

An Important Message to All Players from Club General Manager, Jon Wittenberg

Hever Castle Golf Club has prioritised the safety of its members, employees and suppliers at all times during the Covid-19 crisis and post lockdown will be no different as we resume club operations. All un-furloughed staff have completed an online Coronavirus awareness training course to help ensure we are well prepared to maintain a safe environment for all. We have also compiled all available industry guidance through England Golf to bespoke a safe club environment.

We have created a key point plan outlining activities which the club has undertaken to allow golf to resume. As well as providing instructions for players to visit the club and play golf in a safe manner, this document will be a guide for staff, and may also be required as evidence to authorities, such as the Health & Safety Executive, or EHO to show what processes we are following to keep everyone safe.

Players are asked to adhere to the guidance at all times, be respectful of fellow players and staff and prioritise safety at all times. Please embrace our new Captains' (Annette and Calum) club motto, as I think it encapsulates very well how Golf can be very much enjoyed over the months ahead.

“Be Patient, Keep Positive and Stay Safe”

We will continually monitor and review our policies and will take action to adjust and improve each policy as and when appropriate. All players can feedback their experiences or concerns through our bespoke email feedback@hevercastle.co.uk.

On behalf of all staff and officials at our club, I thank you in advance for your assistance in helping us to deliver a club we can all be justifiably be proud of.



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Phase 1 Flow Golf

V8 – Updated 10th September 2020

The main principles behind all measures employed here are to provide a facility with the space to socially distance and to remove shared touchpoints.

The slides that follow break down your golf experience:

1. Booking
2. Arrival
3. Warm Up
4. Play
5. Finishing
6. Club & Membership Matters



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**Be Patient, Keep Positive and
Stay Safe**



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Booking Golf

Do not book golf if you are unwell or may be suffering with any symptoms of COVID-19

Starting Format

- Golf can be played in 1, 2, 3 or 4 ball formats from 7am till 7pm.
- Golf is offered from two starting points. The Kings and Princes. 9 Minute intervals are in place.
- We offer 18 holes on the Championship Course. 9 and 18 hole golf is available from the 9 hole Princes Course.

Pre-booking is Compulsory

- This will remain in place for some time, so please ensure you can book your tee times online.
- No Golfers should arrive at the Club without a booked tee time.

Booking Window

- Members bookings 10 days in advance and Visitors will be 7 days in advance. Small groups and Society Golfs will be limited to those that have already pre-booked.



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Arrival for Golf

Car Parking

- Be alert to social distancing when getting out of cars.
- If you cannot park, we have temporary permission to use the Hotel parking area.
- Please change your golf shoes in the car park.

Masks

- Please wear a face covering in the Pro Shop, Locker Rooms, Waterside Bar and all communal areas of the Clubhouse.

Check-in at Pro Shop

- Our Pro Shop is classified as a retail outlet. You will therefore be expected to wear a mask when checking in. Our staff will be behind perspex screens.
- We have set up a clear one-way route for Golfers to arrive for their golf, drop their bag off and check-in at the Pro Shop. Doors will remain open, hand sanitiser (70% alcohol content) is available before entering the door and social distancing markings are in place. .
- We recommend that only one player from each 4 ball Check-in.



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Arrival for Golf

Payment

- At present, we are unable to accept any payments by cash.

Buggies & Trolleys

- These are available for hire and will not be re-hired until fully sanitised.
- Buggies can only be shared by members of the same household.

Toilets

- The outside entrances to the changing rooms are open for Men and Ladies. Sanitiser is available on both entrances and social distance marking is in place and hand washing guidance in place.

Lockers

- The changing rooms have been refurbished and new lockers in place. We will need to re-issue lockers to those members that wish to renew their lockers. Please advise on check-in if you wish to access a locker.

Changing Rooms

- The changing rooms are open, but shower facilities are not available.



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Before Play

Warm Up

- After check-in, golfers can warm up in each area as long as they remain alert to social distancing.
- We ask all golfers to be patient and courteous to allow every golfer to enjoy a short warm up.

Putting & Chipping Greens

- Please use your own balls and maintain social distancing [1m+].

Range

- Balls are available [50 balls @ £5 or 30 balls @ £3]
- Payment can be made by contactless card or members card.
- Please use hand sanitiser provided before and after use.



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Play

It is easy to social distance on the Golf Courses as long as you maintain good positive communication between your group. We have set up the 1st Tees with some markings as a final reminder on the distance you are expected to keep.

We have also given you a reminder of the two biggest risks of passing the virus on a golf course, which you should be very mindful of **DO NOT ATTEND THE FLAG** and **DO NOT SHAKE HANDS**.

Please be aware of the following other steps we have taken to ensure safety is a priority on the course:

- **Benches & Ball Washers:** These have been removed for your safety.
- **Rakes:** With no rakes in the bunker, please do your best to smooth over the surfaces with the back of your club or shoes.
- **Ball Lifters:** A hands-free ball retriever system for the flag sticks is provided and Covid 'safe' pins have been fitted to all holes.



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Finishing Golf

Please restrict activities after golf to the following:

- After putting out please make your leaving greetings while social distancing.
- Re-accessing the Clubhouse Facilities please remember to wear a face covering.
- Use toilet facilities. Walk anti-clockwise around the clubhouse pond at all times to keep a one-way system flowing to and from the toilets.
- Access your locker to put away equipment. Shower facilities are not available.
- The Waterside Bar is open for drinks and refreshments. (Please see our Hospitality Guideline for further information)



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Club & Membership Matters

All monthly stableford competitions and major trophy competitions have been rescheduled. Please see IG for revised dates.

Steven Clayton our Membership Manager is available to meet on an appointment basis. Please simply call him on 01732 701004 or email membership@hevercastle.co.uk.

Be Patient, Keep Positive and Stay Safe