

DEFENCE RAYA

DEFENCE RAYA GOLF & COUNTRY CLUB

CLUB RULES & REGULATIONS



A Joint Venture Between DHA Lahore & BRDB Malaysia

DEFENCE RAYA

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DEFENCE RAYA GOLF & COUNTRY CLUB DHA LAHORE CLUB RULES FOR MEMBERS



► **General.** Defence Raya Golf & Country Club (DRGCC) is an international standard facility at DHA Lahore. Maintaining the existing standards and continued efforts for further improvement is the hallmark of our management, which comprises best professionals from Malaysia, UK, Portugal and Pakistan. We intend maintaining our standards at par with international club houses. Beside top class management, the intake of new members is also being incorporated after due diligence. We are cognizant of the fact that better standards can be maintained through joint efforts of management, members and valued input received from visitors of DRGCC.

► **Aim.** To laydown Club Rules for members and management to provide the best standards of services and environment to our worthy members and their guests.

► **Facilities** available in the Club and contact details of concerned staff are given at Annex A. Detailed SOPs can also be viewed and downloaded from our website www.clubhouse.drgcc.com/downloads/.

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► **Club Timings.** Club remains open from 0630 hours – 2230 hours, seven days a week. However, Golf Course is closed at last light except the scheduled days for Night Golf Facility. Slight change in timings of various facilities is made in different seasons and for various festivals/ holidays. In this regard, all members are also informed through our SMS/ WhatsApp service. To further facilitate our worthy members / guests our front desk remains operational 24/7 on UAN. 0092-42-111-800-100.

Dress Code

ATTIRE NOT ALLOWED



All worthy members are requested to dress up properly **and also educate family members/ guests** to adhere to the dress code as under:-

- a. **The Place Restaurant/Level One.** Business casual dress, tucked in collared shirt, polo shirt, trousers, sober jeans and shalwar kameez with waistcoat are permitted. Only closed shoes are allowed. Chappal, Khairy and Sandals etc are not allowed (for further explanation please refer to Annex 'E').
- b. **The Golfers' Lounge and Cigar Lounge.** Business casual dress, tucked in collared shirt, trousers, golf attire, sober jeans, shalwar kameez with waistcoat and long shorts are permitted. Torn jeans, short sleeved collarless shirts, tank tops, fitness attire or open toed footwear are not permitted (for further explanation please refer to Annex 'E').
- c. **Golfers' Terrace / Rooftop BBQ.** Casual dress, collared shirt, trousers, golf attire, sober jeans, tank tops with inoffensive logos/design, fitness attire, shalwar kameez and shorts are permitted. Only closed shoes are allowed. Chappal, Khairy and Sandals etc are not allowed (for further explanation please refer to Annex 'E').

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- d. **The Venue.** No formal dress code.
 - e. **Golf Course.** Golf Pants/ Trousers/ Shorts with tucked-in collared shirts are permitted. It is mandatory to wear golf shoes in the Golf Course. Sports shoes are allowed in the driving range only. Ladies are requested not to wear high heel shoes (for further explanation please refer to Annex 'E').
 - f. **Sports Facilities.** Sports attire [track suit, long shorts with collared / round neck T-Shirt and smart casual (pantaloon and dress shirt)] with designated shoes used for each facility is required to be worn. Jeans, sleeveless T- shirts and sandals are not allowed. Proper swimming costume will be worn by all swimmers.
 - g. **Ladies.** Ladies are requested to dress up in a dignified manner adhering to the social and cultural values generally accepted in our society.
- ▶ **Drivers/ Maids/ Servants.** **Are Not Allowed** to enter Club's main building. However, a suitable rest area has been earmarked for them to wait out. All members are requested to educate their drivers/ maids/ servants to adhere to the rules and restrict them to the specified area only. They are not allowed to roam around and wander over the club premises.
 - ▶ **Armed Guards/ Weapons.** Are strictly prohibited and **NOT ALLOWED** to enter the Club. All members are requested to please dismount their guards before entering club's premises and do not bring any weapon along inside the club building.
 - ▶ **Prove Your Identity.** We are highly concerned about the security and safety of our worthy members and their guests. We consider it a joint responsibility of club management, our security staff and honourable members. Everyone should be forthcoming and cooperative in this regard. All members are requested to prove their identity and cooperate with security staff whenever asked.
 - ▶ **Educate Your Guests.** Guests of our worthy members are always welcomed and honoured. However, guests may kindly be educated that club is a second home for all the members and its sanctity is our joint responsibility. All guests must adhere to the Club SOPs, especially with respect to dress code and security.

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Car Parking



DRGCC has adequate space earmarked for car parking and there are dedicated parking lots for our members. All members and guests are required to park their vehicles in an orderly manner. Double parking is not allowed. A specific area has been dedicated for senior citizens, disabled persons and emergency services vehicles. The said areas have been demarcated with chains and appropriate signage near the main entrance of club house.

Split-Ends Salon (Ladies/ Gents)



The facility of Salon inside the Club building has been outsourced to a renowned company "Split-Ends". All services of an international standard salon are available. 25% rebate in service charges is given to all members. For any further details/ timings, please contact: -

- a. Ladies' Salon: 042-37338452, 0300-0021113
- b. Men's Salon: 042-37338453, 0300-0021112

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We have a cinema with the seating capacity of 101 persons. Three to four movie shows are shown daily. Latest movies can be viewed with 20% discount for all members. For booking and further details; please contact: -

- a. Cinema Manager: 0320-4001074
- b. Booking Desk: (042) 37338502/ Ext-1112

RESTAURANTS

Defence Raya Golf & Country Club has a multiple choice of restaurants and event facility having diversity, innovation and creative concepts in cuisine. Main restaurants are: -

THE PLACE

- ⇒ It is a contemporary multipurpose restaurant offering buffet and a la carte breakfast, lunch, hi tea and dinner.
- ⇒ It has seating capacity for 175 guests. The Place remains open from 0700 hours to 2230 hours on daily basis.
- ⇒ Its special features are innovative food offerings and presentation, temperature controlled salad and dessert bars, live music, buffet and a la carte menu and ongoing food promotions.



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THE ROOF

(Seasonal)

- ⇒ It is one of the best Open Air BBQ restaurants in town where one can experience sizzling array of mouth-watering Pakistani grilled delights in a rich ethnic ambiance.
- ⇒ It has a seating capacity of 200 persons which can be extended upto 300.
- ⇒ Its trading hours are from 1900 hours to 2230 hours on specific days of the week.
- ⇒ Its special features are Golf Course view, exquisite ambiance, live cooking and fresh air environment.



- ⇒ It is an exclusive executive lounge designed for our valued Golfers to offer them a relaxing environment for a professional / personal networking.
- ⇒ It has comfortable sofa seating for 35 persons.
- ⇒ It remains open from 0700 hours to 2230 hours 7 days a week.
- ⇒ It is an ideal place for tea/coffee and light snacks due to its beautiful Golf Course view.



Sugar&Dough

- ⇒ It is a Pastry Shop with cakes, sweets and light snacks items for take away.
- ⇒ Its trading hours are from 0700 hours to 2230 hours.
- ⇒ It has variety of signature and customized cakes, Arabian and Pakistani sweets.



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CIGAR LOUNGE

- ⇒ We have an aesthetically decorated Cigar Lounge for all smokers / cigar lovers.
- ⇒ Light refreshments/ soft drinks/ juices are also served.
- ⇒ Members are expected to use the facility as per our social norms in a dignified manner.



Offers an extensive takeaway menu that can be picked up from our takeaway outlet located at Gate No # 2 from 12:00 pm -10:00 pm seven days a week. Whenever possible please call ahead to place your order to avoid any unnecessary delay.



- ⇒ It is located next to kids zone towards Ladies and Gents gym area.
- ⇒ Offers homemade ice-cream, pastries, light snacks and beverages including freshly squeezed juices, specialty coffees and refreshing mocktails for takeaway.
- ⇒ Its operating hours are from 07:00 – 22:30 hours daily.
- ⇒ For all enquiries please call 0092-42-37338518.



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THE VENUE Event Centre



- ⇒ It is a state of the art pillar less hall having conferencing, self/valet car parking facilities designed with modern amenities.
- ⇒ It has a capacity of 500 persons with round table seating and 900 persons with theater style seating.
- ⇒ Members are expected to use the facility as per our social norms in a dignified manner.
- ⇒ Facility can be used for corporate events, banquets, wedding functions, birthday parties, get-togethers etcetera.
- ⇒ Its trading hours are from 0700 hours to 2200 hours daily. However, timings & menu for wedding parties shall be followed as per Govt Rules.
- ⇒ For booking & further details: 0092-42-37338515

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LEVEL ONE



- ⇒ Dining facilities for private functions/small gatherings for members only.
- ⇒ Facility can be used for corporate events also.
- ⇒ Its trading hours are from 0700 hours to 2200 hours daily.
- ⇒ For booking & further details: 0092-42-37338515

KIDZONE



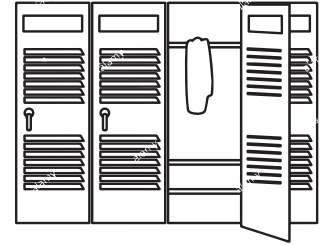
To facilitate our members, a Kids Zone has also been established to take care of kids having age between 3 to 12 years. Female guardian / family members of the kids must physically accompany to leave them in the Kids Zone. One time signing of indemnity form by the Guardian / Parents is mandatory. No male guardian/ family member is allowed to stay in-side the Kids Zone except the father. Maids/ Servants are also not permitted to accompany the kids inside the Club House/ Kids Zone.

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Lost & Found



No Credit. As a policy, **Credit Facility is not available** for any service in the club. However, members can deposit Rs. 50,000.00 in advance to avail the debit facility instead of paying cash. Payment of dues/ bills can also be done through credit cards.

Lost & Found. We are conscious to take care of the belongings of our members and guests while they visit the Club. Club has established a Lost & Found Counter under the supervision of the Front Desk. However, it's the obligation of members themselves to take care of their personal belongings and valuables while in Club or utilizing lockers.

Locker Facility. Facility of personal lockers is available for Golfers and at swimming pools and gym. The Club has elaborate security arrangements to ensure safety and security, however, all members are requested to take care of their personal belongings and keep their lockers properly locked. Don't give the keys of your lockers to any of the Club's staff. DRGCC is not responsible for anything lost from the lockers.

Membership of Wards. Age limit for dependent wards of DRGCC members are as follows:-

- a. **Sons** -
 - Cat - 1 (Dependent).** Upto the age of 21 years.
 - Cat - 2 (Semi Dependent).** From the age of 21 to 26 years, membership may be continued by depositing an extension fee of Rs. 100,000 / ward.
 - Cat - 3 (Independent).** After 26 years of age, Independent membership may be continued with applicable membership fee of Rs. 1,000,000.Maximum two wards of a member may avail the facility. Should one of the wards get married, he has to pay the difference of the prevailing membership fee and subsequently receives regular membership for himself and his family.
- b. **Daughters** - Up to the age of 26 years/marriage (whichever is earlier). In case of any dependant / unmarried daughter beyond the age of 26, the decision is to be made on a case to case basis, upon the member's written request.

Smoking. Club House premises except designated places is strictly a **NO SMOKING ZONE.**

Organisation of Politico-religious Activities. Being sensitive in nature sectarian, religious or political functions/ gatherings or activities, which could hurt the religious/political sentiments/ values, are strictly **FORBIDDEN** in Club House Premises.

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Annex A

FACILITIES AVAILABLE AT DRGCC

Ser	Facility	Department	Contact No/ Email
1.	Membership/ Instalments	Membership Processing Office	042-111800100/Ext-4001-04 memberships@drgcc.com
2.	Membership Billing/ Credit/ Debit Facility	Account & Finance Dept	0345-8429942/ 042-111800100/Ext-8002-006 ghulammustafa@drgcc.com
3.	Promotion & Communications Suggestions / Complaints	Promotion & Communication Dept	0344-8429349/ 042-37338514/ Ext. 1101 promotions@drgcc.com
4.	Security, Surveillance and Car Stickers	Security Dept	042-37338502/ Ext-1202-05
5.	Golf Course, Driving Range, Pro Shop and Golf Academy	<u>Golf Dept</u> • Asst Secy Golf • Supervisor • Golf Booking Desk	0345-8429937/ 042-37338502/ Ext. 6008 golfregistration@drgcc.com
6.	<u>Dining</u> THE PLACE Restaurant, Golfers' Lounge, Golfers' Terrace & The Roof	Food & Beverages Dept	042-37338518
7.	<u>Events/Banquet</u> The Venue Banquet Hall LEVEL ONE,	Food & Beverages Dept	042-37338515/ rayaevents@drgcc.com coordinatorerevents@drgcc.com

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8.	Guest Rooms / Suites	Front Office	042-111-800-100/Ext. 7002 reservations@drgcc.com guestrelations@drgcc.com
9.	Sports & Recreational Facilities Gents/ Ladies Gym, Gents/ Ladies Swimming Pool, Tennis Courts, Squash Courts, Table Tennis,	Sports & Recreational Dept	0310-4526749/ 0344-9429477/ naseembhatti@drgcc.com

www.clubhouse.drgcc.com

SPORTS FACILITIES

- ▶ The Club House provides state of the art sports facilities for our respected members. All these facilities are available for the members and their children as per policy **free of cost**. The charges for guests and non entitled children of members are displayed at the front desk and all the reception desks of respective facilities. Highly trained staff / coaches have been employed by DRGCC to guide and facilitate the members.
- ▶ Sports facilities remain open from 0630 hours to 2230 hours daily. In case of any change or day-off due to public holiday etc, members will be informed through SMS by our PR Department.
- ▶ Detailed rules / SOPs for each facility is displayed on the Reception Desk of respective facility. However, some of the important rules are mentioned below for the convenience of our members.
- ▶ **Salient of Sports SOPs**

a. Gymnasium



- ⇒ The Gymnasium will remain open from 0700 hours to 2230 hours every day.
- ⇒ Gymnasium is restricted to the Club members and their families only.
- ⇒ Accompanying guests will be charged as per the rates decided by the committee.
- ⇒ Pets are not allowed in the Club premises.
- ⇒ Members are requested to bring their Club membership card for necessary registration before using the Gymnasium.
- ⇒ All members must be dressed up as per the dress code. Joggers must be worn in the Gymnasium.
- ⇒ Except water no eatables are allowed inside the Gymnasium.
- ⇒ Children below the age of 16 years are not allowed to use the Gymnasium.
- ⇒ Valuables such as watch, wallet, mobile etc. may be placed in lockers by the members at their own risk. Any damage or loss to such items will not be pinned on to the Club.

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- ⇒ Joggers must be worn in order to use treadmill. Slippers / hard sole shoes are not allowed. Shouting or unnecessary noise may be avoided.
- ⇒ Members are requested to take care of their personal conduct and observe basic manners. Spitting on the floor, touching the walls with wet hands, throwing tissues, prolonged use of cell phone in loud voice etc which disturb the others are not expected from valued members.
- ⇒ Consult the coach before starting the extreme exercises in order to avoid injury.
- ⇒ Place all equipment back to its original place after using it.

b. **Swimming Pool**



- ⇒ The Swimming Pool will remain open during all seasons for which schedule of timings will be displayed at the Club and Swimming Pool, Notice Boards.
- ⇒ The facility is exclusively for members. However, accompanying guests are permitted on payment of charges as decided by the Committee.
- ⇒ Any person with a physical disability must have adult supervision while in the pool.
- ⇒ Children below the age of 6 years must be accompanied by parents or an elderly member of the family who would be responsible for the safety of the child.
- ⇒ Children below the age of 5 years are not allowed in the main pool.
- ⇒ Children who are not toilet trained must wear specially designed swimming diapers and rubber pants.
- ⇒ Parents are requested to advise their children to conduct themselves in an orderly manner while swimming and within the pool area.
- ⇒ For swimming appropriate swimming attire must be worn. In case of long hair wearing of bathing cap is mandatory.
- ⇒ Eating inside the pool is not allowed. Avoid chewing gum while swimming.
- ⇒ The showers must be used every time before entering the pool. Use of washroom/urinal is also advised before the swimming.
- ⇒ Valuables such as watch, wallet, mobile etc. may be placed in lockers by the members at their own risk. Any damage or loss to such items will not be pinned on to the Club.

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- ⇒ No sports equipment / toys other than recognized pool equipment be used within the swimming pool area.
- ⇒ Water polo & other activities causing disturbance to other swimmers in the pool is not allowed.
- ⇒ For safety of the children, running on the pool apron or pushing each other in the pool is not allowed. Shouting, unnecessary noise must be avoided.
- ⇒ Use of transistor radio / tape recorder / mobile phone or camera in the pool area is not allowed.
- ⇒ Members must ensure swimming in their row. Crossing of row is not allowed.
- ⇒ Wearing of shoes is not allowed on pool side.
- ⇒ Females are not allowed to enter in males pool side or vice versa.
- ⇒ Photography, both in and outside the pool is prohibited.
- ⇒ Members / guest suffering from communicable skin diseases are expected not to use the facility. Trainer may ask to produce skin specialist certificate if he suspects anyone suffering from communicable skin disease.
- ⇒ Spitting / blowing nose is strictly prohibited in and around the pool area.
- ⇒ Towels are available on the counter. Used towels must be returned on the towel counter instead of leaving at the locker / changing room.



c. Kids Zone

- ⇒ The kids zone will remain open from 0630 hours to 2200 hours every day.
- ⇒ Kids zone facility will be available only for the kids of the members.
- ⇒ Eatables/ food items are not allowed in Kids Zone.
- ⇒ Parents are requested to advise their kids to conduct themselves in an orderly manner and adhere to the instructions given by the attendant.
- ⇒ For safety reasons, pushing each other is forbidden. Shouting or unnecessary noise must be avoided.
- ⇒ Kids suffering from any communicable infectious diseases (Mums, small pox, measles etc) must not use the facility.
- ⇒ All the toys and play areas are made disinfective on daily bases. Kids must be encouraged to use hand sanitizer dispenser before entering into play area to avoid spread of germs.
- ⇒ Kids must be registered on the given (waiver of liability) form in case they have to be left unattended.

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- ⇒ Kids from 3 years to 12 years of age are allowed to use the Kids Zone.
- ⇒ Shoes are not allowed beyond the line marked Red.
- ⇒ Adults are not allowed to go beyond the Blue marked line since it is playing/reading area for the kids only.
- ⇒ All the males (less father) over the age of 12 years are not allowed to sit inside the Kids Zone. If they have to wait for children being accompanied, they may do so in the corner lobby.
- ⇒ Any breakages/ loss to the equipment/ toys will be billed to the members.
- ⇒ Kids will only be signed in, when accompanied by their parents/guardians.
- ⇒ Parents (father / mother) and/or female relatives can use the sitting area while their children are playing inside the Kids Zone.

d. Lawn Tennis Court



- ⇒ Tennis court is restricted for the club members and their families only.
- ⇒ Accompanying guests will be charged as per the rates decided by the management.
- ⇒ Private servants /drivers /maids etc. are not allowed inside the courts.
- ⇒ Members are requested to bring their membership card with them for necessary registration before using the court.
- ⇒ All members must be dressed up as per the sports dress code. Only tennis shoes are allowed inside the court. Members are requested to avoid golf / hard sole shoes inside the court.
- ⇒ Entire court area is a Non Smoking Zone.
- ⇒ Chew gum and other eatables are not allowed in the court.
- ⇒ Members are requested to take care of their personal conduct and observe manners. (Spitting on the floor of the court, throwing tissues etc is not expected).
- ⇒ Consult the coach before starting the extreme game in order to avoid injury.
- ⇒ Members are requested to bring own rackets & balls. Any member requiring playing equipment or kit may purchase from DRGCC Pro Shop. For the convenience of the members, two boxes of standard tennis balls are available with the marker on payment.

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e. Squash Court



- ⇒ Squash court will remain open from 1430 hours to 2230 hours every day.
- ⇒ Squash court is restricted for the Club members and their families only.
- ⇒ Accompanying guests will be charged as per the rates decided by the Committee.
- ⇒ Children under 7 years are not allowed in the court.
- ⇒ Members are requested to bring their membership cards with them for necessary registration before using the court.
- ⇒ All members must be dressed up as per the dress code.
Joggers must be worn in the court. Only white sole without studs are allowed.
- ⇒ Chewing gum, chips, and other eatables are not allowed inside the court.
- ⇒ Members are requested to take care of their personal conduct and observe manners. Spitting on the floor of courts, touching the walls with wet hands, throwing tissues etc. is not expected.
- ⇒ Place all the equipment back to its original place after use.
- ⇒ Valuables such as watch, wallet, mobile etc. may be placed in lockers by the members at their own risk.

f. Table Tennis



- ⇒ Table tennis is only allowed for members & their children free of charge.
- ⇒ Accompanied members' guests are allowed after payment of fee as per rate list.
- ⇒ Members are requested to avoid putting luggage or sitting on the table.
- ⇒ Slippers / Stud shoes are not allowed on the wooden floor area.

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- ⇒ The game will be on first come first serve basis. Members are requested to wait for their turn patiently. Players must vacate the table after one game for the members in waiting.
- ⇒ Smoking and food is not allowed inside the table tennis room.
- ⇒ Members are requested to please abide by the rules of the game. Good manners and courteous behaviour are the key factors.

g. Snooker Room



- ⇒ Snooker room will remain open from 0630 hours to 2230 hours daily.
- ⇒ This facility is free for the members. Accompanied guests will pay fee as per the rate list.
- ⇒ Please respect all the players in the snooker room by keeping noise at a reasonable level.
- ⇒ Replace cues in racks after use.
- ⇒ Junior members are allowed to play only if accompanied by an adult member.
- ⇒ Powder is not allowed in snooker room. Instead own snooker gloves may be worn by the members.
- ⇒ Food/eatables /drinks are not allowed inside the snooker room.
- ⇒ During rush hours members are requested to vacate the table after one game for the other members in waiting.
- ⇒ Golf shoes are not allowed on wooden floor.

h. Steam Room



- ⇒ Steam Room temperature is 100' to 110' F [38' to 43' C].
- ⇒ Not recommended for individuals with cardiovascular or respiratory disorders.

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- ⇒ Elderly persons, or anyone under a physician's care and those persons suffering from heart disease, high or low blood pressure and other health problems should not enter the steam room without prior medical consultation and permission from their doctor.
- ⇒ Members using the facility for the first time must seek guidance/briefing from the counter before use.
- ⇒ Exit immediately if uncomfortable, dizzy or lightheaded. Staying too long in a heated area will cause your body to overheat.
- ⇒ Food, gum, beverages, and glass items are prohibited.
- ⇒ No children under 16 years of age is allowed unless accompanied by an adult.
- ⇒ Recommended use is a maximum of ten minutes.
- ⇒ Shower is required before entering.
- ⇒ Ladies in family way and children below 8 years should not use steam room without prior medical consultation and permission from their doctor.
- ⇒ Do not use alone. Do not use the Steam Room while under the influence of anticoagulants, antihistamines, vasoconstrictors, vasodilators, stimulants, hypnotics, narcotics, tranquilizers, or other drugs that cause sleepiness, drowsiness, or high/low blood pressure.

i. Sauna Room



- ⇒ Room temperature is 165' to 185' F [74' to 85' C].
- ⇒ Not recommended for individuals with cardiovascular or respiratory disorders.
- ⇒ Exit immediately if uncomfortable, dizzy or lightheaded. Staying too long in a heated area will cause your body to overheat.
- ⇒ Members using the facility for the first time must seek guidance/briefing from the counter before use.
- ⇒ Food, gum, beverages and glass items are prohibited in the sauna room. They will become burning hot to the touch.
- ⇒ No children under 16 years of age is allowed unless accompanied by an adult.

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- ⇒ Recommended use is a maximum of ten minutes.
- ⇒ Breathing heated air in conjunction with consumption of drugs or medication is capable of causing unconsciousness.
- ⇒ Shower is required before entering.
- ⇒ Elderly persons, or anyone under a physician's care and those persons suffering from heart disease, high or low blood pressure and other health problems should not enter the Suana Room without prior medical consultation and permission from their doctor.
- ⇒ Do not use the sauna immediately after a full meal or rigorous exercise.
- ⇒ Ladies in family way and small children below 8 years should not use suana without prior medical consultation and permission from their doctor.
- ⇒ Do not use alone. Do not use the Suana Room while under the influence of anticoagulants, antihistamines, vasoconstrictors, vasodilators, stimulants, hypnotics, narcotics, tranquilizers, or other drugs that cause sleepiness, drowsiness, or high/low blood pressure.

► **Disclaimer**

- a. DRGCC Management takes utmost care to make the sports environment safe and secure. However, there may be a negligible chance for any mishap or injury to person or damage or loss of property/belongings in or around the sports facilities. Any such incident will not be attributed as club responsibility in any way.
- b. In case the conduct or act of person (s) cause disturbance to other valued members / guests or if it is considered that the behaviour of any such person is below the generally accepted socio-moral standards of the society, the Club Management may ask such person to either not to enter or leave the club premises.
- c. Appropriate facilities are available in the Club where members can safely put their valuables such as mobile, watch, valet etc. Members are requested to secure their belongings properly. In case of loss/theft, club will not be responsible in any way.

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Annex- C

DEFENCE RAYA GOLF COURSE

► Golfers shall at all times conduct themselves in a most befitting manner. Members of the Club and guests should observe all the bye-laws. Every golfer must consider following important points: -

a. Dress Code

⇒ Gentlemen

- (a) Tucked in tee shirts with collar and half / full sleeves.
- (b) Trousers, pants or golf shorts.
- (c) Any sports wind breaker / jacket.
- (d) Denim/jeans materials and beach shorts **not allowed**.



⇒ Ladies

- (a) Tucked in tee shirts with collar.
- (b) Trousers, golf pants or skirts.
- (c) Winter weather, any, jacket sport / golf.
- (d) Shalwar Kameez.



- ⇒ **Footwear.** Proper golf shoes are required to be worn in golf course. However, sports shoes are permitted at the Driving Range.

b. Dos & Don'ts

⇒ Dos

- (a) Get registered before playing on the course.
- (b) Tee off only from designated tee areas on the course.
- (c) Avoid making unnecessary loud noises or use abusive language to the annoyance of other players.
- (d) Avoid abusing and threatening or refuse to follow request direction from any staff.
- (e) Submit your duly signed score cards after completion of play.
- (f) Stop playing after the siren indicating that play has been stopped, except for finishing the hole in play.

⇒ Don'ts

- (a) Drive golf cart on prohibited areas.
- (b) Declare a false handicap to play on the course.
- (c) Use another member's name to play on the course.
- (d) Tee off or take a shot while players ahead are within range.
- (e) Engage any caddy without authority.
- (f) Play a two ball flight at any stage of the game on the course reserved for 3 or 4 ball flights.

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- (g) Allow non-golfers or other golfers to accompany him/her in any round of golf when they are not registered to play or to walk.
- (h) Tee off from non-designated teeing area on course.
- (i) Deliberately return or submit score with incorrect scores.
- (j) Play 2 or more balls on the course except when allowed by the rules of golf.
- (k) Throw golf clubs or balls to the annoyance of other players.
- (l) Cause any damage to any part of the course with whatever instrument (e.g. clubs, golf shoes, etc.)

c. Infringement

- ⇒ Members will be subjected to disciplinary action for any infringement of the rules/bylaws by Defence Raya Golf & Country Club Management.
- ⇒ Penalties will be imposed for breach of the following: -
 - (a) Failing to replace divots.
 - (b) Failing to repair pitch marks
 - (c) Failing to rake bunkers

d. Caddies



- ⇒ All “caddies” are on Defence Raya permanent payroll. Caddies are classified into one of the following:-
 - (a) “A” Category
 - (b) “B” Category
 - (c) “C” Category
- ⇒ Caddies must be engaged from the golf counter. Private caddies are not allowed.
- ⇒ Caddies are allocated to members on a first come first served basis.
- ⇒ A member engaging a caddy for more than 9 holes but less than 18 holes shall be charged 18 holes fee.
- ⇒ A member engaging a caddy for 18 holes shall be charged an 18 holes fee provided that the time taken from engagement to completion of the 18 holes is not more than 4 hours 30 minutes. If it is more than 4 hours 30 minutes, the member shall be charged an additional 9 holes fee.

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- ⇒ Members shall not abuse, scold or strike a caddy. They shall make an official complaint in the event of a misdemeanor by a caddy.

e. Golf Carts



After renting a golf cart, members and all other golfers would be governed by the following: -

- ⇒ Any damage to club equipment and property shall be charged to the member/player responsible, regardless of any fault. The club and its officials will not be held liable for any injuries or loss of life to any member/player arising from the usage of club equipment and facilities.
- ⇒ The club will not be responsible for any injuries or damage sustained by member/guest while using a golf cart.
- ⇒ Golf carts are not allowed at the driving range or brought out of the club premises
- ⇒ Golf carts are strictly restricted to the golf course.
- ⇒ The hirer will be responsible for all damages to the golf cart.
- ⇒ Golf carts are to be booked "First Come First Serve" basis at the Registration Counter.
- ⇒ Players are required to re-register if they wish to extend play upon completion of the registered round.
- ⇒ A maximum of two (2) golfers and two golf bags are allowed on each golf cart.
- ⇒ Users should be properly seated when using the golf cart. No standing is allowed on any part of the golf cart.
- ⇒ Children below 16 years of age are prohibited from driving golf cart.

f. Driving Range



- ⇒ Only one (1) player is allowed to occupy each bay during each booked time slot.

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- ⇒ Bay utilization is on a first come first served basis.
- ⇒ Play shall be on the mats, unless otherwise instructed by the management.
- ⇒ Play from the mats is only permitted towards the range.
- ⇒ Golf balls may be hired at such rate as shall be stipulated by the management from time to time and posted on the notice board.
- ⇒ Practice balls are not allowed to be taken outside the driving range area.
- ⇒ Guests shall be charged a fee as may be determined by the management for the use of the driving range facility.
- ⇒ Members and guests are required to strictly adhere to the dress code as stipulated on the notice board.
- ⇒ No coaching is allowed unless conducted by the club's golf professionals.
- ⇒ For any lesson/demonstration conducted by other golf professionals, must get approval from the management.
- ⇒ Children below the age of 8 years are not permitted to enter the driving range area unless:-
 - (a) Prior permission has been given by the management to do so unaccompanied.
 - (b) Accompanied by parent/guardian for the purpose of practicing golf.
 - (c) Accompanied by Defence Raya resident or assisted by golf professional for the purpose of taking golf lessons.

g. Rain Credit Policy. Defence Raya Golf & Country Club implements the following rain policy when the weather effects play: -

- ⇒ **Conditions and Guidelines**
 - (a) A rain credit will only be issued after one-hour of suspension or abandonment of play.
 - (b) Credits will be good for 3 months from the issued date. After 3 months, they will be voided.
- ⇒ A Rain Credit will be issued based on the following criteria: -
 - (a) **For Golfers who paid for 18 Holes of Golf or Twilight**
 - i. 100% Rain Credit issued for less than 2 holes played.
 - ii. 50% Rain credit issued for 11 holes played.
 - iii. No Rain credit issued for 12 or more holes played
 - (b) **For Golfers who paid for 9 Holes of Golf**
 - i. 100% Rain Credit issued for less than 2 holes played.
 - ii. No Rain Credit issued for 3 or more holes played.
 - (c) **For Golfers who Paid for the Twilight Special.** No Rain Credit issued.
- ⇒ A receipt must be provided to registration in order to receive a rain credit.

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► Simulator.



Its a state of the art latest technology used by golf professionals/ amateur all over the world with regards to game improvement and golf equipment fitting. Rules for using the simulator facility will be as under: -

- a. Facility is open for all golfers visiting the club.
- b. Only 16 HCP players are allowed the use of this facility.
- c. Simulator attendant will check the handicap card of interested players before issuing the payment slip.
- d. Each player can utilise the facility for max of 2 hours at a time.
- e. A maximum of 4 players can use the simulator at a time for maximum of 2 hours.
- f. Players using simulator must have neat & clean golf attire & equipment.
- g. Only beverages are allowed to be served on payment, inside the simulator room.
- h. Desirous player would be required to get usage slip from green fee collection counter.

- **Security.** Efforts have been made to provide a secure and comfortable environment to our prestigious members and guests to enjoy facilities of our Golf Resort. Ex Army personnel have been employed to secure all perimeters of our property and golf course. Our honourable members are requested to extend maximum cooperation towards security staff.



► Disclaimer

- a. DRGCC Management takes utmost care to make the sports environment safe and secure. However, there may be a negligible chance for any mishap or injury to person or damage or loss of property/belongings in or around the sports facilities. Any such incident will not be attributed as club responsibility in any way.
- b. In case the conduct or act of person (s) cause disturbance to other valued members / guests or if it is considered that the behaviour of any such person is below the generally accepted socio-moral standards of the society, the Club Management may ask such person to either not to enter or leave the club premises.
- c. Appropriate facilities are available in the Club where members can safely put their valuables such as mobile, watch, valet etc. Members are requested to secure their belongings properly. In case of loss/theft, club will not be responsible in any way.

GUEST ROOMS - DRGCC



► **General.** Club House has 23 Single Deluxe Rooms and 4 Suites with total occupancy capacity of 62 persons. These are high quality rooms and SOPs for their use are made keeping Army / DHA's sensitivities and business interests of the JV. Efforts are made to facilitate their use to members with best of the hospitality traditions.

► **Eligibility Conditions.** Following will be eligible to occupy the rooms:-

- a. All members of DRGCC Club.
- b. Member's guests
- c. Official guests of HQ 4 Corps/DHA/PGF and BRDB.
- d. International golf players visiting DRGCC for golf events/ tournaments as per the SOP.

► **Rates.** Please visit our website www.clubhouse.drgcc.com

► **Booking Procedures.** Following procedure can be adopted for booking of the Guest Rooms:-

- a. Guest Rooms will be booked by members / Club / DHA management only.
- b. Guest Rooms will be booked on first come first served basis.
- c. Booking will be made by making 50% advance payment for the number of days the room/s is/are booked.
- d. A room may be booked for maximum of 7 days. In a special case, it can be booked for two week with the approval of DRGCC Management.
- e. Booking will be made through the Front Office Manager / Receptionist.
- f. Booking can be made by the members on telephone 7 days prior to the date but concerned member has to give final confirmation 2 days prior to the actual date with 50% advance payment. If member is unable to appear himself, any of his / her representative in possession of member's card with 50% advance rent, booking will be deemed cancelled.
- g. Two adults and maximum of two kids (under 12 years of age) can stay in a room. Extra mattress if req can be provided on prescribed rates.
- h. Fol information will be furnished to Guest Room booking staff:-
 - ⇒ No, Rank, Name and unit of the serving officer, in case of army persons.
 - ⇒ Computerized National Identity Card and Membership Number.
 - ⇒ Permanent / Temporary address of member / guest.

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- ⇒ Duration of booking the room/s.
- ⇒ Total number of guests (Male/ Female) occupying the room/s.
- ⇒ Copy of the passport & valid visa and purpose of the visit in case of foreigners.

► **Cancellation.** In case of cancellation, deduction will be made as under:-

- | | | | |
|----|--------------------|---|-----|
| a. | 2 days in advance | - | Nil |
| b. | 1 day in advance | - | 20% |
| c. | Less than 12 hours | - | 50% |

► **Dos**

- a. A member booking the room for his guests will be responsible for guest's conduct.
- b. Guest Room inventory is placed in the bed side table and members are advised to check the same before settling down in the room. In case of loss / damage to any of the guest room items / accessories, the guest and the member booking the room will be responsible to make good the loss / damage the same day before checking out. An element of courtesy / decency will be kept in mind by the club staff while dealing such a situation.
- c. Guests must put off all the electric appliances before leaving the room.
- d. Guests are to take care of their belongings. Management will not be responsible for loss of valuables. Guests are further requested to deposit their valuables with the receptionist at the Guest Rooms for safe custody and take proper receipt.

► **Don'ts.** Following are strictly FORBIDDEN in the Guest Room premises:-

- a. Gambling.
- b. Drinking Liquor.
- c. Assembly of Baraat.
- d. Marriage Ceremony / Nikkah / Engagements / Mehndi etc
- e. Playing of Band / Music instruments.
- f. Interviews / Press Conferences / Political / Religious / Sectarian Meetings.
- g. Entry of unauthorized / unregistered guests.
- h. Carrying of arms & ammunition in the rooms. Guests to deposit the same with reception office before occupying the room/s.
- i. Undesirable female/ male visitor/s is/are not allowed in the room/s.
- j. Servants, maids and drivers are not allowed to stay in the room/s.

Miscellaneous

- a. Members and their guests occupying the Guest Room can avail indoor sports facilities like gymnasium, swimming pool, snooker, table tennis free of cost. Rest of the facilities like golf, tennis, squash & Hair Saloon can also be utilized on payment.
- b. Submission of incorrect information and violation of Rules / Standing Operating Procedure will be dealt with as per rules. Reservation / booking of room will stand cancelled and membership may be considered for cancellation depending upon severity of the violation of rules.
- c. Guest room occupants will be asked to register their car registration no's at the Reception Office.
- d. No booking will be made for anyone who is neither a member nor guest of member.

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Annex 'E'

ATTIRE NOT ALLOWED





BRDB

UAN: **111-800-100**

DHA
LAHORE

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