

### **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. Requests received between 8.30 am and 5.30 pm from Saturday to Thursday (excluding Sunday and public holidays) will be accepted. 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.

### **Abu Dhabi City Golf Club**

ADCGC's premises are open daily for club members and guests. The opening times at the Academy are from 6.00am until 10.00pm.

The opening times at the Club House and therewith the Golf Course are from 6am until 11.00pm, with the last Tee-off time at 9 pm.

The facilities are open and available daily to Members and their guests. However, the Management reserves the right to close any of the facilities from time to time for special events and/or maintenance.

Anyone entering ADCGC's premises does so entirely at their own risk. The Management accepts no responsibility or liability for any injury, loss or death associated with the usage of the facilities.

The Management accepts no responsibility for loss, theft or damage caused to valuables or personal belongings brought into ADCGC, including its car park.

Day Lockers are provided for the convenience of the members for personal belongings.

Members may reserve Golf Tee Times 10 days in advance. All Tee Times must be made through the Clubhouse Reception / or through golf app.

### **Golf Bookings**

All ADCGC members are responsible for their tee time and any guests/members they have booked in. Members must cancel their booking a minimum of 24 hours in advance. Failure to meet this will result in the booking being marked as a no show. Our no show member's policy is as follows;

After 3 \*no shows' a member will be charged a green fee at a member's guest rate for all subsequent no shows during the period of the membership mentioned on their membership card.

\*no'-show

1. a person who has a reservation or ticket and does not use or cancel it 24 hours in advance.
2. a person who unexpectedly fails to show up, as for an appointment.

All Golfers, regardless of their membership type, must register at the Clubhouse Reception before starting. This enables the team to issue starter cards and receipts. Registration is required to allow ADCGC to account for all Golfers on the property.

Registration at the Clubhouse within less than 5 minutes before the booked time might be denied and the respective booking cancelled, unless prior notice was given.

Members are kindly requested to produce their Membership Cards when prompted by any team member of ADCGC. The Management reserves the right to refuse admission / discount in F&B to any Member who cannot produce their card when asked, or refuses to respond to the request.

Golf Course will be closed up to ten days per year for maintenance to ensure we maintain optimal playing services throughout the year.

Members are responsible for the payment, behavior and dress code of their guests, as well as Junior Members within their memberships. The appropriate dress code is required for all activities and functions. Jeans and collar-less T-shirts are not permitted on the Golf Course at any time, as well as metal spikes, running shorts or track suit pants. The dress code requires collared shirts or high round-neck shirts, golf trousers (short or long) or golf skirts for ladies, soft spikes and socks.

Food and Beverages may not be brought into the Club Premises from outside.

All horses have priority over people inside the premises. It is essential to the safety of the horses and yourself that you apply respect and common sense when driving your car or Golf Cart or playing golf within range of any horses.

**The Rules of Golf and Local Rules must be adhered to when using the Golf Course**

Golf Carts are designed to be used for a maximum of two (2) people at a time. The fee is applicable per person (per seat). All buggies are designed to transport 2 players. Two-ball players, who wish to have separate buggies need to bear the extra cost.

Children under the age of 12 must be accompanied by an adult Member at all times. This applies when using all available facilities. Children under the age of 18 years are not allowed to use the Gym facilities.

Management reserves the right to pair up singles and twosomes to make three and foursomes.

All Members, Guests and Visitors who would like to play, need to have a proper official handicap, without handicap the Club reserves the right to not allow you on the course.

Sound Equipment's (Radios, I-pods and similar) are not allowed inside ADCGC premises except with the use of headphones  
Games or activities that are disturbing or dangerous to others are not permitted within the premises  
Each player needs to have his/her own set of Clubs. We have multiple sets of clubs available for rental.

Please refrain from removing property of ADCGC from the premises. This includes sports equipment (rental golf clubs), towels, hangers and other provided items. Exceptions can be made for Rental Clubs by obtaining the Club Managements approval.

Any type of indecency act which is against UAE law will not be accepted.

Facility timings – Golf 6am to 11pm / weekends 5.30am to 11pm

Pool – 8am to 7pm & GYM 6am to 10pm

The Management reserves the right to change/amend the above-mentioned Rules and Regulations at any time.

Members and their Guests must comply with the above Rules and Regulations at all times. Serious or repeated violations of these regulations will result in cancellation of membership with no refund.