beach Golf Club.
- b. Available 7 days a week.
- c. 30 days Member advanced booking window for online bookings.
- d. 21 days Member advanced booking window for phone bookings.
- e. Bookings to be made by 2 company contacts only.

##### **3.Corporate Golf Day**

- a. Complimentary green fees for 32 players.
- b. Includes on course branding provided by corporate.
- c. Available Sunday – Thursday (excluding public holidays).
- d. Commitment from company of minimum food and beverage /prize spend of AED 5,000.
- e. Not transferrable to following year.

##### **4.General**

- a. 20% Discount on Food and Beverage on the day of play.
- b. Member Discount on Golf Shop Merchandise on the day of play.
- c. 15% Discount on Private Golf Instruction on the day of play.

#### **Policies and Procedures**

1. RAKBANK customers shall receive a 21-day booking window from the desired date of play.
2. Reservation requests will be done by the dedicated concierge.
3. The booking confirmation to RAKBANK customer will be sent by the concierge.
4. All confirmations clearly state Saadiyat Beach Golf Club operates a strict 48 hour cancellation policy.
5. All reservations cancelled outside of 48 hours will be charged to RAKANK customer.
6. All cancellations of tee times will be charged at the club's UAE resident rate based on the appropriate season.
7. All individual guests using the wildcard green fees are entitled to bring up to three accompanied guests, all guests must be pre-booked and they will receive Member Guest Green Fee Rates.
8. The agreement is subject to all policies, guidelines, rules and regulations of Saadiyat Beach Golf Club which may / can be amended from time to time.