

Golf Course Questions

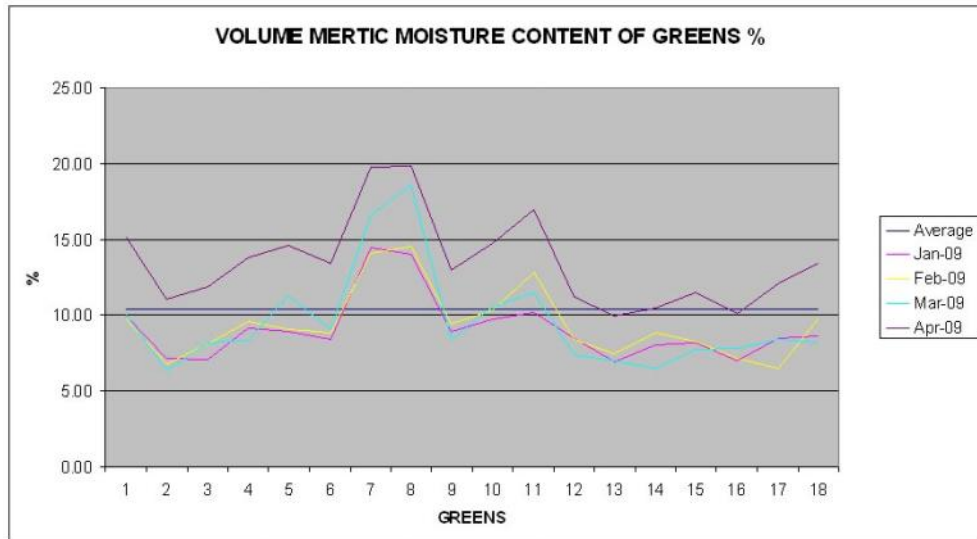
- Q1: Can you clarify whether the temporary hoarding boards define the boundary of the course?
- A1: Yes as stated on the back of the score card under "Out of Bounds" all boundary fences and walls define out of bounds along with areas marked with white posts. These hoardings will be removed over time, whereby the out of bounds line will move to the boundary of the property which will be most commonly housing property boundaries.
- Q2: Do the oil pipelines that run through the centre of the course need to be "Out of Bounds"?
- A2: These areas were defined as out of bounds by a PGA qualified referee. However, it is a good suggestion to review this and look into the feasibility of this area being defined as a lateral water hazard, (one stroke penalty), ground under repair (free drop) or an area of environmental sensitivity (free drop). Club management will seek advice on this and get back to the membership with any amendments. With respect to the suggestion of creating bunding along the length of the pipelines, this will need to be reviewed with BAPCO who own and have exclusive access to these areas.
- Q3: We understand that the Montgomerie is a links-style course, but when will we start getting lies where the ball sits up better?
- A3: Our annual renovation programme took place in the beginning of April to relieve the fairway compaction that was caused during construction and through the winter. The recovery has taken longer than we anticipated. However we expect by mid June to have full coverage of turf and definition between fairways and semi rough. With very positive growing conditions from now until the end of November we will see our fairways get stronger and more mature. Moving into next winter when the plant goes semi dormant for a period of 2 – 3 months we will be in a much stronger position with a mature plant with less compaction. Our previous experience tells us that as the course gets older and more mature, the plant becomes less susceptible to dormancy.
- Q4: When can we use the grass tee on the driving range?
- A4: The grass tee on the driving range will be put into operation from 1st June from 7.00am to 4.00pm daily. The usable teeing ground is 20 meters deep giving us 20 days utilization. At peak growing season it takes approximately 21 days for the wear to recover. In the evenings from 4.00pm the grass tee will close and we will revert back to the mats. We also need to make provision for those wishing to practice under shade, hence the reason for having varying times. In the winter months when the growth of the grass is slower and therefore the recovery of the divots is slower, we will close the grass tee for the duration of the dormant period.

Q5: Are we allowed to use the Black tees?

A5: Yes, however the tee markers for these teeing grounds have not been put out.

Q6: Is the golf course being watered with the right amount of water and do you have enough water?

A6: Yes the course is receiving the correct amount of water and we do have enough water. The chart below shows the average daily moisture levels (%) on each green. We are currently aiming for around 12 -15% volumetric water and looking at April's average we are looking to increase water applications slightly on greens 2, 12, 13, 14, 15 & 16 while decreasing applications slightly on greens 7, 8 & 11.



A full presentation on our irrigation system and watering regime can be accessed on our website's Course Maintenance page. See www.theroyalgolfclub.com

Q7: Why has the water levels in the lakes reduced?

A7: The water levels in the lakes have reduced over the last 3 weeks due to our Reverse Osmosis plant only operating on two thirds capacity. As a result, we are using what we produce and not topping the lakes up. In the interim period we have taken advantage of the lower lake levels to clean out some debris left in the lakes during the construction period.

Q8: When will preferred lies stop?

A8: We expect to stop preferred lies on all grass areas at the end of June and hope to do the same with the desert areas provided we have managed to reduce the contractor traffic on site.

Q9: Could you number the carts or put in a system to prevent carts being taken back to the cart barn when they have been left at the academy while the customer goes and practices?

A9: Yes we will implement a system to prevent this happening in the future.

Q10: What is the club doing regarding pace of play?

A10: We have established a time par on the score cards which targets 4 hours 25 minutes for 18 holes. We are monitoring this and are seeing the average times in normal play coming in at around 4 hours 20 minutes. We have an ongoing pace of play awareness and also look into the course set up to assist with pace of play matters. With respect to persistent offenders our policy is to work with these people in order to raise their awareness and to assist them in as many ways as we can. Many of these people are new to the game and need encouragement.

Q11: Why are there workers sleeping on the golf course?

A11: Thankfully none of the workers sleeping on the golf course are our employees. However we continually coordinate with the project management company MACE regarding this issue and slowly but surely are reducing the amount of contractor's staff going onto the golf course. At present we still have workers from BGD Nass and Nass Landscaping on our course completing some irrigation and landscaping works. Again, we are pressing them to provide better site supervision.

Q12: Are there plans to make any amendments to the course?

A12: Yes we plan to level the edge of the 15th green to prevent balls running off into the lake. We also plan to fill in the "wadi" area short of the 13th green to make that area of the course more playable and to provide better cart access up to the greens complex. We are looking into a solution to the right hand side of the 14th green, where the run off to the out of bounds is too severe and we are also looking into ways of making the 5th hole a little fairer. We are also doing a full review of the course bunkering. (See below)

Q13: Are there plans to modify any of the bunkers to alleviate the following problems :

- The size and difficulty of raking
- The softness of the sand
- The positioning of certain bunkers
- The difficulty of getting in and out of certain bunkers

A13: Yes we are doing a full review of all of the bunkers and will make an assessment on which ones need to be altered or removed. We are also investigating changing the type of sand in the fairway/"waste" bunkers to a heavier sand which will do the following:

- Provide a firmer surface to hit from
- Be easier to rake and should not allow for such deep foot prints
- Keep the sand in the bunkers during high winds

The green side bunkers will remain with the same sand which will settle down over time.

- Q14: Are you planning on offering more short game practice facilities? The practice putting green can get too crowded and potentially dangerous if too many people are practicing at one time.
- A14: We have opened the tee at the bottom of the driving range with some designated short game targets and will continue to develop that area.

Club House Questions

- Q15: Is the arrival area going to change?
- A15: Yes. We currently have our gate house under construction. Once it is complete we will have the right sense of arrival whereby you will pass through the gate house and either turn directly into the underground car park or go straight to the front door and be dropped off.
- Q16: There is a concern over the design of the gents' locker rooms and in particular the location of the toilets and wash hand basins in relation to the changing areas.
- A16: Yes we agree with this point and will make the necessary changes to rectify this. This will likely take place over the summer months.
- Q17: Can you create a standard check-in procedure as opposed to having variable check-in desks?
- A17: This is our intention. We will have our server fully operational in June whereby all of our terminals will be linked. We will have a dedicated booking area (Central Reservations Department) and a dedicated check-in area. From time to time we will have different check-in areas for special events.
- Q18: It appears that members of the management are not around as much as they were previously?
- A18: Our main offices are in Budaiya, but thankfully as of the end of May our management offices will be completed in the club house. Senior management have had to take up an active role in the development of the golf course, club house and some general Riffa Views development matters. Once the facility is fully completed and functional, senior management will be more available for golf operational matters.
- Q19: When will the members' lounge open along with the balance of the club house facilities?
- A19: We expect to open the members' lounge on 10th June. We will be holding a reception to celebrate the opening. "Links," the public bar/restaurant will open shortly afterwards following the completion of its kitchen.
- Q20: Will the club offer compensation for not providing the balance of the facilities for the month of May?
- A20: Yes we have calculated the hospitality areas to be in the region of 5% of the value of your membership. Therefore if you are a founder member and paid BD1950 subscription fees, the calculation would be $1950 / 12 \times 5\% = \text{BD}8.125$. This will be refunded in the form of a voucher when you renew your membership for 2010.

Handicaps & Competitions

- Q21: Are golfers required to have handicaps to play on the Montgomerie course?
A21: Not at present as many of our members still have to establish handicaps. However in the future at peak times we will insist on players producing a handicap certificate to play the Montgomerie Course.
- Q22: Can there be more competitions that count towards handicapping and do you accept general play scorecards?
A22: Yes we intend to introduce more handicap counting formats for the members' competitions. Our plan for the first few months was to allow the members to familiarize themselves with the course through playing different formats. We will be doing a general play assessment at the end of June and also we do accept general play scorecards from games played in recognized competitions (or society outings that play a recognized format).
- Q23: Can we have more competitions on the weekends that give us the opportunity to submit scorecards to count towards our handicap?
A23: Yes we will be amending the fixture list to allow for this.
- Q24: Can we have gents' only competitions on a Friday?
A24: We are a fully inclusive club and one of our USPs is that we do offer mixed gender competitions. However in our monthly medals we do split the field into different handicap sections and have a ladies section in the format. We will look at adding in one more monthly competition that is segregated.

Miscellaneous Questions

- Q25: Can you give clarification on your general pricing policy; memberships, green fees, member guest fee, F&B, tournament entry fee etc?
A25: We did a large amount of market research regionally of comparable products when setting all of our pricing and balanced our pricing on a par with these facilities. When setting green fees and member guest fees we need to be careful not to devalue the membership fees. With respect to tournament entry fees, from time to time we need to charge a nominal fee to cover such costs as F&B and prizes. In current market conditions, sponsorship for many events is not freely available.
- Q26: Can your password be changed when entering the members' section of the website?
A26: Not at present but our webmaster will look into providing this facility in future.
- Q27: Can there be more directional signage for the facility?
A27: We are doing a full and comprehensive way-finding system throughout the club. We will also introduce temporary directional signage in the interim period.