



## MEMBERS PROTOCOL

Golf will look very different to what was considered “normal” in the past, with the overriding object being that the game is played safely and that the safety of you the members, our Club house staff and Green keepers is of paramount importance if we are to remain open in this Covid-19 environment.

This policy applies to your entire golfing experience, from arrival at the Club to departure, so please study it thoroughly as it is important that we follow the protocol and very much comply with the social distancing measures we are now all familiar with.

### 1. COURSE ACCESS

Members and their guests are welcome, with public access to the Driving Range during opening hours.

To access the course, a player must:

- Be an active member of Singing Hills Golf course or their invited guest
- Not have recently returned from a restricted overseas destination
- Not be in self isolation
- Not be displaying Covid-19 symptoms
- **Have a pre-reserved tee time**

### 2. BOOKING & ARRIVAL

Members will only be allowed on the course if they have reserved a tee time, currently members are encouraged to book online up to 14 days in advance for social rounds. This will allow the Golf Shop, during normal shop hours to deal with Green Fee player enquiries.

- 1 - 4 balls are allowed for 9 or 18 holes with social distancing.
- 8/10 min tee time intervals as per your booking
- First Tees available from 7.28am (later in winter), last Tee to be updated weekly, gates will be locked at 8.30pm every evening or earlier if the last group out has finished playing.
- Arrive at the course no more than 20 mins prior to reserved tee time, unless using the Driving range and change shoes in the car park
- Golfers should travel to the Course alone, or with a member of the same household
- Ample car parking spaces are available to ensure social distancing and resist the temptation to mingle in the car park.

### 3. Check – in & Golf Shop Protocol

- YOU MUST register at the Golf Shop before going to the first tee, **but must also wear a face mask in the Shop**, social distancing measures are in place for entry & exit to the Golf Shop.
- Entry is via the steps outside the Golf Shop, social distancing lines are in place if a queue develops.
- Exit from the Golf shop is via the opposite steps outside the Golf Shop with arrow signs to direct you.
- A maximum of three people at any one time will be allowed in the Golf Shop
- Please use the hand sanitizer on entry to the Golf Shop & if looking to buy any essential golfing items.
- Sanitized trolley handles for use with hire trollies will be available. Buggies for single usage, unless from the same household, are also available when conditions allow.
- Soft Drinks and Snacks are available from the Golf Shop & breakfast, lunch & light bites can be ordered from the restaurant.
- Access to the toilets will be via the Golf shop, located in the bar & front entrance area, please sanitize hands on entering the shop & wash hands thoroughly after using the toilets.
- Contactless card payment would be preferred.
- Please be mindful of social distancing in the shop to protect other members & staff.

### 4. To the First tee

- Groups will be restricted to a maximum of 4 at 8/10 minute intervals
- Arrive on the 1<sup>st</sup> Tee no more than 5 mins prior to your reserved Tee time
- Ensure 2M social distancing is adhered to both on the walk to the Tee & whilst waiting to Tee off
- Any player(s) not following directions will be asked to leave the course
- Tee times must be strictly observed to ensure adequate spacing on the course

### 5. On the Course

- Social distancing must be observed throughout, particularly important on tees and greens
- Ball Washers, Shoe Cleaners are out of use and bunker rakes have been removed. Players should smooth sand with feet or club after use and can clean, pick & place within 6 inches not nearer the hole in the bunker.
- Please observe pace of play at all times.
- Flagsticks will remain in the hole & must not be touched, use the ball retrieve device with your putter to return your ball from the hole
- Once a hole has been completed, the group in front must have exited the tee box before players can progress to the next hole
- Players should not pick up another player's equipment or golf ball
- Do not swap scorecards, avoid using them if possible
- Players must refrain from handshakes & high fives

## 6. Getting Home Safely

- Post-round, players must return straight to their cars & leave unless using the bar and/or restaurant
- If you require anything from a locker please contact a staff member.
- Please clean your clubs and equipment after returning home
- Please note the Front Gates will be locked at 8.30pm or earlier if the last group are off the course. You cannot get out in a car after the gates are locked.
- Please call or email the General office with any post round health issues or Covid-19 related queries, at the earliest possible opportunity.

## 7. Club House (Bar & Restaurant)

A limited number of tables will be positioned on the patio, bar and restaurant with appropriate seating to accommodate people appropriately "social distanced" in line with the current guidelines:

- **You must wear a mask in all areas of the clubhouse but once seated may only remove it if eating or drinking.**
- Please **DO NOT** move chairs from these tables to other tables.
- Please **DO NOT** join two tables together.
- If you are a larger family or group, please ask staff to bring out additional seating to accommodate you.
- If you are on the patio & it rains & you have to come inside, only family can sit together, which means your 4 ball is likely to have to split over several tables.
- If you are on the patio & it rains & there is no internal seating available, I am afraid you will need to finish your drink & leave.
- **Details of 'guests' including name, telephone number & email need to be given to the staff for track & trace purposes. This information will be destroyed after 21 days. QR codes are also available for track & trace if you have the NHS Covid 19 App.**
- No orders for drinks will be taken at the bar, the bar staff will take an order at your table:
  - As you enter the bar, indicate to the barman that you require a drink then take a seat at your table in the bar or on the patio.
  - A member of staff will come to your table, take your details & take your order, then bring the drinks to your table & take payment, we would prefer contactless as much as possible, but you may of course pay on your members card if you have one.
  - A menu will be provided, if in addition to drinks you require food in the bar, which is served up to 4pm daily. **Alcohol can only be served with a substantial meal.** Payment is made on placing the order, ideally again contactless or with your members card rather than cash. The food with cutlery etc will then be brought to your table when ready.
  - Please do not sit at a table that has left over glasses or dishes on it until it has been sanitized by staff.
- If you wish to eat in the restaurant rather than the bar for breakfast, lunch or any food up to 4pm the staff will show you to a table & provide a menu.
- Please note that service might be slower than normal, even with the same level of staffing, as we will be required to sanitize all surfaces more frequently.
- The Changing rooms and access to them are really just available for toilet facilities, please contact staff members before accessing lockers & if using the toilets comply with the hygiene signage.

## **8. Practice Facilities**

- The Driving Range will be open to members & visitors as per the opening hours displayed on the website.
- There is currently no requirement to wear a mask on the Driving Range.
- Sanitized baskets are to be collected on arrival & returned after use to the Golf Shop.
- Sanitized tokens & cards are available in the Golf Shop.
- No spectators are allowed on the Driving Range.
- Children must be supervised on the driving Range and putting green.
- Driving range doors are to be left open.
- No standing in the walk way between bays is allowed to comply with social distancing, the bays are all 3 metres wide.
- Practice social distancing on the practice putting green, priority will be given to players due to tee off imminently, marshalled by staff.