

# Your Golf Experience

Updated 5<sup>th</sup> January 2022

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

The slides that follow break down your golf experience:

1. Booking
2. Arrival
3. Warm Up
4. Play
5. Waterside Hospitality
6. Club Office



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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 6:30pm.
- Golf is offered on the Kings and Princes at 9 Minute intervals.
- We offer 18 holes on the Championship Course. 9 and 18 holes are available on 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.
- Casual visitors will be 7 days in advance.
- Select Society Golf will be limited and carefully arranged through the Club Office.



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# Arrival for Golf

### Car Parking

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

### Masks

- Face coverings must be worn in these areas: GOLF ENTRANCE, PRO SHOP, CLUB OFFICE, WELLBEING, TOILETS, CHANGING ROOMS, CORRIDORS AND INDOOR COMMUNAL AREAS.
- Face coverings do not need to be worn: WHILE SEATED ENJOYING FOOD & BEVERAGES IN THE BAR/RESTAURANT OR IN OUTDOOR AREAS
- Our staff will continue to wear face coverings in all areas where in direct contact with Members and Guests. The Pro Shop staff are permitted to remove their masks if serving behind the reception screens.

### Check-in at the Pro Shop

- 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.
- We ask you to use the Hand sanitiser available before entering the door and continue to follow the social distancing markings that 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

- We encourage contactless payments.

## Buggies & Trolleys [Availability is subject to course conditions]

- These are available for hire and will not be re-hired until fully sanitised.

## Toilets

Please wear your mask when in these confined indoor spaces. Sanitiser is available, social distance marking is in place as is hand washing guidance.

## Changing Rooms, Lockers & Showers

- Locker rooms will remain open for collecting golf equipment only.
- Changing rooms and showers will be closed.



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# Before Play

## Warm Up

- After check-in, golfers can warm up on the range, putting green & chipping green 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 if you maintain good positive communication between your group.

Please be reminded of the two biggest risks of passing the virus on a golf course, you should be very mindful of the flag and shaking hands.

- **Benches & Ball Washers:** We recommend these are not used.
- **Rakes:** These have been removed from bunkers. Please take the time to remedy the surface with the back of your club.
- **Bins:** These have been removed from the course so please keep your rubbish with you while on the course and the range. We have provided bins for your use after your round.
- **Flag Cups:** Contactless flag cups are re-introduced and we recommend that you do not touch the flagsticks.



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# Waterside Hospitality

- Tables have been arranged with social distancing in mind therefore please do not move furniture inside or outside. If you have a special request and are in one larger group, please let us know in advance and we can see if we can accommodate this.
- Full table service will operate for drinks and dining for both indoor and alfresco service. On arrival, please approach check in desk and wait to be seated.
- Guests are encouraged to wear face masks whilst inside the Clubhouse and when not seated at a table.
- Social distancing is expected.
- Test and Trace is available at 'check-in'.
- We will ensure guest areas are clean and sanitised regularly.
- We encourage contactless payments
- Takeaway food and drink service available



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# Club Office

We encourage the use of face coverings in confined areas such as the club office. Please make an appointment with Steve, Kate or Sarah-jane so we can limit the number of visitors at any one time.

If you have any covid related queries or concerns, please email [feedback@hevercastle.co.uk](mailto:feedback@hevercastle.co.uk).

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