



# A Practical Guide to Golf at Chobham Golf Club during COVID -19

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# INTRODUCTION

- ▶ It will be essential that golf re-opens in a responsible and safe way and that government advice and policy are always adhered to. See the links here for the current guidance: - <https://www.nhs.uk/conditions/coronavirus-covid-19/>
- ▶ This practical guide, prepared by our team in consultation with the R&A, England Golf and other industry and medical experts, outlines the robust, monitored measures Chobham Golf Club has taken to help safeguard our staff, members and visitors during the COVID-19 pandemic. The guide covers a golfer's journey from home to 1st tee and back home again.
- ▶ Our measures are in place from dawn until dusk, seven days a week
- ▶ Our measures and procedures are under constant review, updated as advice from government, health authorities and governing bodies evolves in line with the gradual lifting of social restrictions.

# Safe every step of the way

- ▶ 1. Course Access
- ▶ 2. Booking & Arrival
- ▶ 3. Check-in
- ▶ 4. Pro Shop Protocol
- ▶ 5. Clubhouse facilities
- ▶ 6. Arriving at the First Tee
- ▶ 7. On the Course
- ▶ 8. Getting home safely



# Course Access

- ▶ In the initial period following the re-opening of the club, access to the course will be managed by the Staff & Volunteers and will be strictly limited for the first two weeks to our staff, members and members guests ONLY. We have chosen to do this for two reasons 1. To thank our members for their loyalty in renewing during these tough times and 2. It will give the team time to adapt to the new measures.
- ▶ Non-members will be welcomed to the course after the 28<sup>th</sup> May.

To access the course, a player must:

- ▶ Be an active paid up playing member of Chobham Golf Club
- ▶ Paid a Green Fee in Advance
- ▶ Not be in a period of self-isolation
- ▶ Not be displaying any symptoms of COVID-19
- ▶ Have a pre-booked tee time on our tee booking system

# Booking and Arrival

- ▶ Booking a tee time in advance is compulsory – via website, app or phonenumber
- ▶ Tee Time bookings by Members can be made 7 days in advance
- ▶ Monday to Sunday tee times between 7am and 7pm will be available for up to 4 players at 10 minute intervals and moving to 8 minute intervals from 1<sup>st</sup> October 2020.
- ▶ All Members and Visitors who enter the clubhouse are required by law to register their arrival – either via the QR code or via the Pro Shop register
- ▶ Member's may bring guests to play with them but must be booked on the tee sheet in advance.
- ▶ There will be no pre-allocated tee times until further notice.
- ▶ Casual visitors may book tee times 48 hours in advance. They will be able to play anytime Monday – Friday, subject to availability and only after 1pm at weekends. All green fees and names of players must be given and paid at time of booking via 01276 855584.
- ▶ Societies will be allowed from 1<sup>st</sup> August and the booking must be paid for in advance along with names and contacts of all players.
- ▶ We require all non-member players to provide a phone number to enable contact tracing and all details will be held securely under GDPR regulations.
- ▶ All golfers will be made aware of our measures prior to playing.
- ▶ Golf equipment should be washed before a player leaves home.
- ▶ Golfers should travel to the club alone, or with a member of the same household
- ▶ If you are parked next to another car please make sure when you get out of your car you are applying social distancing measures
- ▶ Observe social distancing always
- ▶ Members may now use their lockers to store clubs and take them out each time they play. Any other use of the locker rooms, including changing of clothes and shoes and use of the showers remains forbidden. Toilets are available with a one-way system which must be adhered to.
- ▶ Players to arrive in golf attire and change shoes in the car park.

# Check in

- ▶ Mandatory check in at the 1<sup>st</sup> Tee for all golfers. Only those named on the tee sheet will be permitted to play.
- ▶ Please arrive at the 1<sup>st</sup> tee 5 minutes before your tee time
- ▶ Sanitised Buggies are available for hire, single person use only (Unless from same household). For Members and Members guests only. They must also be booked and paid for in advance.
- ▶ Buggy keys can be collected from the Pro Shop
- ▶ Buggies will not be hired out after 2pm any day of the week due to clubhouse closure at 6pm
- ▶ Competitions will commence from August
- ▶ The Putting green is open. The Flags have been removed and Players practicing must observe social distancing measures of 2 meters and only 6 players allowed at any one time.

# Pro Shop

- ▶ Entry to the Pro Shop is via the front door of the clubhouse, a one-way system is in operation and you leave through the Pro Shop door, social distancing to be observed if queueing.
- ▶ Face Coverings for customers are required to be worn when in the Pro shop as per Government legislation.
- ▶ Two-metre queue markers from the front door are in operation
- ▶ One Customer and one Member of staff in the shop at any one time
- ▶ Sanitising stations as you enter and leave the Pro Shop are available
- ▶ Service from the Pro Shop desk will be from behind Perspex protective screen
- ▶ No cash will be accepted, Credit, Debit or Levy card only and contactless if possible
- ▶ Customers are not allowed to handle merchandise unless they are purchasing that item
- ▶ No products can be tried on, goods purchased must be taken home, and tried on for sizing. If incorrect full refund to be given.
- ▶ Returned goods will be stored separately for 72 hours before going back onto the shop floor
- ▶ A 'Click and Collect service will remain in place for outside shop hours and for those customers not wanting to come into the shop
- ▶ Sanitised trollies and buggies are available for hire, single person use only (unless from the same household. No hire clubs
- ▶ Club repair service available via Michael Harrison

# Clubhouse Facilities

- ▶ The bar is open daily 10am – 6pm, last orders are at 5:30pm. Food is being served 10:30am – 5:30pm.
- ▶ To access the bar, office and toilets please follow the one way system by entering through the main entrance of the building.
- ▶ Table service in the Bar and Restaurant from 24<sup>th</sup> September – Please sit in your booked golfing or social group only. Inside and Outside – Groups of up to 6 people only
- ▶ **From Thursday 24<sup>th</sup> September Face coverings must be worn by Staff, Members, and Visitors in all indoor areas of the clubhouse, as well as in Pro's Shops. Coverings may only be removed when seated in the bar and restaurant area.**
- ▶ Access to all facilities will be operated as a one-way system – please follow signage
- ▶ Toilets will have open entrance doors and will be cleaned regularly
- ▶ Hand dryers have been disabled, with disposable paper towels provided
- ▶ The members buggy storage facility will remain in use. Only 1 person at a time may retrieve their equipment. A hand sanitise station is located by the entrance for use before and after entry.
- ▶ Members may now use their lockers to store clubs and take them out each time they play. Any other use of the locker rooms, including changing of clothes and shoes and use of the showers remains forbidden. Toilets are available with a one-way system which must be adhered to



# Arriving at the first tee

- ▶ Both practice nets are open but please note that if the two nets are in use by a left-handed and right-handed player, they should select their side to ensure they face away from each other and players should not exchange balls.
- ▶ The Practice ground will be closed to members for the time being, apart from teaching by the Head Professional. England Golf guidance remains that Practice Grounds should not reopen unless Golf balls can be fully collected and sanitised which, for us, is impractical.
- ▶ Please observe the two-meter rule on social distancing when queuing on any tee boxes
- ▶ Arrive at the first tee 5 minutes before your tee time
- ▶ Social spacing signage identifies the 1st tee waiting areas
- ▶ Any player(s) not following the measures will be asked to leave the course
- ▶ Tee off times must be strictly observed to ensure group spacing

# On the Course

- ▶ Social distancing to be observed throughout, particularly on tees and greens
- ▶ Ball washers are out of order and covered over
- ▶ Bunker rakes have been removed, players to smooth sand with feet or club after your shot
- ▶ Flagsticks to remain in the hole and must not be touched by hand – Special flagsticks will be in use which allows the player to lift them with a golf club
- ▶ Equipment, food, and drink must not be exchanged between players
- ▶ Players must not pick up another player's equipment or golf ball
- ▶ Players must refrain from handshakes or high fives
- ▶ Divot bins have been taken in
- ▶ Water Fountains will be out of use.
- ▶ The on-course toilet at the 14<sup>th</sup> is Open but the 6<sup>th</sup> toilets are closed
- ▶ The shoe cleaner has been switched off so is not in use
- ▶ Please ring the Bells on the course with a Golf Club

# Getting Home Safely

- ▶ Players can now use the Bar after their round
- ▶ The Shoe cleaner will remain out of use
- ▶ Hands may be washed and sanitised in the toilets between 07.00 & 18.00
- ▶ Ensure clubs and equipment are cleaned thoroughly before arrival for your next round
- ▶ Players must call or email the General Manager [sarah@chobhamgolfclub.co.uk](mailto:sarah@chobhamgolfclub.co.uk) with any post-round health issues or COVID-19 related queries, at the earliest possible opportunity

# Thunder and Lightning procedure during COVID -19

- ▶ The Claxon from the clubhouse will be sounded if there is a sighting of lightning.
- ▶ All members should leave the Golf Course and return to either their own cars or the clubhouse as long as there is sufficient space with the current COVID 19 rules. Please always maintain appropriate social distancing.
- ▶ A member of staff or volunteer will inform you when it is safe for play to be resumed and direct you back to the appropriate hole again.
- ▶ If of course you wish to not continue then this is fine and if you could make a member of staff aware of this.

# Rules of Golf

## The following temporary Local Rules will be in force;

- ▶ Bunkers: When a player's ball lies in a bunker the player may take free relief by placing the original ball or using another ball and playing it from this relief area. Once the ball has been placed it cannot be replaced as it is now deemed to be in play:
  - ▶ • Reference Point: Spot of the original ball.
  - ▶ • Size of Relief Area Measured from Reference Point: 6 inches from
- ▶ the reference point, but with these limits: Limits on Location of Relief Area, must not be nearer the hole than the reference point, and must be in the bunker.
- ▶ In proceeding under this Local Rule, the player must choose a spot to place the ball and use the procedures for replacing a ball under Rules 14.2b(2) and 14.2e.
- ▶ The area where the ball is to be placed must not be smoothed before placing. If a player fails to get out of the bunker then they are entitled to free relief again, provided the ball is in a poor lie due to the bunker not being raked.
- ▶ Flagstick: The flags are being left in the hole purely to identify the position of the hole on the putting green. Golfers must always leave the flagstick in the hole and not touch it deliberately.
- ▶ Ball Holed: The ball lifters fitted to the flagsticks do not form part of the normal challenge of playing the game and, at certain angles, the wires joining the upper and lower parts may lie on the players line to the hole, potentially deflecting the ball and preventing it from being holed. In this situation, the lifter may be treated as a Movable Obstruction (Rule 15.2) and rotated but not lifted WITH A CLUB prior to making a stroke to obtain Maximum Available Relief.
- ▶ The player must not deliberately touch the flagstick - Penalty for breach of Local Rule; General Penalty. You can also use Rule 13.2c, if the ball is resting against the flag stick and any part of the ball is below the surface of the putting green, the ball is deemed to be holed.
- ▶ Immovable Obstructions (Rule 16): Stakes that define either an area of the course (such as penalty areas) or distances (such as distance markers) are Immovable Obstructions and as such must not be removed. Penalty for breach of Temporary Local Rule: General Penalty
- ▶ Bird Damage: In the general area, areas of damage caused by birds are to be treated as ground under repair from which relief is allowed under rule 16.1b"
- ▶ Note: Smoothing of bunkers with feet or a club is permitted under Rule 12.2b(2)

# Competitions

- ▶ Competitive golf will recommence from August please see noticeboards at the club for more information
- ▶ All club matches and dinners for 2020 have been cancelled.
- ▶ Supplementary scores can be submitted following the procedures sent to members

# Golf Coaching

- ▶ Michael Harrison our head Professional has the following guidance in place to ensure safety of both customers and staff
- ▶ All lessons must be pre booked via the Pro Shop and added into Michael's diary
- ▶ All coaching and playing lessons will take place outdoors and social distancing observed at all times
- ▶ No coaching will take place in the indoor studio until further notice
- ▶ There will be a 2 metre exclusion zone around the lesson tee/golfer that no one enters
- ▶ Michael will use an alignment stick to move a player into position, which is easy to wipe down with a sanitising wipe before and after the lesson
- ▶ Short game coaching sessions will be carried out using the golfers own golf balls
- ▶ All flags out of the holes on practice areas

# Ensuring the safety of our staff

## The Shop & Office Team

- ▶ The front of house Shop team manage all customer-facing aspects of the golf club. Our extensive measures ensure their safety, along with members, guests, and visitors.
- ▶ One staff member present in the Shop area at any one time
- ▶ Staff provided with appropriate PPE to wear on-site
- ▶ Staff comprehensively trained in importance of hand hygiene
- ▶ Hand sanitiser and cleaning solutions provided at the service desk and entrance to the shop
- ▶ Staff to always remain at least two metres from customers
- ▶ All work areas and contact points are cleaned and sanitised regularly



# Ensuring the safety of our staff

## Greenkeeping Team

- ▶ Greenkeepers are isolated on the course for much of the time, with steps taken to minimise the risk of cross-contamination during their shift.
- ▶ Hand sanitisers provided for regular use
- ▶ There is a high focus on hygiene and physical distancing
- ▶ Disposable protective gloves are worn
- ▶ Face masks used as required, particularly during course set up
- ▶ Staff to avoid gathering in the machinery compound
- ▶ Machinery fully washed after use, including the disinfecting of controls
- ▶ Staff to bring their own food and drink for their breaks and for this to be stored safely and separately
- ▶ Team meetings, if they are necessary, are held outdoors or in large indoor spaces with physical distancing implemented
- ▶ Staff members work separately, not in pairs / groups where possible

# Ensuring the safety of our staff

## Office Team

- ▶ Office duties are undertaken by a maximum of 3 staff in the office at any one time
- ▶ The team communicates via email and calls to complete tasks that include:
- ▶ Weekly member email updates
- ▶ Tee sheet management
- ▶ Member enquiry management
- ▶ Financial and accountancy reporting
- ▶ HR matters
- ▶ Marketing campaign planning and delivery
- ▶ Sales planning