

An Important Message to All Golfers 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.

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.

We will continually monitor and review our policies and will take action to adjust and improve them 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 proud of.

Welcome back.



HEVER CASTLE
GOLF CLUB



Phase 1 Flow Golf

V10 – Updated 26 March 2021

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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GOLF & WELLBEING

BE PATIENT, KEEP POSITIVE AND STAY SAFE

Booking Golf



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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 6:30pm.
- 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 holes are available from the Princes 9 hole Course.

Pre-booking is Compulsory

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

Booking Window

- Members' bookings are 12 days in advance from 7:00am.
- Visitors will be 7 days in advance [To play from 12 April].
- Group and Society Golf will be limited to those that have already pre-booked [From 26 April].

Arrival for Golf



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Car Parking

- Please be considerate when parking & park within the marked areas.
- Please change your golf shoes in the car park.

Masks

- Please wear a face covering in **ALL** indoor areas of the Clubhouse.

Check-in at Pro Shop [**Click & Collect until Monday 12 April**]

- Our Pro Shop is classified as a retail outlet. 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 is available before entering the door and social distancing markings are in place. .
- We recommend that only one player [lead booker] 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 [Availability is subject to course conditions]

- 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.

Changing Rooms & Lockers

- The changing rooms will not be in use until Monday 12 April, although you can access the lockers.

Before Play



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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 25 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 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

Under current restriction you are not permitted to stay at the Club after golf.

Please restrict activities after golf to the following:

- After putting out please make your leaving greetings while social distancing.
- Re-accessing any indoor areas please remember to wear a face covering.
- Shoe Cleaners are available for use. However, players must sanitise their hands before and after using the equipment.
- Access your locker to put away equipment. Shower & changing room facilities are not available.



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Club & Membership Matters

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 .

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