

## GENERAL TERMS AND CONDITIONS

Before making a reservation or by visiting the Royal Bled golf resort, please read these General Terms and Conditions.

By approaching the area of the Royal Bled golf resort or by making a reservation, it is considered that you are familiar with the entire content of the general terms and conditions and accept them without restrictions and with full responsibility.

Company Eligo Bled d.o.o. endeavours to have all the information available on the website (www.royalbled.com) accurate and updated, but nevertheless Company reserves the right to change the text, visual or audio material without prior notice, these changes will take effect at the time of publication. The Company does not accept responsibility for the correctness and accuracy of the information, text, visual and audio material which is posted on the website. Websites of the company Eligo Bled d.o.o. are publicly accessible to everyone, and the service is carried out under the principle of availability.

Information provided through the online booking application is used for effective and correct implementation of reservations. Access to such information is granted to employees who supervise reservations. Company Eligo Bled d.o.o. commits to carry out online reservations in accordance with all relevant laws of the Republic of Slovenia and especially the Law on Personal Data Protection.

All electronic communication that occurs between the user and Eligo Bled d.o.o., is considered as being in writing.

### BOOKING

All prices published on the website are in euros and include value added tax. Prices do not include tourist tax. To guarantee your reservation a valid credit card is required. Credit cards accepted through online reservations include: Activa, Maestro, Visa, Eurocard/MasterCard and Diners.

Guests who do not have the ability to process payment with a valid credit card must choose the option of paying by proforma invoice. Advance payment is only accepted when the full amount of the outstanding booking total is settled, payment must be received up to 30 days prior to arrival. In the event that Eligo Bled d.o.o. does not receive the payment, we reserve the right to release your reservation without notice. If the reservation is made for the arrival of up to 0 to 14 days from entering the reservation system, a prepayment is required to be carried out the same day as the reservation is entered to the system as well as confirmation of the payment to be sent via e-mail: info@royalbled.com. In the event that payment is not received, we reserve the right to release your reservation without notice.

Please note golf Resort Royal Bled is not a self-catering facility and therefore visitors are kindly reminded that they cannot bring in their own food and drink for consumption, including within any of our accommodation.

### CANCELLATION

ACCOMMODATION CANCELLATION POLICY	FIT*		GIT**
> 90 days prior arrival	FOC		FOC
60 > 89 days prior arrival	FOC		10%
30 > 59 days prior arrival	FOC		30%
29 > 15 days prior arrival	50%		50%
<14 days prior arrival	100%		100%



GOLF CANCELLATION POLICY	FIT*	GIT**
> 90 days prior arrival	FOC	FOC
60 > 89 days prior arrival	FOC	FOC
30 > 59 days prior arrival	FOC	10%
29 > 15 days prior arrival	FOC	30%
14 >3 days prior arrival	FOC	50%
< 48 hours prior arrival	100%	100%

\* FIT stands for free individual travel

\*\* GIT stands for group inclusive travel with 12 or more persons.

Cancellation of reservations are accepted only in written form sent via e-mail to [info@royalbled.com](mailto:info@royalbled.com). In the event of cancellation, you may be charged the cost of 3% of the total reservation.

As long as there is availability, guests are able to change the date of arrival but only in writing via e-mail at [info@royalbled.com](mailto:info@royalbled.com). Change of dates is possible for hotel accommodation in the King's house up to 30 days before arrival, for hotel accommodation in the Lake's house up to 30 days prior to arrival and for GF and other golf services up to 48 hours before arrival. After the above allowances, changes are no longer permitted.

#### ELIGIBLE REFUNDS FOR RESERVATIONS ALREADY PAID

In the event that the payer is entitled to a refund of paid reservations in accordance with the applicable cancellation policy, he must fill out the refund form provided by the Royal Bled golf resort and send it to [info@royalbled.com](mailto:info@royalbled.com). Golf resort Royal Bled will process such a claim within 30 days and, in case of entitlement to a refund, will only return it to the transaction account provided in the form.

#### GIFT CARDS AND GIFT VOUCHERS

Any purchased gift card or issued gift voucher is valid 1 (one) year from the date of purchase unless otherwise stated on them. They cannot be used for different services as stated or in combination with other special offer neither are redeemable in cash payouts. Personalized vouchers are non transferrable. Redeemable for the full value / one time service upon request and subject to the availability. The difference to the full value cannot be used later or refunded in cash. For reservations and information, please contact the Royal Bled Golf Resort by email at [info@royalbled.com](mailto:info@royalbled.com) with quoting the voucher number when making the reservation. The gift voucher needs to be presented at the time of check-in.

#### TERMS OF WEBSITE USE

Use of our website means that you accept the legal notice below. Please read it carefully. If you are interested in more information or want to understand in more detail below terms and conditions please contact us.

#### PRIVACY AND INFORMATION SECURITY

Eligo Bled d.o.o. respects your privacy and security of your personal information. All the personal data you provide through the reservation system or through the contact forms are treated with confidentiality and are in no case disclosed to third parties. The information you provide through the reservation system or through the contact forms is collected, used and processed mainly for the following marketing communication purposes, carried out by the company Eligo Bled d.o.o.: forwarding offers and advertising material via mail, e-mail, telephone, all in accordance with the Law on protection of personal data.



Eligo Bled d.o.o. ensures that all information that you transmit are dealt with according to the highest security standards and that all operations regarding online reservations are dealt in accordance with legal provisions.

Data on reservations is stored on DSPOT d.o.o. company servers. Customers personal data is consequently being used also by our supporting applications/software as Golf Genius Software, WinREZ by UnikUm d.o.o., TS Manager and GIS Prestige by POS Elektronček, Mailee.net and LyGolf (Dspot).

#### SECURE DATA TRANSMISSION AND IP ADDRESS

The entire user session during the booking process runs in Safe Mode using SSL (Secure Sockets Layer).

Before leaving the user's computer, data is encoded in a 128 bit key. Therefore, data is transmitted to the server in a protected form. This safety system prevents the interception of data.

Internet browsers support SSL encryption data rule, however, before using the system for booking, we suggest you check whether the option of encoding is actually enabled in your browser.

Sites that are protected by SSL have a depicted lock in the bottom right corner of the browser (status bar). By clicking on it you can get more detailed information on the protection and validity of the security certificate.

#### COOKIES

What is a cookie?

When visiting the site, some information (IP address, date, time, address of the page from which you come) are saved on the server. This data is anonymous and used only for statistical purposes.

A cookie is a small file consisting of a sequence of letters and numbers to be imposed on the visitor's computer when it first enters a specific web page. It allows the web site to recognize the visitor at every return to the site and therefore contributing to the better functioning of the site and user experience. A typical example is a shopping cart. Without a cookie a cart would be emptied every time a visitor would leave the site. Cookies are not viruses, can not reproduce and are generally not harmful.

But with cookies it is possible to analyze the traffic on the website, perform advanced advertising techniques and follow a specific user through various websites and create their profile, from which the intimate details of their life can be shown. In practice, this is often carried out surreptitiously, so in that sense cookies constitute an invasion of privacy. That is why the new legislation is restricting the use of cookies. It does not prohibit them, but tightens the rules of their use. The key is that users of websites are familiar with cookies and that they should be offered a choice whether they want the website to monitor their online activity in such a way. COLLECTING E-MAIL ADDRESSES: I agree that the e-mail address may be used for purposes of direct marketing. With this the company (ELIGO Bled d.o.o.) is allowed by the individual to maintain, and process their collected personal information of registered users in accordance with the Law on Personal Data Protection Act (Official Gazette of RS, no. 94/07). The company shall ensure the protection of personal data under the Act and is committed to not forward personal data to third parties. The company can process the collected personal information for the purposes of informing users about competitions, samplings, surveys and statistical data processing to detect the use of services, approximation of supply and segmentation, market research, sending information about offer, updates, and special offers, as well as for other marketing purposes. During the management of personal information the individual has the option to view, copy, update, correction, blocking and deletion of personal data in the database in accordance with applicable regulations. Contributors may at any time request from the company to permanently or temporarily discontinue the use of their personal data for direct marketing purposes within 15 days with a message expressing the desire to de-list the recipients e-mail address [info@golfbled.si](mailto:info@golfbled.si) or via a link provided by receive in each email notification. INFORMATION RELATED TO THE REGISTRATION: On this website you have the



opportunity to send us your information , such as on the sides of the " Contact us " or else where you can send us an email request for brochures, participate in a sweepstakes or respond to our promotions. If you choose to participate, providing us with some personal information. This information will be used only for the purposes for which you provide it. Will be used only to verify the data and statistical analysis. LINKS: Our company does not recommend or endorse content of other websites nor does it accept any liability in relation to any other website accessed via links on this site.

LIMITATION OF LIABILITY: As the Internet is open and unprotected network , our company can not be held liable for any loss or damage arising in connection with your use or inability to use the materials and / or options or services offered on this website , including , but not limited to , indirect or consequential loss or damage , loss of data , income , profit or opportunity, loss of or damage to property and claims of third parties. COPYRIGHT: Information , content, graphics , text , buttons , trade marks, service marks, trade names and logos on this website are protected by copyright laws , trademark rights, database rights and other intellectual property laws and state laws. The visitor has a limited license only for your own , non-commercial use.

#### LEGAL NOTICE

Company Eligo Bled d.o.o. for online operating uses the latest security technology, however, it does not assume responsibility for damages, viruses, errors and other malicious content that may appear on the World Wide Web. Users of this website are responsible for their own protection against harmful content or data loss.

Company Eligo Bled d.o.o. is not responsible for errors that could occur during data transmission, interruption or disabled approach to online. Also, the company is not responsible for damage to your hardware or software due to visits on our web site. WARNING: © 2017 ELIGO BLEED d.o.o. All rights reserved. The company ELIGO Bled d.o.o. assumes no responsibility for any errors or inaccuracies in the websites.

#### FAQ - FREQUENTLY ASKED QUESTIONS

##### 1. What reservations can I make online?

Through the web application you can book accommodation in King's Club House, Lake's House and other reservation services at Golf Course Royal Bled.

##### 2. How to approach to booking?

Reservation through our application is simple. Based on your inquiry you will receive a link to the booking confirmation with the selection of payment methods. The system will take you step by step until the final validation.

##### 3. How can I change the information in the booking that has already been confirmed?

By sending an e-mail at [info@royalbled.com](mailto:info@royalbled.com) within the above mentioned notice period.

##### 4. Who has access to my stored information?

Information you provide through the online booking application is used for effective and correct implementation of reservations. Access to such information is granted to employees who supervise reservations. Company Eligo Bled d.o.o. commits to carry out online reservation in accordance with all relevant laws of the Republic of Slovenia and especially the Law on Personal Data Protection.

##### 5. Does the reservation requires a payment/credit card to secure the reservation?



Yes. If you make a reservation through the Booking information form, you will be required to confirm the reservation with your credit card.

6. Do you require a payment/credit card even if I choose to pay »on the spot/on arrival at the hotel?

If you choose to pay "directly at check in", it is also necessary to secure the reservation by providing a debit/credit card. 28 days prior to your arrival the system will send you an email with a link to confirm your reservation where you will confirm the authorization of funds of the credit/debit card.

7. Why is a payment/credit card required when booking?

Your debit/credit card is required to secure your booking. In accordance with the cancellation policy you can, if reservation is not canceled in time, bear the cost of no-show.

8. Which payment/credit cards do you accept?

Credit cards accepted through online reservations: Activa, Maestro, Visa, Eurocard/MasterCard and Diners.

9. What if I do not want to secure a booking by debit/credit card?

In this case you can choose to pay by a pro forma invoice with due date 30 days prior to your arrival in the case of accommodation or 10 days prior to your tee time. If the payment is not received, we reserve the right to release your reservation without prior notice.

10. What happens in case I make a reservation, but to secure my reservation, I do not provide my payment/credit card and do not select the option to pay by a pro forma invoice?

If we do not receive your debit/credit card data to secure your reservation in the online system and you do not carry out the prepayment to confirm your arrival, after the expiry of the notice period we reserve the right to release your reservation without prior notice.

11. How do I know that my reservation was successfully completed?

Within a few minutes after completing your booking via the web application, you will get a confirmation with a summary of the booking to your e-mail address you provided at the time of booking. If you do not receive a confirmation email, please contact us directly at [info@royalbled.com](mailto:info@royalbled.com).

12. Do you let me know if my reservation has been canceled on your part?

No. If within the period of notice we will not get final confirmation by your part, we reserve the right to release your reservation without notice.

13. What is the period of notice I can cancel a reservation at no additional cost?

If you cancel your reservation for:

- Hotel accommodation in King's Club House or Lake's house up to 30 days prior to arrival or for
- GF and other golf services up to 48 hours before arrival

and as a payment method you chose a prepayment to the company's bank account or you authorized funds on your debit / credit card, we will refund the full amount or release the funds to your bank / credit card. However, if your booking has already been paid by debit/credit card, you will be charged cancellation costs in the amount of 3% of the value of services and the rest will be refunded.

Cancellation of reservations are accepted only in written form on the e-mail address: [info@royalbled.com](mailto:info@royalbled.com).



14. What happens if I cancel my reservation after the expiry of the notice period?

If the reservation is canceled after the expiry of the notice period, you will be charged 100% of the reserved services.

If you cancel your booking for the Golf Course Royal Bled services (GF and others) after the expiry of the notice period, you are charged 100% of the reserved services.

15. How am I being charged for cancellation?

If the reservation is canceled after the expiry of the notice period, in accordance with the cancellation policy your debit / credit card is charged or coverage is provided by the received advance payment.

16. How do I act in case I made a reservation, protected arrival by debit / credit card or prepayment, but I would like to change the dates of arrival?

Change of dates or reserved services are available within the above detailed period of notice and subject to availability, this can be organized by contacting [info@royalbled.si](mailto:info@royalbled.si).

17. How do I act in case I am in the middle of online booking process through the web application and the problems occur with the PC or the application and the booking procedure has not been completed?

In case you have not received the confirmation email, it is necessary to repeat the process of booking confirmation.

18. Is the reservation transferable?

Reservation may be transferable, but only with prior consultation and prior approval by the Golf Course Royal Bled management team.

19. What is the composition of prices, which are published in the reservation system?

All prices published in the booking system are valid prices and include value added tax. Prices for hotel accommodation include the value added tax and do not include the tourist tax. All prices are in euro.

20. Is the price of the hotel accommodation per person or per room?

All prices for all the services, except packages, are set per room and include value added tax. Tourist tax is not included in the price and will be charged at check out.

21. How do I know that all data that I provide online on the card, is secure?

No data of the card are stored and are not processed by us. It all ends on the secure servers of banks and their processing centers. The online payments are being processed by online systems Stripe and/or Nestpay.

The Nestpay and/or Stripe system receives back some data from processing centers, which are relevant only to deal with potential complaints. These are the last 4 digits of the card, date of authorization, time of authorization and transaction ID.

22. How to act at arrival?

Upon arrival at the reception our team will firstly ask for your reservation number or to show a printed confirmed reservation sheet and your personal identification. This will ensure a quick and easy check in process.



23. Is parking for free?

Yes, however Eligo Bled d.o.o do not accept responsibility for vehicles and/or valuables that are parked on the property.

24. Is there a lower age limit for booking accommodations online?

Reservations can be made only by a person who is 18 years of age. An adult takes full responsibility for the credibility of the data.

25. Who do I contact if I have any questions?

If you have any questions about the accommodation, booking or playing time, please contact our reception, which will provide you with all the information. The reception is available via phone: +386 1 200 99 01 or via e-mail: [info@royalbled.com](mailto:info@royalbled.com).

## RULES AND REGULATIONS AT ROYAL BLED

### 1. PLAYING GOLF AT ROYAL BLED

1.1. The player must have "permission to play" and hold a valid membership at one of the clubs recognized by the national golf association that is a member of EGA or any other Golf Association (permit basic knowledge on the rules of golf, the technique of playing golf and golf etiquette) that may play on the golf course itself. Handicap index restriction for playing at King's Course is 28.0 for Men and 36.0 for Women. All players play at their own risk. All players should be ready for start at least 5 minutes prior their tee time.

1.2. The decision regarding the playability of the golf course or the use of golf carts due to inclement weather conditions will be at the sole discretion of the Royal Bled management. Royal Bled reserves the right to temporarily close the golf course or stop play due to adverse weather conditions or any other unforeseen circumstances.

1.3. A player who wishes to play must either a) be a member of Golf Club Royal Bled b) hold an annual ticket or c) purchase a green fee before play can commence. Each player must book a tee time reservation at least one day before the game and register at the reception. Daily visitors will get the green fee bag tag. This bag tag needs to be placed in a visible location on the golf bag before the game so that it can be immediately noticed by the starter or marshal.

1.4. Golfers are requested to follow Royal Bled's Dress Code requirements at all times. Royal Bled aims to operate a contemporary dress policy, commensurate with a modern day golf club. It is in all our interests to maintain reasonable standards of casual but smart dress in keeping with golfing traditions. Golfers at Royal Bled are therefore made aware that the following are required standards that must be adhered to both on the golf course and in the clubhouse.

In conformance with the Men's Golf Club Regulations, cargo shorts, short shorts, tee shirts and sleeveless shirts are not acceptable; short shorts include but are not limited to tennis shorts, bathing trunks and jogging shorts. Collared shirts are required, but mock turtle necks displaying a golf club logo will be permitted. Shirts are to be tucked in at all times. Gentlemen are to remove hats in the King's house and bar.

In conformance with the Ladies Golf Club Regulations, short shorts or short skirts are not permitted on the golf course. Ladies shorts or skirts should not be shorter than 15 cm above the knee. Mock or collared shirts are required.



#### 1.4.1. Clothing

Golfing attire is required for all players. Any denim, tracksuits, t-shirts or trainers are not permitted on the course at any time. Cargo or combat trousers, rugby and football shirts are not permitted in the clubhouse at any time.

#### 1.4.2. Shoes

Golf shoes with soft spikes only must be worn on the course; these are not permitted in the Restaurant areas of the clubhouse.

#### 1.4.3. Changing Facilities

The clubhouse has every facility required for changing into and from golfing apparel. Changing in the car park is not permitted.

1.5. The player is required to know and comply with the Rules of golf and etiquette in accordance with the rules of golf 2023, issued by the R&A Rules Limited & USGA.

1.6. Players who intend to go on the course, must check all the information about the conditions of the course and tee times in advance at the reception.

1.7. Players who would like to have a spectator during the game of golf (friends, children, family, etc.), must inform the reception before the start of play for prior approval. Spectators are requested to display proper behaviour and conduct in accordance with golf etiquette and follow the Dress Code requirements.

1.8. It is forbidden to play more than one ball at any time. The only exception is when playing a provisional ball which must be declared.

1.9. All players shall play the holes in sequential order, skipping or replaying holes unless advised by Royal Bled staff is not permitted.

1.10. The maximum number of players in a group is four (4).

1.11. Every player must have their own golf equipment. Borrowing clubs and bags from other players during the game is not permitted.

1.12. All directional signs on the course and instructions for the club car use should be followed at all times. Users are obligated to comply with daily instructions for the club car use, which are published on notice boards or provided by the staff at point of check in or on the 1st tee. Areas in which club cars are not allowed will be visually marked with rope (and / or GPS) and must be adhered to at all times.

1.13. Each player must rake the bunker after use and return the rake to its place (outside edge of a bunker). This way all players will have the same conditions for the game.

1.14. Each player with a golf car must replace divots with sand and dispose divots in the rough. Players without golf cars are encourage to use sand bottles, available throughtout the course and dispose divots in the rough.

1.15. Each player must repair ball marks on the greens. Failed to repair at least their own ball mark is considered a serious breach of etiquette and term 6.1 could come into action immediately.

1.16. The Golf Professional Staff will regulate all play and enforce club rules.

The first tee is reserved for groups of four players. Two players or three players must be prepared to play at the pace of play allowed to four players. Players are to keep pace with the group in front of them. When any





group has one hole completely open in front of them, they must close that gap or allow faster players behind them to play through.

No players may cut in anywhere on the course without permission from the Golf Professional Staff, including starting on hole #10.

Any players who sit down for a meal after completing play on the first nine holes will lose their place on the course and must not begin play from hole #10 until approved to do so by the Golf Professional Staff.

Slow play is not in the interest of the game of golf and is detrimental to the enjoyment of the game by the members of the Club, their families, and their guests. SLOW PLAY WILL NOT BE TOLERATED on the golf course. "Slow Play" shall mean and be defined as a foursome or group of lesser size taking over four and a half (4.5) hours to complete a round of eighteen (18) holes, and two and a quarter (2.25) hours to complete any round of nine (9) holes.

All players are encouraged to report instances of slow play to the Royal Bled Management and they should not consider themselves nor shall others consider those reporting slow play to be anything but guardians of the game of golf and of the rights and privileges of play. Management shall be responsible for issuing written warnings to all golfers of a group involved in slow play.

Should golfers and / or group fall behind the required pace of play Royal Bled reserves the right to skip players on one or more holes or, in severe circumstance, remove golfers or groups from the course.

1.17. In order to avoid damage to the greens utmost care is required for lowering and handling of the flags. Lowering flags, by leaving them to fall, is not allowed.

1.18. Players who do not comply with the Royal Bled rules and etiquette guidelines and also rules as specified by the R&A Rules Limited & USGA will be asked to leave the course, no entitlement to a refund is permitted.

#### 1.19. Booking golf at Royal Bled

1.19.1. Royal Bled members and Annual ticket holders need to book their tee time at least 1 day prior the game and up to the end of following week in advance. Cancellations needs to be made at least 48 hours before reservations. Later cancellations can be exceptionaly accepted by Proshop staff on direct phone +38612009901. No shows will be considered a serious breach of etiquette and term 6.1. might apply.

1.19.2. Golf reservations will be considered as confirmed by Royal Bled once full payment has been received or secured by credit card. Tee time cancellations are deemed approved after Royal Bled has confirmed this by email, cancellations are only deemed valid when canceled 48 hours before reservations. No-shows will be charged at full rate.

#### 1.20. GOLF CART RULES

The Golf and Green Committees, which have the jurisdiction of golf cars on the course, shall formulate rules for their use and shall report all infractions to the Board through the President.

The club maintains a fleet of golf cars, which are available for rent under these rules.

A. Each user must reserve his or her golf car by registering for play in the Pro Shop.

B. Golf cars must follow directional signs and directional stakes at all times. Golf cars must also remain at least 10 meters from the greens. Golf cars must stay on the golf car paths where golf car paths are provided. At no time should golf cars be driven on the tee boxes or on the grass between the car paths or tee boxes, or within 10 meters of the tee boxes where paths are not provided.



C. Members renting golf cars will be held responsible for the damage and cost to repair any damage which occurs during the usage of the car. The cost of repairs of said damage will be charged to the members' club accounts. Members are held responsible for their immediate family and any guests. The club will not be responsible for any damage or injury to said persons using the golf car.

D. Golf cars are to be used for play or practice only and are to be returned to the Pro Shop area when play or practice is complete.

E. Under no circumstances will more than two players be allowed to ride in a golf car.

F. No golf car shall be operated on club property at any time by any person without a valid driver's license.

G. Caddies or anybody riding on the back of a golf car is discouraged.

H. If a player specifically rides alone on a rental golf car, with the intention of using the car without another rider, that player will be responsible for the full price of the rental car.

## 2. USE OF THE DRIVING RANGE AT ROYAL BLEED

### 2.1. General:

Members, their guests and other players are permitted to practice only from the designated practice areas as set up each day on the practice range. Unaccompanied guests, sponsored by a member, are not allowed to use the practice facilities unless they are warming up to play the course. Main grass tee box is only allowed to be used 1 of an hour prior a tee time to warm up.

The short game area, is for chipping, pitching and bunker shots only. NO FULL SHOTS SHOULD BE HIT TO THESE GREENS FROM THE MAIN TEE. FULL SHOTS ONTO THE RANGE ARE NOT ALLOWED FROM THE SHORT GAME AREA.

Use of practice golf balls outside of the practice areas is strictly prohibited

2.1.1. Respect the driving range and follow the directions and staff instructions.

2.1.2. Practice area opens one (1) hour before the course opens and closes one (1) hour before sunset, but not later than 19:00.

2.1.3. Club cars need to be parked within the designated parking lot.

2.1.4. Driving range can be used by players who have purchased a green fee or a lesson at the Royal Bled Golf Academy, or are accommodated in the King's Club House or Lake House.

2.1.5. Hitting balls requires concentration, so respect the etiquette and do not disturb other players by causing any unnecessary noise.

2.1.6. The practice area is used at golfers own risk, Royal Bled does not accept responsibility for any injury or similar incident.

2.1.7. Teaching is permitted only for Royal Bled Golf Academy PGA Professionals and by prior agreement and approval from Royal Bled Golf Course management allowing outside usage for PGA professionals as well.

2.1.8. Practice balls are the property of Royal Bled and must not be removed from the driving range. Practice balls are not permitted for use on the golf course(s).

2.1.9. Please refrain from making divots when practising the swing.



2.1.10. Children under 12 years of age must practice under the supervision of an adult.

## 2.2. Putting green:

2.2.1. Entrance to the putting area with trolleys and bags is possible via designated gateways. Trolleys and bags can be left on the grass outside the »putting green« collar.

2.2.2. Only putting on the »putting green« is permitted, no other golf clubs should be used within this area.

2.2.3. Walking or re-positioning when on the putting green must not damage the grass and areas where the hole is located.

## 2.3. The area for short strokes practice / Chipping Area:

2.3.1. Entrance to the chipping area with trolleys and bags is possible via designated gateways. Trolleys and bags can be left on the grass at a reasonable distance from the »chipping green«.

2.3.2. Chipping on the »chipping green« is permitted from a maximum distance of up to 30 m.

2.3.3. When chipping no unreasonable damage and divots are to be caused.

2.3.4. The bunker must be raked after use.

2.3.5. All ball marks on the »green« must be repaired.

2.3.6. Every golfer must pick up all the practice balls and return the ball collector to the stand.

## 2.4. Long strokes practice area:

2.4.1. Entrance to the long strokes practice area is through the back door of the driving range.

2.4.2. Practicing long strokes is allowed in designated areas where bay dividers are placed.

2.4.3. Picking up already struck balls on the long strokes practice area is prohibited and dangerous.

## 3. SAFETY AT ROYAL BLEDE

3.1. Players on PAR 3 holes can start the game when the players of the group before them withdraw from the green.

3.2. On holes PAR 4 and 5 players cannot continue the game, until the players of the preceding group are within the ball range. They can continue the game only when they are sure of a sufficient distance. This also applies to the holes where the ball landing zone cannot be seen (blind holes). Before starting to play on the holes 3 and 9 on the Lake`s course ball landing zone needs to be verified over LCD displays.

3.3. All players must, at all times, stay behind the line of the player whose turn is to strike.

3.4. For shots that are mis hit and in the target line of other golfers, the player must shout "FORE!" loudly to alert those in danger.

3.5. Person`s or machinery crossing the road at hole 3 on the Lake`s Course have priority over golfers.

3.6. In case of lightning do not play, seek shelter.



3.7. For any dangerous situations that arise on the golf course, management will signal an acoustic siren:

- a) Discontinue play immediately: One prolonged note of siren – mark the ball and return to the club house.
- b) Resume play: Two short notes of siren, repeated.

3.8. Players make use of the golf course with all its services at their own risk. Players are responsible for any damage they cause to the Royal Bled Golf Course.

#### 4. GENERAL TERMS OF COMPETITION ON ROYAL BLED GOLF COURSE

General terms of competition apply equally to all competitions organized by Royal Bled Golf Course as well as for all other competitions, for which Royal Bled management is responsible. For competitions, organized by the Slovenian golf association, the Slovenian golf association is equally responsible.

##### 4.1. Competitions on the Golf Course

- a) Competitions organized by Royal Bled
- b) Club competitions at Royal Bled
- c) Sponsored tournaments

4.2. Terms of the game – the competitions will be conducted in accordance with:

- a) The rules of golf and amateur status, approved by R&A Rules Limited & USGA.
- b) The local rules of the golf course where the competition is held, according to the rules of golf, which are approved by the competition committee.
- c) With the World Handicap System (WHS).
- d) With competition and other conditions, which will be published in the tournament conditions for each tournament.

##### 4.3. Forms of play

4.3.1. The type and manner of the competition are set out in the tournament conditions for each tournament.

##### 4.4. Eligibility:

4.4.1. Players, who are members of clubs which are member of any national golf association that is a member of EGA or USGA, with valid membership for the current year, unless otherwise specified in tournament conditions.

4.4.2. Foreign players can take part in competitions as guests or have their H.I. managed by their Golf association. If the players participate as guests, they need to have a valid exact H.I. for the current year.

4.4.3. Players must hold amateur status, unless the tournament conditions for the tournament specifies otherwise.

4.4.4. Management reserve the right to apply an age limit or a H.I. restriction accepted for each competition.

##### 4.5. Entry to the competition



4.5.1. Deadline and eligibility are specified in the tournament conditions for each competition. All players must be familiar with the general terms of competition at Royal Bled.

4.5.2. If there is an entry limit to the competition, entries are considered in the order of receipt, unless the tournament conditions specifies otherwise. The tournament committee reserves the right to accept subsequent entries.

4.5.3. Royal Bled reserves the right to amend the terms and conditions of the competition for any reason without prior notice.

4.5.4. Player who has not checked out in time is considered as an active participant in the competition. If the player does not show up on the 1st tee as it is published in the starting list, rule 5-3a comes into force, in accordance with the current edition of the R&A Rules Limited and USGA and amateur status.

4.5.5. If a player enters the tournament and pays the entry fee and green fee but does not show up on the tournament and does not check out within the prescribed period, he is not entitled to any refund.

4.5.6. The management of the Royal Bled reserve the right to reject entries to the competition from any reason, with no explanation given.

4.5.7. The management of Royal Bled reserves the right to allow a player to participate outside of the specified conditions or restrictions in the tournament conditions with no explanation required.

#### 4.6. Registration

4.6.1. On the day of the competition, no later than 30 minutes before the start of a competition each player must check in at the reception of Royal Bled to complete all the necessary formalities regarding the registration process and to confirm participation in the competition.

#### 4.7. Tournament Committee

4.7.1. Tournament Committee is the highest authority of each competition and is detailed in the tournament conditions for a particular competition.

4.7.2. Tournament Committee consists of a) director of the competition, b) a course representative and c) a golf referee licensed by the golf association which is a member of the EGA.

4.7.3. The tournament committee reserve the right to change tournament conditions for a particular competition without prior notice.

#### 4.8. Conditions

##### 4.8.1. List of conforming Driver Heads (Rule 4.1a)

Any driver the player carries must have a club head, identified by model and loft that is named on the current List of Conforming Driver Heads issued by the R&A Rules Limited & USGA.

Penalty for Making Stroke in Breach of Rule 4.1a: Disqualification

##### 4.8.2. List of conforming golf balls (Rule 4.2a)

The ball the player plays must be named on the current List of Conforming Golf Balls issued by the R&A Rules Limited & USGA.

Penalty for Making Stroke in Breach of Rule 4.2a: Disqualification



#### 4.8.3. Tee time schedule (Rule 5.3a)

If a player is late on the start, rule 5.3a in accordance with the rules of the R&A Rules Limited & USGA comes into force.

#### 4.8.4. Unreasonable Delay; Prompt Pace of play (Rule 5.6a)

Royal Bled has adopted guidelines for pace of play in order to help prevent slow play, in accordance with the Rule 5.6b.

The first group and all of the following groups after an interval start, which will exceed the total time permitted to play, will be considered as a group »out of position« and as such will be subjected to a time control.

Timing will begin after the player had sufficient time to access the ball, is on turn and can smoothly begin the strike or when the referee decides that the player had sufficient time for the stroke.

The time to observe the line of playing / putting that the player spends after his turn to strike is considered in the period of the next strike.

Penalty for Breach of Rule 5.6a:

- a) Penalty for first breach: One stroke penalty.
- b) Penalty for second breach: General Penalty.
- c) Penalty for third breach: Disqualification.

WARNING:

- It is not necessary that the players are reminded that they are under time control.
- Time control of a player starts when the referee decides it is the player's turn.

#### 4.8.5. Practising During Round or While Play Is Stopped (Rule 5.5)

While play is suspended or otherwise stopped under 5.7a, a player must not make a practice stroke.

Penalty for breach of rule 5.5: General penalty

#### 4.8.6. Interruption of the game due to a dangerous situation (Rule 5.7b)

Audio signals for the interruption of the game due to a dangerous situation:

- a) One prolonged note of siren – discontinue play immediately
- b) Two short notes of siren, repeated – resume play
- c) Alternatively, if published before the competition

#### 4.8.7. Caddies (Rule 10.3)

Player allowed only one caddie at a time.

Use of electric trolleys and club cars is allowed, unless the tournament conditions specifies otherwise or such instructions issued by the course management.

WARNING:



In competition terms (Rule 33-1) tournament committee may prohibit caddies or restrict a player in his choice of a caddy.

#### 4.8.8. A tie

Unless otherwise specified by tournament conditions for a specific competition, the winner and other results of players is decided by a better result on the back 9, 6, 3, 1 holes will decide. If the result is still a tie, the winner is determined by a draw. The tournament committee reserves the right to adjust the way how the winner is decided in the event of a tie without prior notice.

#### 4.8.9. Awarding gross prizes

Gross prize is always awarded in the best H.I. group, unless the tournament conditions specifies otherwise.

#### 4.8.10. The use of electronic devices

A player may obtain distance information by use of a distance-measuring device. If during a stipulated round, a player uses a distance-measuring device to gauge or measure other conditions that might affect his play (e.g. elevation changes, wind speed, temperature, etc.), the player is in breach of rule 4.3.

Penalty for first breach: General Penalty

Penalty for second breach unrelated to first breach: Disqualification

#### 4.8.11. Respecting etiquette

Players must comply with all guidelines on the manner in which the game of golf is played and are published extensively in the first chapter of the Rules of Golf and amateur status.

Penalties for breaching the etiquette:

- A) First breach: a warning
- B) Second breach: prohibition to play in the next competition or at the discretion of the course
- C) Third breach: prohibition to play until the end of the season or at the discretion of the course

The penalty for first breach may be issued by a referee or a game controller on the course.

Penalty for second and third breach can only be issued by the competition committee.

### 5. COMPLIANCE WITH THE INSTRUCTIONS OR ORDER AT ROYAL BLED

5.1. All players must adhere to the order and instructions of staff on the golf course. A conscientious golf player should draw the attention of other players and visitors to adhere to the instructions and regulations on the use of the golf course. By their example, advice and constructive criticism can help the course to implement order on the course.

5.2. If a player has any suggestions, constructive criticism or advice they should forward them to the course management in writing.

5.3. If these criticisms, proposals and suggestions occur without the knowledge of the management of the course, they may be regarded as malicious and irrelevant.

5.4. Players are required to increase the reputation of the Royal Bled Golf Course, take care of the golf course, adhere the order and rules set by the management of Royal Bled Golf Course.



## 6. ACTION IN THE EVENT OF NON-COMPLIANCE WITH THE ORDER OF ROYAL BLED

6.1. If an individual will not abide by the rules of playing on the Royal Bled Golf Course or by the rules of golf issued by the R&A Rules Limited & USGA or by basic etiquette and basic universally accepted values, Royal Bled Golf Course will first issue a warning. If an individual consistently disregards these rules, Royal Bled Golf Course could consider that as a serious breach of etiquette and take appropriate action. In the case of a serious breach of etiquette, management of the Royal Bled Golf Course reserves the right to withdrawal of a daily or annual playing card, without the right to a refund and reserves the right to prohibit play and retention on the Royal Bled Golf Course area.





## SPLOŠNI POGOJI

Pred opravljeno rezervacijo oz. obiskom golf resorta Royal Bled vas prosimo, da preberete te Splošne pogoje.

S pristopom na območje golf resorta Royal Bled oz. z opravljeno rezervacijo se šteje, da ste s celotno vsebino splošnih pogojev seznanjeni in jih sprejemate brez omejitev ter z vso odgovornostjo.

Eligo Bled d.o.o. se trudi, da so vse informacije, objavljene na spletni strani [www.royalbled.com](http://www.royalbled.com), točne in ažurne, kljub temu pa si podjetje pridržuje pravico do kakršnihkoli sprememb tekstovnega, slikovnega ali zvočnega materiala brez predhodne najave. Spremembe stopijo v veljavo v trenutku objave. Podjetje ne sprejema odgovornosti za pravilnost in točnost podatkov, tekstovnega, slikovnega in zvočnega materiala, ki je objavljen na spletni strani. Spletne strani podjetja Eligo Bled d.o.o. so javno dostopne vsem, storitev pa se opravlja po načelu dostopnosti.

Vaši podatki, ki jih posredujete preko spletne rezervacije, se uporabljajo za učinkovito in pravilno izvajanje rezervacij. Dostop do njih imajo zaposleni, ki opravljajo rezervacije. Podjetje Eligo Bled d.o.o. se zavezuje, da bo poslovanje rezervacij po spletu opravljeno v skladu z vso veljavno zakonodajo RS, predvsem pa z Zakonom o varstvu osebnih podatkov.

Vsa elektronska komunikacija, do katere pride med uporabnikom in podjetjem Eligo Bled d.o.o., se šteje kot da je v pisni obliki.

### REZERVACIJE

Vse cene, ki so objavljene na spletni strani, so v evrih in vključujejo davek na dodano vrednost. Cene ne vključujejo turistične takse.

Za garancijo vaše rezervacije je potrebna veljavna plačilna kartica. Preko spletne rezervacije sprejemamo plačilne kartice: ACTIVA, MAESTRO, VISA, EUROCARD/MASTERCARD in DINERS.

Gosti brez plačilne kartice izberejo možnost plačila po predračunu. Predplačilo je v znesku 100% od zneska rezervacije in mora biti opravljeno do 30 dni pred prihodom. V primeru, da plačila ne bomo prejeli, si pridržujemo pravico sprostiti vašo rezervacijo brez predhodnega obvestila. V kolikor je rezervacija opravljena za prihod od 0 do 14 dni od vnosa rezervacije v sistem, je potrebno predplačilo opraviti v istem dnevu kot je bil opravljen vnos rezervacije v sistem ter hkrati preko maila poslati potrdilo o opravljenem plačilu na e-naslov: [info@royalbled.com](mailto:info@royalbled.com). V primeru, da plačila ne bomo prejeli, si pridržujemo pravico sprostiti vašo rezervacijo brez predhodnega obvestila.

Upoštevajte, da Golf Resort Royal Bled ni objekt za samostojno pripravo hrane, zato obiskovalce vljudno opozarjamo, da ne smejo prinesiti lastne hrane in pijače za uživanje, tudi v kateri koli naši namestitvi.

### ODPOVED REZERVACIJE

POLITIKA ODPOVEDI - NAMESTITVE	FIT*	GIT**
> 90 dni pred prihodom	Brezplačno	Brezplačno
60 > 89 dni pred prihodom	Brezplačno	10%
30 > 59 dni pred prihodom	Brezplačno	30%
29 > 15 dni pred prihodom	50%	50%
<14 dni pred prihodom	100%	100%



POLITIKA ODPOVEDI - GOLF	FIT*	GIT**
> 90 dni pred prihodom	Brezplačno	Brezplačno
60 > 89 dni pred prihodom	Brezplačno	Brezplačno
30 > 59 dni pred prihodom	Brezplačno	10%
29 > 15 dni pred prihodom	Brezplačno	30%
14 >3 dni pred prihodom	Brezplačno	50%
< 48 dni pred prihodom	100%	100%
Brezplačna odpoved < 14 dni pred prihodom v primeru omejitev potovanja		

\*\* FIT (free individual travel) pomeni induvidalne rezervacije.

\*\* GIT (group inclusive travel) pomeni rezervacije skupin z 12 in več osebami.

Odpoved rezervacij sprejemamo le v pisni obliki na e-naslov: [info@royalbled.com](mailto:info@royalbled.com).

V primeru odpovedi se vam lahko zaračunajo stroški v višini 3% celotne rezervacije.

V kolikor so kapacitete proste, lahko gost termin prihoda obstoječe rezervacije spremeni, vendar le tako, da ga sporoči pisno na e-naslov: [info@royalbled.com](mailto:info@royalbled.com). Sprememba termina je možna za hotelsko namestitev v Kraljevi klubskih hiši do vključno 30 dni pred prihodom, za hotelsko namestitev v Jezerski hiši do vključno 30 dni pred prihodom ter za GF in ostale golf storitve do 48 ur pred prihodom. Po tem datumu sprememba ni več možna.

#### UPRAVIČENA POVRAČILA ŽE PLAČANIH REZERVACIJ

V primeru, da je plačnik upravičen do povračila plačanih rezervacij v skladu z veljavno politiko odpovedi mora izpolniti posredovan obrazec za povračilo, prejet s strani golf resorta Royal Bled in ga poslati na [info@royalbled.com](mailto:info@royalbled.com). Golf resort Royal Bled bo obravnaval tak zahtevek v roku 30 dni in v primeru upravičenosti do povračila kupnine le to vrnil na posredovan transakcijski račun v obrazcu.

#### DARILNE KARTICE in DARILNI BONI

Vse kupljene darilne kartice ali izdani darilni boni veljajo 1 (eno) leto od datuma nakupa razen, če na njih ni zapisano drugače. Ni jih mogoče uporabiti za različne storitve, kot je navedeno, ali v kombinaciji z drugimi posebnimi ponudbami in ni možno izplačil v gotovini. Personalizirani boni niso prenosljivi. Možnost unovčitve je v celotni vrednosti. Razlike do neporabljenega dela ne vračamo v gotovini in ga ni možno koristiti kasneje. Koriščenje je možno po predhodnem povpraševanju in rezervaciji glede na razpoložljivost. Za rezervacije in informacije se obrnite na Royal Bled Golf Resort po elektronski pošti na [info@royalbled.com](mailto:info@royalbled.com) in ob rezervaciji navedite številko darilnega bona. Darilni bon je potrebno predložiti ob prijavi.

#### POGOJI UPORABE SPLETNEGA MESTA

Uporaba naših spletnih strani pomeni, da sprejemate spodnje pravno obvestilo. Prosimo, da ga pozorno preberete. Če vas zanima več informacij ali želite podrobneje razumeti spodnje pogoje vas prosimo, da nas kontaktirate.

#### ZASEBNOST IN ZAŠČITA PODATKOV

Eligo Bled d.o.o. spoštuje vašo zasebnost in varnost vaših osebnih podatkov. Z vsemi osebnimi podatki, ki jih posredujete preko rezervacijskega sistema ali preko kontaktnih obrazcev, ravnamo zaupno in jih v nobenem primeru ne razkrivamo tretjim osebam. Podatki, ki jih posredujete preko rezervacijskega sistema ali preko kontaktnih obrazcev, se zbirajo, uporabljajo in obdelujejo predvsem za naslednje tržno komunikacijske namene, ki jih izvaja podjetje Eligo Bled d.o.o.: posredovanje ponudb, oglasnega materiala ter komunikacijo preko pošte, e-pošte, telefona, v skladu z Zakonom o varstvu osebnih podatkov.



Eligo Bled d.o.o. skrbi za to, da bodo vse informacije, ki ste jih posredovali, obravnavane po najvišjih standardih varovanja in da bo celotno poslovanje z rezervacijami preko spleta v skladu z vsemi zakonskimi določili.

Podatki o rezervacijah so shranjeni na strežnikih podjetja Dspot. Osebni podatki strank so uporabljeni tudi s strani naših podpornih aplikacij/programske opreme in sicer Golf Genius Software, WinREZ (Unikum d.o.o.), TS manager in GIS Prestige (POS Elektronček), Mailee.net in Lygolf (Dspot d.o.o.).

#### VARNI PRENOS PODATKOV IN IP NASLOVI

Celotna uporabniška seja v postopku rezervacije teče v varnem načinu s pomočjo protokola SSL (Secure Sockets Layer).

Podatki se, preden zapustijo uporabnikov računalnik, kodirajo s 128 bitnim ključem. Na strežnik se torej prenašajo v zaščiteni obliki. Varnostni sistem onemogoča prestopanje podatkov.

Internet brskalniki praviloma podpirajo SSL kodiranje podatkov, svetujemo pa, da pred uporabo sistema za rezervacijo preverite, ali je opcija kodiranja v brskalniku dejansko vključena.

Spletna mesta, ki so zaščiteni z SSL-om imajo v spodnjem desnem delu brskalnika (statusna vrstica) narisano ključavnico. S klikom nanjo lahko dobite podrobnejše podatke o zaščiti in veljavnosti varnostnega certifikata.

#### PIŠKOTKI

Kaj je piškotek?

Ob obisku spletne strani se nekateri podatki (IP naslov, datum, čas, naslov strani, iz katere prihajate) shranijo na strežnik. Ti podatki so anonimni in se uporabljajo zgolj za statistične obdelave.

Piškotek je majhna datoteka, sestavljena iz zaporedja črk in števil, ki se naloži na računalnik obiskovalca, ko ta prvič vstopi na določeno spletno stran. Spletni strani omogoča, da obiskovalca ob vsaki vrnitvi prepozna, s čimer pripomore k boljšemu delovanju strani in izkušnji uporabnika. Tipičen primer je denimo nakupovalna košarica. Brez piškotka bi se spraznila vsakič, ko bi spletno stran zapustili. Piškotki niso virusi, se ne reproducirajo in načeloma niso škodljivi.

Je pa moč z njimi analizirati promet na spletni strani, izvajati napredne oglaševalske tehnike in slediti določenemu uporabniku preko različnih spletnih strani in ustvariti njegov profil, iz katerega so lahko razvidne intimne podrobnosti njegovega življenja. V praksi to prepogosto poteka prikrito, zato v tem smislu piškotki pomenijo poseg v zasebnost. Prav zato nova zakonodaja uporabo piškotkov omejuje. Jih ne prepoveduje, pač pa zastruje pravila uporabe. Ključno je, da morajo biti uporabniki spletnih strani s piškotki seznanjeni in da jim mora biti ponujena izbira, ali želijo, da spletna stran na tak način spremlja njihove aktivnosti na spletu. Nujno potrebni piškotki

Seznam vseh piškotkov, ki se lahko, ni pa nujno, pojavijo na spletnih straneh: ti piškotki so avtomatično dovoljeni, ker spletne strani brez njih ne delujejo. Ključni so za navigacijo po spletnih straneh in zagotavljajo, da osnovni procesi spletne strani delujejo.

Piškotki Življenjska doba Čemu služi

JSESSIONID, PHPSESSIONID, ASPSESSIONID, etc

Dokler ste na spletni strani. Ob izhodu, oziroma odjavi s spletne strani, se zbrše.

Sejni piškotek spremlja vašo dejavnost na spletni strani. Zagotavlja, da si spletna stran zapomni kaj ste vnašali, oziroma katere podstrani ste obiskali. Brez tega piškotka bi vas vsaka podstran obravnavala kot novega



obiskovalca. Ta piškotek ne zbira osebnih podatkov, vas ne identificira, niti ni povezan z drugimi informacijami, ki se hranijo o vas.

#### COOKIES\_ENABLED

Dokler ste na spletni strani. Ob izhodu, oziroma odjavi s spletne strani, se zbríše.

Ta piškotek beleži, katere piškotke ste omogočili. Ne zbira vaših osebnih podatkov, vas ne identificira, niti ni povezan z drugimi informacijami, ki se hranijo o vas.

lytee-admin, lytee-website

Dokler ste na spletni strani. Ob izhodu, oziroma odjavi s spletne strani, se zbríše.

Ta piškotek uporabljamo za Sly, administrativno orodje aplikacije Lytee.

#### Piškotki za analitiko

V želji po izboljšanju spletnih vsebin in storitev so lahko v uporabi orodja za spremljanje brskalnih navad posameznikov med obiskom internetnih strani, denimo Google Analytics. Taki piškotki sicer zbirajo anonimne podatke, ki gredo v analizo skupaj s podatki drugih obiskovalcev in služijo ugotavljanju, kako se spletna stran uporablja.

Skupina Piškotki Življenjska doba Čemu služi

Google Analytics

\_\_ga, \_\_utma, \_\_utmb, \_\_utmc, \_\_utmv, \_\_utmz

Za nedoločen čas, razen če se ga ročno izbriše.

Google Analytics je storitev za spletno analizo, ki jo ponuja Google, Inc. ('Google'). Zbira podatke o uporabi spletne strani, vključno z IP naslovom. Lahko jih shrani na Googlovih strežnikih. Združeni s podatki drugih uporabnikov služijo analizi, kako pogosto ljudje obišejo spletno stran, kako so do nje prišli (preko oglašnih ali referenčnih povezav drugih spletnih strani) in katere podstrani so najbolj obiskane. Podatki se ne identificirajo in ne povezujejo z drugimi informacijami, ki se hranijo o vas.

Piškotki družabnih medijev

Ti piškotki dovoljujejo povezavo z družabnimi mediji, prijavo na spletno stran s Facebookom in omogočajo objavljanje svojih aktivnosti na spletni strani na Facebooku, Twitterju in LinkedInu.

Skupina Piškotki Življenjska doba Čemu služi

Facebook

datr, lsd, reg\_ext\_ref, reg\_fb\_gate, reg\_fb\_ref, wb, act, \_e\_3qqF\_0, wd

Različna

Lahko se zgodi, da so na spletni strani v uporabi Facebookovi vtičniki ali pa katera od Facebookovih funkcij, denimo gumb za všečkanje. V tem primeru Facebook vsakemu obiskovalcu spletne strani nastavi piškotke. Hkrati s tem bo Facebook, če je obiskovalec prijavljen v njegov račun, obisk spletne strani zaznal.



## Twitter

twll, t1, original\_refer, \_twitter\_sess, guest\_id , k, pid

### Različna

Ti piškotki so v uporabi, kadar je na spletni strani Twitterjeva vsebina.

Skupina Piškotki Življenjska doba Čemu služi

## GooglePlus

APISID, HSID, NID, PREF, SAPISID, SID, SSID, S, S\_adsense, BEAT, ULS

### Različna

Te piškotke nastavi Google +1 "share" gumbek. Dovoljujejo deljenje vsebin s kontakti v Googlovem plus omrežju. Večina teh piškotkov se nastavi s prijavo v Google.

## LinkedIn

X-LI-DDC, X-LI-IDC, NSC\_MC\_WT\_FU\_IUUQ

### Različna

Te piškotke nastavi LinkedIn-ov "share" gumbek. Zbirajo podatke o spletnih straneh, ki jih je obiskal LinkedIn-ov uporabnik.

## Youtube piškotki

Ti piškotki dovoljujejo uporabo podatkov, povezanih z uporabnikovim brskanjem po Youtube.

Skupina Piškotki Življenjska doba Čemu služi

## Youtube

SID, LOGIN\_INFO, use\_hotbox, PREF, SSID, HSID, watched\_video\_id\_list, \_\_utma, \_\_utmz, demographics, VISITOR\_INFO1\_LIVE

### Različna

Google nastavi več piškotkov na katerokoli stran, ki vključuje YouTube video. Ti lahko Googlu posredujejo podatke o vaši uporabi spletne strani, ki se, vključno denimo z vašim IP naslovom, shranijo na strežniku. Vas pa ti piškotki ne identificirajo osebno, če niste prijavljeni v Google. V nasprotnem jih poveže z vašim računom.

## Marketinški piškotki

Ti piškotki omogočajo ugotavljanje ali je uporabnik videl oglasno sporočilo in kdaj ga je nazadnje videl.

Skupina Piškotki Življenjska doba Čemu služi

## DoubleClick - Google ads

id

### Različna



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## ODGOVORI NA POGOSTA VPRAŠANJA

### 1. Katere rezervacije lahko opravim preko spleta?

Preko spletne aplikacije lahko rezervirate namestitve v Kraljevi klubski hiši, Jezerski hiši in rezervirate storitve golf igrišča Royal Bled.

### 2. Kako pristopim k rezervaciji?

Preko naše aplikacije je rezervacija preprosta. Na podlagi povpraševanja boste po mailu dobili povezavo do potrditve rezervacije z izborom načina plačila storitev. Sistem vas bo po korakih vodil do končne potrditve.

### 3. Kako lahko spremenim podatke v rezervaciji, ki je že bila potrjena?

Po e-pošti na [info@royalbled.com](mailto:info@royalbled.com) znotraj odpovednega roka.

### 4. Kdo vse ima vpogled v moje shranjene podatke?

Vaši podatki, ki jih posredujete preko spletne rezervacije, se uporabljajo izključno za učinkovito in pravilno izvajanje rezervacij. Dostop do njih imajo zaposleni, ki opravljajo rezervacije. Podjetje Eligo Bled d.o.o. se zavezuje, da bo poslovanje rezervacij po spletu opravljeno v skladu z vso veljavno zakonodajo RS, predvsem pa z Zakonom o varstvu osebnih podatkov.

### 5. Ali se ob rezervaciji zahteva plačilna/kreditna kartica za zavarovanje rezervacije?

Da. V kolikor opravite rezervacijo preko Rezervacijskega obrazca (Booking information form), se bo za potrditev rezervacije zahtevala vaša kreditna kartica.

### 6. Ali se zahteva plačilna/kreditna kartica tudi, če izberem plačilo »na kraju samem/ob prihodu v hotel«?

V kolikor izberete plačilo »na kraju samem«, je prav tako potrebno za zavarovanje rezervacije posredovati plačilno/kreditno kartico. Sistem vam bo za rezervacijo namestitve in igranja 28 dni pred vašim prihodom poslal e-pošto s povezavo na potrditev vaše rezervacije, ki jo boste potrdili z avtorizacijo sredstev kreditne/plačilne kartice.

### 7. Zakaj se potrebuje plačilna/kreditna kartica ob rezervaciji?

Vaša plačilna/kreditna kartica se potrebuje za zavarovanje rezervacije. V skladu z odpovedno politiko se vam lahko, če rezervacija ni pravočasno odpovedana, zaračunajo stroški neprihoda.

### 8. Katere plačilne/kreditne kartice sprejemate?

Preko naše spletne aplikacije je možno opraviti rezervacijo s kartico ACTIVA, MAESTRO, MASTERCARD/EUROCARD, VISA in DINERS.

### 9. Kaj v primeru, če ne želim zavarovati rezervacije s plačilno/kreditno kartico?

V tem primeru imate pri potrditvi rezervacije možnost izbire plačila po predračunu, katerega valuta bo 28 dni pred vašim prihodom. V primeru, da plačila ne bomo prejeli, si pridržujemo pravico sprostiti vašo rezervacijo brez predhodnega obvestila.

### 10. Kaj se zgodi v primeru, da opravim rezervacijo, a za zavarovanje ne posredujem svoje plačilne/kreditne kartice in ne izberem možnosti plačila po predračunu?



V kolikor z vaše strani ne dobimo zavarovanja rezervacije s strani vnosa vaše plačilne/kreditne kartice v sam sistem oziroma ne opravite predplačila za potrditev prihoda, si po poteku odpovednega roka pridržujemo pravico sprostiti vašo rezervacijo brez predhodnega obvestila.

11. Kako vem, da je bila moja rezervacija uspešno opravljena?

V nekaj minutah po vnosu in sami potrditvi rezervacije preko spletne aplikacije, boste dobili potrditev s povzetkom rezervacije na vaš e-naslov, ki ste ga posredovali ob potrditvi rezervacije. Če na vaš e-naslov ne boste prejeli potrditve, pošljite e-pošto na [info@royalbled.com](mailto:info@royalbled.com).

12. Ali me obvestite, če je moja rezervacija z vaše strani stornirana?

Ne. V kolikor znotraj odpovednega roka z vaše strani ne bomo pridobili dokončne potrditve, si pridržujemo pravico sprostiti vašo rezervacijo brez predhodnega obvestila.

13. V kakšnem času lahko odpovem rezervacijo brez dodatnih stroškov?

V kolikor odpoveste rezervacijo za:

- hotelsko namestitev v Kraljevi klubski hiši oziroma Jezerski hiši do vključno 30 dni pred prihodom oziroma za

- GF in ostale golf storitve do 48 ur pred prihodom

in ste kot plačilno sredstvo izbrali predplačilo na tekoči račun podjetja oziroma avtorizacijo sredstev plačilne/kreditne kartice, vam bomo povrnili celoten znesek oziroma sprostili sredstva na vaši plačilni/kreditni kartici. V kolikor pa ste rezervacijo že poravnali s plačilno/kreditno kartico, vam bomo zaračunali stroške odpovedi v višini 3% vrednosti storitev, preostalo pa vam bomo vrnili nazaj.

Odpoved rezervacij sprejemamo le v pisni obliki na e-naslov: [info@royalbled.com](mailto:info@royalbled.com).

14. Kaj se zgodi, če odpovem rezervacijo po preteku odpovednega roka?

V kolikor odpoveste rezervacijo po preteku odpovednega roka, se vam za namestitev zaračuna 100% znesek celotne rezervirane storitve.

V kolikor odpoveste rezervacijo za storitve golf igrišča Royal Bled (GF in ostalo) po preteku odpovednega roka, se vam zaračuna 100% znesek rezervirane storitve.

15. Kako mi zaračunate odpoved rezervacije?

V kolikor odpoveste rezervacijo po preteku odpovednega roka, se v skladu z odpovedno politiko bremeni vašo plačilno/kreditno kartico oziroma se zagotovi kritje s prejetega predplačila.

16. Kako ravnam v primeru, da sem opravil rezervacijo, zavaroval prihod s plačilno/kreditno kartico oziroma z opravljenim predplačilom, a bi rad zamenjal termin prihoda?

Sprememba termina oziroma rezerviranih storitev je možna znotraj odpovednega roka in odvisna od razpoložljivosti kapacitet po elektronski pošti na [info@royalbled.si](mailto:info@royalbled.si).

17. Kako ravnam v primeru, da sem v teku izvajanja rezervacije preko Spletnega rezervacijskega obrazca (Booking information form) in so nastale težave s PC ali aplikacijo ter sam postopek rezervacije še ni dokončan?

V primeru, da niste dobili potrditvene e-pošte, je potrebno postopek potrditve rezervacije ponoviti.





18. Ali je rezervacija prenosljiva?

Rezervacija je lahko prenosljiva, vendar le po dogovoru in predhodni odobritvi s strani golf igrišča Royal Bled.

19. Kakšna je sestava cen, ki so objavljene v rezervacijskem sistemu?

Vse cene, ki so objavljene v rezervacijskem sistemu, so veljavne cene in vsebujejo davek na dodano vrednost. Cene za hotelsko namestitve so z vključenim davkom na dodano vrednost in ne vsebujejo turistične takse. Vse cene so v evrih.

20. Ali je cena pri hotelski namestitvi na osebo ali na sobo?

Vse cene so določene za hotelske storitve na sobo in vključujejo davek na dodano vrednost. Turistična taksa ni vključena v ceno.

21. Kako vem, da so vsi podatki o karticah, ki jih posredujem preko spleta, varni?

Nobeni podatki o karticah se ne hranijo in ne obdelujejo pri nas. Vse se zaključuje na varnih strežnikih bank oziroma njihovih procesnih centrov Nestpay in/ali Stripe.

Sistem Nestpay in/ali Stripe dobi od procesnih centrov nazaj nekaj podatkov, ki pa so pomembni zgolj za obravnavo morebitnih reklamacij. Ti so zadnje 4 številke kartice, datum avtorizacije, ura avtorizacije, ID transakcije.

22. Kako ravnam ob prihodu?

Ob prihodu na recepciji poveste svojo številko rezervacije oziroma pokažete natisnjeno potrjeno rezervacijo.

23. Ali je parkirni prostor brezplačen?

Da.

24. Ali obstaja spodnja starostna meja za rezervacijo namestitve po spletu?

Rezervacijo lahko opravi le oseba, ki je dopolnila 18 let. Polnoletna oseba prevzame odgovornost za verodostojnost podatkov.

25. Kam se obrnem, če imam vprašanja?

V kolikor imate kakršna koli vprašanja z namestitvijo, rezervacijo ali igralnim časom, se obrnite na našo recepcijo, ki vam bo posredovala vse odgovore na vaša vprašanja. Recepcija je dosegljiva na e-naslov: [info@royalbled.com](mailto:info@royalbled.com).



## PRAVILNIK O UPORABI GOLF IGRIŠČA ROYAL BLED

### 7. IGRANJE NA GOLF IGRIŠČU ROYAL BLED

1.1. Igralec mora imeti "dovoljenje za igro" in urejeno članstvo v enem izmed priznanih klubov s strani nacionalne golf zveze, ki je članica EGA ali katere koli druge Golf Zveze (dovoljenje osnovnega poznavanja pravil golfa, tehniko igranja in golf etikete), da sme igrati na samem golf igrišču. Hl omejitev za igranje na Kraljevem igrišču je 28,0 za moške in 36,0 za ženske. Vsi igralci igrajo na lastno odgovornost. Vsi igralci morajo biti pripravljeni na igro in prisotni na štartni luknji najmanj 5 minut pred njihovim štartnim časom.

1.2. Odločitev o igralnosti golf igrišča ali uporabi golf vozil zaradi slabih vremenskih razmer bo v izključni pristojnosti vodstva golf igrišča Royal Bled. Royal Bled si pridržuje pravico do začasnega zaprtja golf igrišča ali prekinitve igre zaradi slabih vremenskih razmer ali drugih nepredvidenih okoliščin.

1.3. Igralec, ki želi igrati, mora biti član golf kluba Royal Bled ali imeti kupljeno letno oz. dnevno karto (Green Fee). Pred igro mora vsak igralec najmanj 1 dan vnaprej rezervirati štartni čas in se pred igro prijaviti na recepciji igrišča. Igralci z dnevno karto morajo le to pred igro obesiti na vidno mesto na svojo golf torbo tako, da jo bo lahko starter ali kontrolor igrišča takoj opazil.

1.4. Golfiste prosimo, da ves čas upoštevajo pravila oblačenja v golf resortu Royal Bled, ki si prizadeva za sodobno politiko oblačenja, ki je sorazmerna s sodobnim golf klubom. V našem interesu je ohraniti razumne standarde ležernega, a elegantnega oblačenja v skladu z golfsko tradicijo. Golfiste zato opozarjamo, da sledijo spodaj sprejetim standardom, ki jih je treba upoštevati tako na golf igrišču kot v Kraljevi hiši.

V skladu s predpisi za moške kratke hlače 10 cm nad kolena, majice s kratkimi rokavi in majice brez rokavov niso sprejemljive; kratke hlače vključujejo, vendar niso omejene na kratke hlače za tenis, kopalne hlače in kratke hlače za tek. Obvezne so majice z ovratnikom, ki morajo biti ves čas za pasom. V Kraljevi hiši naj moški odstranijo kape oz. vsa pokrivala.

V skladu s predpisi ženske naj kratke hlače ali krila ne bodo krajša od 15 cm nad kolena. Obvezne so majice z ovratnikom. Majice z naramnicami niso dovoljene.

1.4.1. Pravila oblačenja veljajo za vse igralce in morebitne spremljevalce. Na golf resortu Royal Bled nikoli niso dovoljena oblačila iz denim-a, trenirke, majice s t ovratnikom, športni copati, kargo hlače, majice za rugby ali nogomet.

1.4.2. Na igrišču je treba nositi samo čevlje za golf z mehкими »spiksi«; ki pa niso dovoljeni v prostorih restavracije.

1.4.3. Preoblačenje na parkirišču ni dovoljeno. V Golf resortu je za to na voljo garderoba.

1.5. Igralec je dolžan poznati in spoštovati vsa pravila golfa in etiketo v skladu s pravili golfa 2023, izdanimi s strani R&A Rules Limited in USGA.

1.6. Igralci, ki nameravajo iti na igrišče, morajo predhodno na recepciji preveriti vse informacije glede stanja na igrišču ter štartnih časov.

1.7. Igralci, ki bi želeli imeti spremstvo med igro golfa (prijatelji, otroci, družine, itd.), morajo o tem obvestiti recepcijo igrišča pred začetkom igranja in poskrbeti za pravilno obnašanje in kodeks oblačenja spremstva, skladno z golfsko etiketo.

1.8. Prepovedano je igranje z več kot eno žogico. Izjema je le, kadar se uporabi provizorična žogica.

1.9. Vedno se igra luknje po zaporedju, preskakovanje lukenj ni dovoljeno.



1.10. Največje število igralcev v skupini je štiri (4).

1.11. Vsak igralec mora imeti svojo golfsko opremo. Izposojanje palic od soigralcev med igro ni dovoljeno.

1.12. Z golf avtomobilčkom ali vozičkom je prepovedano prečkanje med zelenico in bunkerjem. Upoštevati je potrebno vse usmerjevalne table na igrišču in pravila za vožnjo z avtomobilčkom. Vožnja po predzelenici ni dovoljena. Uporabniki so dolžni spoštovati dnevna navodila za uporabo golf avtomobilčkov, ki so objavljena na oglasnih deskah ali jih posreduje osebje. Območja, na katera z avtomobilčkom ni dovoljeno, so lahko vizualno dodatno označena z vrvjo.

1.13. Vsak igralec mora po vsaki uporabi bunkerja pograbit pesek za seboj in vrniti grablje na svoje mesto. Tako bodo imeli vsi igralci enake pogoje za igro.

1.14. Vsak igralec z avtomobilčkom mora za seboj popraviti mesto nastanka divota s peskom, divot (kos trave) pa odvreči v ledino (rough). Igralci brez avtomobilčka morajo popraviti mesto nastanka divota s peskom, katerega dobijo v plastenkah po igrišču, divot pa odvreči v ledini (rough).

1.15. Vsak igralec mora za seboj popraviti vdolbine na zelenicah, ki jih je povzročil s svojo žogico. Če se ugotovi, da igralec ni popravil vsaj svoje vdolbine, povzročene s svojo žogico se to smatra kot resna kršitev etikete in v veljavo lahko stopi pogoj 6.

1.16. Osebje golf resorta Royal Bled bo urejalo igranje in uveljavljalo pravila kluba.

Štartni časi so rezervirani za skupine štirih igralcev. Dva igralca ali trije igralci morajo biti pripravljene igrati v tempu igre, ki je dovoljen štirim igralcem. Igralci morajo držati stik s skupino pred seboj. Ko ima katera koli skupina pred seboj eno luknjo prednosti, mora zapolniti to vrzel ali omogočiti hitrejšim igralcem za seboj, da jih prehitijo.

Noben igralec ne sme preskakovati lukenj kjer koli na igrišču brez dovoljenja osebja golf resorta Royal Bled, vključno z začetkom na luknji št. 10.

Vsi igralci, ki se usedejo na teraso po zaključku igre na prvih devetih luknjah, bodo izgubili svoje mesto na igrišču in ne smejo začeti igrati z luknje #10, dokler tega ne odobri osebje golf resorta Royal Bled.

Počasna igra ni v interesu golfske igre in škodi užitku vseh igralcev. POČASNA IGRA NA golf igrišču NE BO TOLERIRANA. "Počasna igra" pomeni in je opredeljena kot igranje skupine, ki traja več kot štiri ure in pol (4,5) za dokončanje kroga osemnajstih (18) lukenj ter dve uri in četrt (2,25) ure za dokončanje devetih (9) lukenj.

Vse igralce spodbujamo, da primere počasne igre prijavijo osebju golf resorta Royal Bled, ki je odgovorno za izdajanje opozoril vsem igralcem golfa v skupini, ki sodelujejo pri počasni igri.

Če golfisti in/ali skupina zaostanejo za zahtevanim tempom igre, si Royal Bled pridržuje pravico, da igralcem določi da izpustijo igranje na eni ali več luknjah oz. pri ponavljajoči počasni igri izda ukrep o zaključku igranja brez možnosti povračila igralnine.

1.17. V izogib škodi na zelenicah je potrebno pri spuščanju in rokovanju z zastavicami ravnati z največjo skrbnostjo. Prosto spuščanje zastavic ni dovoljeno.

1.18. Žogico se iz luknje na zelenicah vedno pobira z roko in pazljivo, da se ne poškoduje rob luknje.

1.19. Člani in imetniki letnih kart morajo rezervirati štartni čas najmanj 1 dan vnaprej ali največ do konca naslednjega tedna vnaprej. Odpovedi je treba izvesti vsaj 48 ur pred rezervacijo. Kasnejše odpovedi lahko izjemoma sprejme osebje Proshopa na direktni telefon +386 1 200 9901. Neodpovedani štartni časi se smatra



kot nerealiziran, vendar izkoriščen štartni čas in se obravnava kot resna kršitev etikete in predstavlja možnost ukrepanja po 6.1. členu tega pravilnika.

1.20. Nepravočasno odpovedani štartni časi dnevnih obiskovalcov golf resorta Royal Bled bodo zaračunani v polni višini potrjene cene dnevne igralne karte.

1.21. Osebje golf resorta Royal Bled ima pristojnost nad možnostjo izdaje in uporabe golf avtomobilčkov na igrišču. Vsak uporabnik mora rezervirati svoj avto za golf ob rezervaciji za igro v recepciji.

Vozila za golf morajo ves čas slediti usmerjevalnim tablam. Golf avtomobili morajo biti oddaljeni vsaj 10 metrov od zelenic. Avtomobili za golf morajo ostati na za to predvidenih poteh. Nikoli se ne smeta voziti več kot dve osebi. Igralci, ki najamejo avtomobile za golf, bodo odgovorni za škodo in stroške popravila morebitne škode, ki nastane med uporabo avtomobila. Uporabniki uporabljajo golf avtomobilčke na svojo lastno odgovornost so tudi odgovorni za vse goste. Golf igrišče Royal Bled ne bo odgovoren za kakršno koli škodo ali poškodbe oseb, ki uporabljajo golf avtomobil.

Avtomobili za golf se uporabljajo samo za igro in jih je potrebno takoj po igri vrniti na prostor pred Kraljevo hišo.

Nobena oseba brez veljavnega voznškega dovoljenja ne sme nikoli upravljati avtomobila za golf.

## 2. UPORABA VADIŠČA NA GOLF IGRIŠČU ROYAL BLED

### 2.1. Splošno:

Igralcem je dovoljena vadba le na določenih območjih za vadbo, ki so postavljena vsak dan na vadišču. Gostom članov brez spremstva, ki jih sponzorira član, ni dovoljeno uporabljati območja za vadbo, razen če se ogrevajo za igro. Za ogrevanje je dovoljeno uporabljati glavno travnato udarjališče samo 3/4 ure pred štartnim časom.

Območje za kratko igro je namenjeno le za »chip« udarce in udarce iz bunkerja. NA TE ZELENIC SE NE SME IZVAJATI POLNIH UDARCEV IZ GLAVNEGA UDARJALIŠČA.

Za dolgotrajno vadbo je namenjeno območje na drugi /severni strani vadišča.

2.1.1. Spoštujte vadišče in upoštevajte navodila ter osebja igrišča.

2.1.2. Vadišče se odpira eno (1) uro pred odpiranjem igrišča in zapira (1) uro pred sončnim zahodom, vendar ne kasneje kot ob 19:00.

2.1.3. Avtomobilčke je potrebno parkirati na označenem parkirišču.

2.1.4. Možnost uporabe vadišča imajo igralci, ki imajo kupljeno igralno karto ali učno uro v Bled Golf Akademiji, oziroma so nastanjeni v Kraljevi klubski hiši ali Jezerski hiši.

2.1.5. Udarjanje žogic zahteva koncentracijo, zato spoštujte etiketo in ne motite ostalih igralcev s povzročanjem hrupa in govorjenjem.

2.1.6. Bled Golf Akademija ima za namen poučevanja določeno svoje območje, ki je rezervirano samo za učence, ki so na učni uri.

2.1.7. Vadišče uporabljate na svojo lastno odgovornost.

2.1.8. Učenje je dovoljeno izključno učiteljem Bled Golf Akademije oz. po predhodnem dogovoru in odobritvi vodstva golf igrišča Royal Bled tudi ostalim učiteljem.



2.1.9. V nobenem primeru ni dovoljeno s seboj odnašati žogic za vadbo.

2.1.10. Pri poskusnih zamahih ne delajte divotov.

2.1.11. Otroci do 12 let morajo vaditi pod nadzorom odrasle osebe.

2.2. Zelenica za patanje / Putting green:

2.2.1. Vhod na območje za patanje z vozički in torbami je možen preko prehodov. Vozičke in torbe se lahko pušča na travi izven ovratnika »putting greena«.

2.2.2. Na »putting greenu« je dovoljeno izključno in samo patanje.

2.2.3. Hoja oz. postavitvev pri patanju ne sme poškodovati trave in območja, kjer se nahaja luknja.

2.3. Območje za vadbo kratkih udarcev / Chipping area:

2.3.1. Vhod na območje za čipanje z vozički in torbami je možen preko prehodov. Postavi se jih lahko na travi, na razumni razdalji od »chipping greena«.

2.3.2. Na »chipping green« je dovoljeno čipanje z razdalje do 30 m.

2.3.3. Pri čipanju se ne sme povzročati nerazumne škode in divotov.

2.3.4. Po uporabi bunkerja ga je potrebno za seboj pograbit.

2.3.5. V primeru poškodb »greena« od žogic, jih je potrebno popraviti.

2.3.6. Vsak igralec mora pobrati svoje vadbene žogice, in pobiralec žogic vrniti na stojalo.

2.4. Območje za vadbo dolgih udarcev:

2.4.1. Vhod na območje za vadbo dolgih udarcev je skozi zadnja vrata objekta na vadišču.

2.4.2. Vadba dolgih udarcev je dovoljena na mestih, kjer so postavljeni ločevalci vadbenih mest.

2.4.3. Pobiranje že udarjenih žogic na območju za vadbo dolgih udarcev je prepovedano in nevarno.

3. VARNOST NA GOLF IGRIŠČU ROYAL BLEED

3.1. Igralci na luknjah PAR 3 lahko pričnejo z igro, ko se igralci prejšnje skupine umaknejo z zelenice.

3.2. Na luknjah PAR 4 in 5 igralci ne smejo nadaljevati igre, dokler se igralci v predhodni skupini nahajajo v dosegu žogice. Šele, ko so povsem prepričani o zadostnem razmiku, nadaljujejo z igro. To velja tudi za luknje, na katerih se mesto pristanka žogice ne vidi (slepe luknje). Na luknjah 3 in 9 Jezerskega igrišča je potrebno pred začetkom igranja preveriti prostost mesta pristanka žogice preko LCD prikazovalnikov.

3.3. Vsi igralci se morajo vedno nahajati za linijo igralca, ki je na vrsti za udarec.

3.4. V primeru, da žogica leti nenadzorovano proti mestu, kjer se nahajajo oz. obstaja možnost, da bi se nahajali ostali igralci ali druge osebe, oz. je ni bilo videti kam leti, mora igralec, ki je žogico udaril, glasno zavpiti »FOR!«.

3.5. Kadar osebe ali stroji prečkajo cesto na luknji št.3 na Jezerskem igrišču, je z udarcem žogice nujno potrebno počakati.



3.6. Ne igrajte v primeru nevarnosti udara strele.

3.7. Igrišče lahko v ta namen informativno uporablja mednarodno zvočno signalizacijo s hupo:

A) Takojšnja prekinitev igre: En daljši znak sirene – markirajte žogico in se vrnite v Klubsko hišo.

B) Nadaljevanje igre: Dva kratka znaka sirene, ponovljena.

3.8. Igrišče z vsemi storitvami uporabljate in na njem igrate na svojo lastno odgovornost. Igralci so sami odgovorni za poškodbe, ki jih povzročijo na golf igrišču Royal Bled.

#### 4. SPLOŠNI POGOJI TEKMOVANJ NA GOLF IGRIŠČU ROYAL BLED

Splošni pogoji tekmovanj veljajo tako za vsa tekmovanja v organizaciji golf igrišča Royal Bled, kot za vsa druga tekmovanja, za katera je igrišče pristojno brez izjem. Za tekmovanja v organizaciji GZS je pristojna GZS.

##### 4.1. Tekmovanja na golf igrišču Royal Bled

###### 4.1.1. Tekmovanja v organizaciji golf igrišča Royal Bled

###### 4.1.2. Klubska tekmovanja, organizirana na golf igrišču Royal Bled

###### 4.1.3. Sponzorski turnirji

##### 4.2. Pogoji igre – tekmovanja bodo izvedena v skladu:

4.2.1. S pravili golfa in amaterskega statusa, odobrenimi s strani R&A Rules Limited & USGA.

4.2.2. Z lokalnimi pravili igrišča na katerem se igra, v skladu s Pravili golfa, ki so odobrena s strani tekmovalne komisije.

4.2.3. S pravili svetovnega hendikep sistema (World Handicap System-WHS).

4.2.4. S tekmovalnimi in ostalimi pogoji, ki bodo objavljeni v razpisu za posamezen turnir.

##### 4.3. Oblika igre

4.3.1. Vrsta in način tekmovanja sta določena v razpisu za posamezen turnir.

##### 4.4. Pravica nastopa:

4.4.1. Igralci in igralki, ki so člani klubov GZS ali katere koli druge golf zveze, z urejenim članstvom za tekoče leto, razen, če je v razpisu določeno drugače.

4.4.2. Igralec/igralka mora imeti »Handicap Index«

4.4.3. Tuji igralci lahko nastopajo na tekmovanjih kot gosti ali imajo svoj HI voden s strani njihove GZ. V primeru, da nastopajo kot gosti, morajo imeti veljaven Handicap Index za tekoče leto.

4.4.4. Igralci oz. igralki morajo imeti status amaterja oz. amaterke, razen če ni z razpisom za posamezno tekmovanje drugače določeno.

4.4.5. Za posamezna tekmovanja je lahko sprejeta tudi starostna ali HI omejitev.

##### 4.5. Prijava na tekmovanje



4.5.1. Rok prijave in način sta določena v razpisu za posamezno tekmovanje. Vsi igralci/igralke morajo biti seznanjeni s splošnimi pogoji tekmovanj na golf igrišču Royal Bled.

4.5.2. V primeru omejitev prijav imajo prednost pri upoštevanju prijav igralci in igralke po vrstnem redu prejema prijav (torej tisti, ki so se prej prijavili), v kolikor ni z razpisom drugače določeno. Tekmovalna komisija si pridržuje pravico do sprejema kasnejših prijav.

4.5.3. Golf igrišče Royal Bled si pridržuje pravico, da zaradi kakršnihkoli razlogov spremeni termin in pogoje tekmovanja brez predhodne objave.

4.5.4. Tekmovalec/tekmovalka, ki se ni pravočasno odjavil/a, se smatra kot aktivni udeleženec tekmovanja. V kolikor se tekmovalec/tekmovalka ne pojavi na startu kot je objavljeno v startni listi, stopi v veljavo pravilo 5.3a, v skladu z aktualno izdajo R&A Pravil golfa in amaterskega statusa.

4.5.5. V primeru, da se igralec prijavi na turnir ter plača kotizacijo in GF, ne pride pa na turnir in se ne odjavi v predpisanem roku, nima pravice do povračila stroškov.

4.5.6. Vodstvo golf igrišča Royal Bled si iz kakršnih koli razlogov pridržuje zavrniti prijavo na tekmovanje.

4.5.7. Vodstvo golf igrišča Royal Bled si pridržuje pravico, da posamezniku omogoči nastop izven razpisnih pogojev ali omejitev.

#### 4.6. Registracija

4.6.1. Vsak tekmovalec/tekmovalka se mora na dan tekmovanja oz. najkasneje 30 min pred startom osebno javiti in opraviti vse potrebne formalnosti v zvezi z registracijo na recepciji golf igrišča Royal Bled in tako potrditi udeležbo na tekmovanju.

#### 4.7. Tekmovalna komisija

4.7.1. Tekmovalna komisija je najvišji organ posameznega tekmovanja in je določena v razpisnih pogojih za posamezno tekmovanje.

4.7.2. V tekmovalni komisiji so vodja tekmovanja, predstavnik igrišča in licencirani sodnik golfa s strani GZS.

4.7.3. Tekmovalna komisija si pridržuje pravico do sprememb razpisnih pogojev za posamezno tekmovanje brez predhodne objave.

#### 4.8. Pogoji

##### 4.8.1. Seznam dovoljenih glav drajverjev (pravilo 4.1a)

Vsak drajver, ki ga igralec nosi, mora imeti glavo, razpoznavno po modelu in nagibu, ki je na veljavnem seznamu ustreznih glav drajverjev, izdanem s strani R&A in USGA.

Kazen za kršitev pravila 4.1a: Diskvalifikacija

##### 4.8.2. Seznam dovoljenih žogic (pravilo 4.2)

Žogica, s katero igralec igra, mora biti na veljavnem seznamu ustreznih žogic za golf, izdanem s strani R&A Rules Limited in USGA.

Kazen za kršitev pravila: Diskvalifikacija



#### 4.8.3. Časovni raspored startov (pravilo 5.3a)

V primeru zamujanja igralca na start se upošteva pravilo 5.3a v skladu s pravili R&A Rules Limited in USGA.

#### 4.8.4. Hitrost igranja (pravilo 5.6)

Golf igrišče Royal Bled je sprejelo smernice za hitrost igranja, da bi s tem pomagalo preprečiti počasno igro v skladu z opozorilom k pravilu 5.6b.

Prva skupina, in vse naslednje po časovnem intervalu starta, ki bodo prekoračile skupen dovoljen čas igranja, bodo obravnavane kot skupine »izven pozicije« in bodo kot take podvržene časovni kontroli.

Merjenje časa se bo začelo po tem, ko je igralec imel dovolj časa za dostop do žogice, je na vrsti in lahko nemoteno prične z izvajanjem udarca oz. ko bo sodnik presodil, da je igralec imel za to na voljo dovolj časa.

Čas za gledanje linije igranja/patanja, ki ga igralec porabi po tem, ko je na vrsti, se šteje v čas opravljanja naslednjega udarca.

Kazni za kršitve:

A) prva prekoračitev: En kazenski udarec (seštevna igra), izgubljena luknja (match play).

B) druga prekoračitev: Splošna kazen (seštevna igra), izgubljena luknja (match play).

C) tretja prekoračitev: Diskvalifikacija.

OPOZORILO:

- Ni nujno, da so igralci opozorjeni, da so pod časovnim nadzorom

- Časovni nadzor igralcev se začne, ko sodnik presodi, da je igralec na vrsti.

#### 4.8.5. Vadba med krogom ali ko je igra ustavljena (pravilo 5.5)

Ko je igra prekinjena ali zaustavljena pod pravilom 5.7a, igralec ne sme izvajati vadbenih udarcev.

Kazen za kršitev pravila 5.5 – Splošna kazen

#### 4.8.6. Prekinitev igre zaradi nevarnih okoliščin (pravilo 5.7b)

Zvočni signali za prekinitev igre zaradi nevarnih okoliščin:

A) En daljši znak sirene – takojšnja prekinitev igre

B) Dva kratka znaka sirene, ponovljena – nadaljevanje igre

C) Ali drugače, če je objavljeno pred začetkom tekmovanja

#### 4.8.7. Caddy (pravilo 10.3)

Igralcu lahko pomaga caddy, vendar je istočasno dovoljen samo en caddy. Uporaba električnih vozičkov in avtomobilčkov je dovoljena, razen če ni z razpisom drugače določeno oz. so izdana takšna navodila uprave igrišča.

OPOZORILO:

Tekmovalna komisija lahko v tekmovalnih pogojih (pravilo 33-1) prepove pomoč caddy-ja ali omeji igralce pri njihovi izbiri.





#### 4.8.8. Neodločen rezultat

Razen, če ni drugače določeno z razpisom za posamezno tekmovanje, o zmagovalcu oz. vrstnem redu tekmovalcev odloča boljši rezultat na zadnjih 9, 6, 3, 1 oz. luknjah 10 – 18, nato 13 – 18, nato 16 – 18, nato 18. Če je rezultat še vedno enak, o zmagovalcu odloča žreb. Tekmovalna komisija si pridržuje pravico prilagoditi način odločitve zmagovalca v primeru enakega rezultata brez predhodne objave.

#### 4.8.9. Podeljevanje bruto nagrad

Bruto nagrade se vedno podelijo v najboljši H.I. skupini.

#### 4.8.10. Uporaba elektronskih naprav

Igralec lahko pridobi informacijo o razdalji z uporabo naprave, ki meri samo razdaljo. Če med igranjem kroga igralec uporablja napravo, ki je zasnovana za oceno in merjenje drugih pogojev, ki lahko vplivajo na igro (npr. strmino, hitrost vetra, temperaturo itd), potem krši pravilo 4.3, za kar je predvidena diskvalifikacija, ne glede na to, če je dodatno funkcijo naprave tudi uporabljal ali ne.

#### 4.8.11. Doping

Igralci ne smejo uživati nikakršnih substanc, ki bi povečevale njihovo učinkovitost.

Popis nedovoljenih substanc izdaja WADA.

Igralci morajo spoštovati svetovni kodeks proti dopingu, ki ga je izdala WADA in anti dopinški pravilnik, ki ga je izdala SLOADO - Slovenska antidopinška organizacija.

OPOZORILO: Kazen za igralca, ki prekrši ta tekmovalni pogoj ali zavrne testiranje, je diskvalifikacija.

#### 4.8.12. Spoštovanje etikete

Igralci morajo spoštovati vse smernice o načinu, po katerem se igra golf in so obširneje objavljene v pravilih golfa v prvem poglavju v Pravilih golfa in pravilih amaterskega statusa.

Kazni za kršitve nespoštovanje etikete:

A) prva kršitev: opozorilo

B) druga kršitev: prepoved nastopa na naslednjem tekmovanju ali po presoji igrišča

C) tretja kršitev: prepoved nastopa do konca tekmovalne sezone ali po presoji igrišča

Kazen za prvo kršitev lahko izda sodnik ali kontrolor igre na igrišču.

Kazen za drugo in tretjo kršitev lahko poda samo tekmovalna komisija.



## 5. UPOŠTEVANJE NAVODIL OZIROMA REDA NA GOLF IGRIŠČU ROYAL BLED

5.1. Vsi igralci morajo upoštevati red in navodila osebja golf igrišča. Vesten golf igralec bi moral opozarjati druge igralce in goste, naj spoštujejo navodila in pravilnik o uporabi golf igrišča. S svojim zgledom, nasveti in tudi konstruktivnimi kritikami lahko pomagajo igrišču pri njegovem izvajanju reda na igrišču.

5.2. V primeru, da imajo igralci kakršne koli predloge, konstruktivne kritike, nasvete, naj jih posredujejo vodstvu igrišča v pisni obliki.

5.3. V primeru, da se te kritike, predlogi in sugestije pojavljajo brez vedenja vodstva igrišča, se le te smatrajo kot zlonamerne in brezpredmetne.

5.4. Igralci so dolžni povečevati ugled igrišča, skrbeti za samo igrišče, upoštevati red in pravila, ki jih postavi vodstvo golf igrišča Royal Bled.

## 6. UKREPANJE V PRIMERU NESPOŠTOVANJA REDA NA GOLF IGRIŠČU ROYAL BLED

6.1. Golf igrišče Royal Bled bo v primeru nespoštovanja splošnih pogojev golf igrišča Royal Bled ali nespoštovanje pravil golfa izdanih s strani R&A Rules Limited in USGA ali nespoštovanju osnovnega bontona in temeljno obče sprejetih vrednot, takega posameznika najprej opozorilo. Če se bo nespoštovanje nadaljevalo oz. bo vodstvo golf igrišča Royal Bled presodilo, da gre za hujšo kršitev, pa tudi sprejelo ustrezne ukrepe. V primeru kršitve si vodstvo Golf igrišča Royal Bled pridržuje pravico odvzema dnevne oz. letne igralne karte ali omejiti možnost koriščenja storitev brez pravice do povračila kupnine oz. dela kupnine. V skrajnem primeru si vodstvo Golf igrišča Royal Bled pridržuje tudi pravico prepovedi pristopa na območje golf resorta Royal Bled.