

Puttenham Ladies Golf Club

Welcome Booklet



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Welcome Ladies to Puttenham Golf Club, we hope this welcome booklet & handbook will provide you with the essential information you will need to help you as a new member of Puttenham Golf Club.

Key Club Personnel and Contact Details:

Current Ladies' Captain: Lorraine Toogood (email - loltoog@gmail.com), and **Vice Captain:** Deborah Sparham (email - deborahdj@aol.com). They help organise and run the competitions, deliver and host prize giving's for some of the prestigious events and sit on various club committees. At the back of this pack in the Appendices, you will see the make-up of the Ladies Committee for 2021/22 and the breakdown of each role and responsibility.

Secretary/Manager: Gary Simmons The Secretary/Manager is responsible for the day to day running of the golf club. If you have any general queries, then this person is always a good starting point.

Tel No: 01483 810498 Email:gary@puttenhamgolfclub.co.uk

Operations Manager: Tim Coombes, the Operations Manager is deputy to the Secretary/Manager and deals with club marketing, the clubhouse, health & safety, club administration and revenue generation.

Tel No: 01483 810498 Email:operationsmanager@puttenhamgolfclub.co.uk

Club Professional: Dean Lintott The PGA Professional delivers all the coaching programmes to members, visitors and juniors. He also represents the club in tournaments and offers golfing advice to members on golf equipment, rules and competitions etc.

Tel No: 01483 810277 Email:proshop@puttenhamgolfclub.co.uk

Other key positions to at the golf club:

Committee/Management Board: We have a committee/board, with sub committees who look after all the different areas of club life, such as finance, greens, house, membership and marketing, competitions, and social events. The Chairman of the Board sits for a fixed term of 3 years to aid consistency in policy decisions. This year the Chairman is Howard Marsh.

Greens Staff: Our Course Manager is Paul Crouch and he and his team are responsible for the upkeep of the course, they normally work during the early part of the day to avoid the busy playing times.

Club Administrator and Society Coordinator: The Club Administrator and Society Organiser at Puttenham Golf is Ben Ellis. He coordinates all the arrangements for the various golf days we have at Puttenham as well as looking after the office admin, diary etc.

Tel No: 01483 810498 Email:admin@puttenhamgolfclub.co.uk

Front of House Coordinator: Our Front of House Coordinator is Kelly Gladwell and she looks after the bar and catering teams, halfway hut and bookings/arrangements for club and social functions. You can now order your food and drinks to collect at the halfway hut as you leave the 8th green, so it is ready for you on the way to the 10thHole. Useful to put the number in your mobile phone – 07536 988901

Our Golf Club Facilities

Here at Puttenham Golf Club we have a variety of facilities to cater for our members and visitors:

We have a 5,400 yd par 71, 18 hole course (6220 yard for men) as well as a lovely practice facility.

Our Clubhouse has a dining room, restaurant and bar area including a spike bar. On site we also have changing rooms including showers and lockers to place your valuables in and a golf shop where you can purchase golfing equipment including clothing, accessories, drinks snacks etc. and where trolleys/buggies can be hired. Lockers can be arranged via Club administrator in the office.

9 hole Putting/chipping green – for use to warm up and practice on.

Driving range/practice ground – this can be used by purchasing a token for the ball dispenser either in the Professional shop, or out of pro shop hours in the bar at a cost of £1.50 for 30 balls.

Club Information and Where to find it

Door Codes: The security of the clubhouse and the men's and ladies changing rooms are protected by security code keypads located near or next to the entry doors. The pin code to gain entry through these security doors changes for members on the 1st April each year provided to you at joining. We ask our members not to give this security code out to anyone as there is a code available from the pro shop, bar or office which changes daily for visitors and guests. NB. Key codes are not in operation at present due to COVID and once normality is back, we will inform ladies of the codes required

Members' Area of the Club Website: The club website (www.puttenhamgolfclub.co.uk) is updated regularly with latest news articles and important messages. To access the Members' Area of the Club Website which is called "The Members Hub" first click on the Members Hub tab located on the club website homepage. You will then be presented with two boxes on the screen, one orange and one white. If you already use howdidido you can click the orange box and use your howdidido login details to access the Members Hub. If not click the white box and follow the instructions to create your login credentials.

Members Swipe Card: Your member Swipe Card is available from the office upon joining. Depending upon your membership category, your member Swipe Card will either be Gold (Full Membership) or White (Flexible Membership) and depending on your membership category can hold up to two separate accounts on one card. The accounts are:

Club Account – this contains an annual charge top up that you paid on joining. The card can be swiped for payment of bar and halfway hut catering, shop sales, green fees, general competition entry fees and lessons. You can continue to top up your card when it is necessary with as little or as much money as you like. If you are placed in the top four of any division in a club competition, you will generally win a monetary prize and the value of this prize is automatically put onto your club account.

Points Account – If you have joined as a Flexible Points Member, your 1000 points are also stored on your Member Swipe Card in your Points Account. The applicable amount of points will be debited from your points total when you sign in prior to play in the Pro shop and your card is swiped on the pro shop till.

For a list of FAQ's regarding the swipe card please refer to the members' area of the club website.

Noticeboards: These are located in the men's & ladies locker rooms and the main entrance and are a good source of information for members. Some notices are there for information, but others require your input, such as signing up for matches, entering competitions and social activities. During COVID, the Ladies Changing room is not accessible, so we have an identified notice board in the main foyer.

We have a club diary, this contains dates of competitions, matches and social/family events for the forthcoming year. The diary also contains a full list of club competition format information. A printed copy is available free from the Pro Shop, however the diary is also available via the Members Hub.

Social Media: We regularly update our Facebook and Twitter feeds. If you search Facebook for @puttenhamgolfclubltd you will find our business page, if you then "like" the page you will receive notifications of posts that we make. Our Twitter address is @puttenhamgolfcl if you want to follow us

DRESS CODE At Puttenham Golf Club we expect all our members, visitors and guests to respect our traditions and comply with our required standard of dress whether on the course or in the clubhouse.

On the Golf Course you are required to wear recognised formal golf attire in the proper manner. Ladies are permitted to wear shirts with sleeves and a collar, shirts with a collar but no sleeves or shirts with no collar but with sleeves; shorts/skirts/skorts should be tailored and of an appropriate length.

In the Clubhouse Smart casual (which can include smart denim not distressed, frayed or torn) is the expected dress code; when dining after golf players are expected to change from their golf clothing; for some special functions more formal attire, e.g. jacket and tie, may be required. The following are not permitted in the main lounge and dining room at any time: golf shoes; hats or caps; tracksuits; shirts or similar garments displaying slogans; beachwear including flip flops; wet weather over-trousers or jackets.

Changing of attire is not permitted in the car park. Notes: Shoes may be worn without socks in the lounge bar; a spike bar is provided for those not wishing to change from their golf shoes; we would expect you to change from wet or soiled golf clothing.

Mobile Phones: Mobile phone calls may be made or taken in the car park, but not within the clubhouse or on the course other than in an emergency. Silent browsing of texts/e-mails is permitted in the clubhouse.

Club staff have been authorised to ensure that these rules are followed and will refuse service to anyone not complying with the dress code, but it is the responsibility of all members, visitors and guests to comply with the detail and the spirit of these rules.

We are delighted that as of July 2020, Puttenham Golf Club has a full membership and now operates a waiting List. We are lucky to have a thriving Ladies Section with a current membership total of 70. Mainly full members, with approximately 10 x 5 day members, 10 x Points members and 13 ladies now maintaining their social membership. The Ladies are keen to take part in National and County events, with the Club entering The Annodata, Derry, Centenary, Pearsons, Wallis and The Druce to name just a few.

We play friendly matches both home and away between March and September and encourage as much participation of new members in this Better Ball format.

Midweek Matches include Betchworth Park, Blackmoor, Bramley, Camberley Heath, Cranleigh, Effingham, Farnham, Guildford, Hankley Common, Sand Martins & Tyrells Wood

Weekend Matches with priority for Business Ladies include Burhill, Farnham, Mill Ride and Tyrells Wood.



Tuesday is Ladies Day (Main Day) and Sunday is the Main Alternate Day

Weekend competitions may also be played on Saturday. Although the distinction between alternate and main day players has been removed for competitions, it is retained in this document. This enables a distinction between players who mainly play weekends only and those who primarily play on weekdays.

During COVID, we email ladies with tee times for both the Tuesday and Sunday competitions. There is nothing to stop ladies wishing to play on the Men's Tables on a Saturday. For further information on playing within Tables, please speak to the Lady Captain. Details for entering competitions are in the last Appendices Section with detail of Members Apps.

Much of the competitive golf played at Puttenham Golf Club is played through a network of roll-ups that we call "tables" which operate at various times throughout the week and at weekends and is for anyone looking for a game with no booking required, you just turn up. Further information on how these organised roll ups/tables work can be found in the members' area of the club website.

Tee Times, Reservations & General Play: Tee reservations are usually used only for major club competitions, club team matches and visiting parties and these are advertised on the club diary page of the website as well as the Tee Reservation Board on the outside clubhouse wall on route to the 1st tee. Outside of these times for general play we operate a ball in the chute system. In addition to the ball in the chute system we do offer members and visitors the ability to actually book a tee time between 10.30am and 1pm on Mondays and Thursdays and between 11am and 1pm on Tuesdays. In the summer months only, we also offer bookable times between 2pm and 4pm at Weekends/Bank Holidays. During these times the ball in the chute operation does not apply. For further information regarding the ball in the chute system and bookable times please refer to the members' area of the club's website.

Competition Playing Groups

There is a roll up system for most competitions with allocation of partners by the lady member on Tuesday 'Desk Duty'. For roll up purposes pre-arrangement to play together is discouraged, with the exception of the lady member on desk duty or new players to the club. Allocation of playing partners is generally on order of arrival, but some matching of handicaps occurs for Medals. On the weekend roll up competitions Medals are played in handicap order, for all others cards are drawn to determine playing partners. During COVID – the Captain and Vice-Captain are co-ordinating tee times and groupings.

Where numbers allow on routine Tuesday roll ups Medal, Stableford and Par competitions will be in twos for those who arrive before 08:30 and in threes thereafter. Bowmakers and Texas Scrambles will be played in threes, and other types of play (e.g. Greensomes, Foursomes, Four Ball Better Ball) in fours. Special competitions will be as indicated on sign-up sheets. Weekend singles competitions may vary in number of players per group, but team competitions must be as for Tuesdays.

Medals

At Puttenham, there is generally one Medal a month between March and November plus some additional ones incorporated into special competitions. Medals are not held in December, January and February. Medal rounds are held in compliance with EG rules.

Stableford and Par Competitions

These are held according to the fixture list. There must be at least four Par competitions held from 1st October to 30th April to allow the award of the Dixon Salver.

Players may play singles competitions on both the Main and Weekend day, paying the entry fee on each occasion. The best card will count for the competition but both cards will count for handicap if qualifying. When a trophy and monthly competition are combined (e.g. Davis Trophy Medal) the first round score will count towards the trophy, and the monthly competition.

A number of Nine Hole qualifying Stableford competitions are organised each year.

Pairs and Team Events

Players may only play on one of the days (i.e. Main or Weekend). There is no restriction or prior notice of play required, with the exceptions of competition sign up requirements for named competitions and the restricted five day membership.

Special Trophies, Knock-Outs, Qualification Events

The rules regarding trophies and knockouts are listed in **Error! Reference source not found.**. Additional competitions are run on a national basis and are governed by the awarding organisation (e.g. Daily Mail Foursomes).

Handicap Divisions at Puttenham

A golfer's handicap index is a number assigned to him/her, which defines their skill/ability level. A handicap index gives all standards of golfers an opportunity to play together or compete against one another on an equal level. In a stroke play event, a golfer's playing handicap is deducted from his/her "gross" score (total shots taken) to provide a "nett" figure (total shots taken minus playing handicap). In a match play event, a player's playing handicap determines how many shots they will either give to, or receive from, an opponent.

The allocation of players to divisions for the purpose of allocating prizes is based on the balance of playing handicaps at the Club. It is reviewed annually and changed if required.

An example of current divisions are:

0-20	Division 1,	21-28	Division 2	29-54	Division 3
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Handicaps

For New Members and Regaining a Handicap after Lapse

The process to gain an initial handicap index is to complete three full cards of 18 holes or 6 cards of 9 holes or a combination of them both. The player must be accompanied by a "responsible person" and the cards must be signed by both the player and the marker. Retain the cards until all cards are completed and then hand them in to the Pro Shop, your handicap index will be allotted and you will be notified of the outcome.

If a new member joins the club having previously been a member of another WHS affiliated club (and having held a handicap index), they will be allocated the handicap index they last held. Players without a handicap index will follow the same process as for new players except that at the time of handicap allocation any previously held but lapsed handicap index will be taken into account.

Casual Round Scores

As well as playing competition rounds, players are allowed to enter Casual Round Scores to help maintain an accurate handicap index. These must be played under Competition Conditions (i.e. the course must be qualifying), they must be signed for in advance either via the Club V1 App, the PSI terminal or in the Pro's Shop and the scorecard must be signed by both the player and marker and returned immediately after play.

How do I improve my handicap index

A handicap index is calculated from the 8 lowest Scores (known as Score differentials), in your scoring record provided you have submitted a minimum of 20 qualifying scores. If a scoring record contains fewer than 20 Score Differentials, the table below is used to determine the number of Score Differentials to be included in the calculation and any adjustment that may apply. Round the result of the calculation to the nearest tenth.

Number of Score Differentials in scoring record	Score Differential(s) to be used in calculation of Handicap Index	Adjustment
3	Lowest 1	-2.0
4	Lowest 1	-1.0
5	Lowest 1	0
6	Average of lowest 2	-1.0
7 or 8	Average of lowest 2	0
9 to 11	Average of lowest 3	0
12 to 14	Average of lowest 4	0
15 or 16	Average of lowest 5	0
17 or 18	Average of lowest 6	0
19	Average of lowest 7	0
20	Average of lowest 8	0

For more detailed information on understanding your handicap index please follow this link to view the Rules of Handicapping - <https://www.randa.org/en/rules-of-handicapping/2019/pages/hcap-rules> and look under section 5.



Benefits of being member at Puttenham Golf Club

Being a Members' club rather than one owned by a company or individual, means that the business is run by the members for the members with the club's best interests at heart. All full members have a vote at any AGM/EGM to democratically put their opinions across. Puttenham Golf Club is a non-profit making organisation, so any surplus income generated is invested back into the club. No part of the club operation is franchised, therefore every pound you spend at Puttenham Golf Club whether it be on a set of clubs from the pro shop or a cup of tea at the Halfway Hut or in the lounge bar goes towards helping to keep your subscriptions costs down so please support the club wherever possible.

Free Under 18 Junior Membership: Every playing membership category allows you to introduce your sons, daughters, grandsons and granddaughters into our under 18 Junior Membership category free of charge worth up to £140 per child.

Member Referral Reward Scheme: Puttenham Golf Club has a generous New Member Referral Reward Scheme for any existing member who introduces a new member to the club. If you introduce to the club a new full fee-paying Member you will get £125 to spend on your Club Card at your next renewal.

WHS Handicap: Only by being a member of an England Golf-affiliated golf club like Puttenham can you attain an official WHS handicap index which is accepted worldwide. A WHS handicap index allows you the opportunity not just to play competitions here at Puttenham Golf Club but also Open Events at other courses as well.

Full Competition Programme: Playing competitions regularly gives you the chance to get your official WHS handicap index down to your targeted level. To this end Puttenham Golf Club run a full programme of midweek and weekend competitions for both men and ladies. Mixed golf is also very popular at Puttenham Golf Club with numerous mixed events throughout the year. You will also have the opportunity to represent the club in interclub matches and we have dedicated teams for men, ladies, seniors, mixed and juniors.

County Card: By being a member of Puttenham Golf Club, you are enrolled free of charge into the nationwide County Card scheme. This gives you the opportunity to take advantage of heavily discounted golf at over 1000 courses across England. Pick up your County Card from the Pro-Shop or Club Office.

Third Party Insurance: Each member is automatically enrolled free of charge into a third-party liability insurance scheme. This insurance covers each member for any accidents caused by the act of playing golf whilst playing at Puttenham Golf Club. It can also contribute to your bar bill should you get a hole in one while playing in a qualifying competition at Puttenham Golf Club. Any incidents must be reported to a member of staff immediately. The third party liability cover is a worldwide insurance, however it doesn't cover the theft of golf equipment.

Reciprocal Golf: Golf Reciprocal deals are open to full, and flexible members, with complimentary weekday playing opportunities at the following clubs, Basingstoke, Bramshaw, Bridport & West Dorset, Chippenham, Maidenhead, Marlborough, Tidworth Garrison, West Kent, Ogbourne Downs and Waterlooville. We also have the same arrangements to play weekdays at golf clubs who are part of the Association of 1894 Golf Clubs, you can find details of these clubs in the Members Hub. In addition, we have various courtesy arrangements with local clubs on days when big events are being played at Puttenham and the course is closed to members. These arrangements are with The Army, Basingstoke, Bramley, Camberley Heath, Farnham, Guildford, Hartley Wintney, Hindhead, Tyrells Wood, West Byfleet and West Surrey. Also, Puttenham has an agreement with Purley Downs, Guildford GC and Calcot Park who offer a tee time for up to four members at a cost of only £60. Tee times for all the above reciprocal and courtesy arrangements must be booked in advance through the PGC Club Office. Flexible members who use the reciprocal deals will have their points total debited by the applicable amount according to the points timetable dependent on the time of day you are playing.

Bringing Guests: All playing members can bring guests to play the golf course (maximum 10 visits per guest per year of which only 6 of these visits can be at weekends). You can bring up to a maximum of three guests paying the guest green fee on weekdays. You can also bring up to a maximum of three guests paying the guest green fee on weekend afternoons. On weekend mornings however full members only can bring a maximum of one guest paying the guest green fee (if you were to bring a second or third guest on a weekend morning they would pay the full visitor fee). For green fee rates refer to the members' area of the clubs' website.

Club Card Discount: On every anniversary of joining you will be charged the annual top up fee (currently £125) which is added to your card balance. Using the Card entitles you to a 15% discount on beverages and 10% discount on food, and many items sold from the Golf Shop when using your card. Additional top-ups can be made at any time and by any amount through the year.

Lively Social Scene: We also have an active social programme encompassing everything from the Charity Day & Summer Party to the Christmas Theatre Night, Gentleman's & Ladies Dinners, Captains Party & Disco, Bingo Nights, Quiz Nights, Nine & Dine Evenings and much, much more.

Free Hire of the Clubhouse: An extensive restaurant/clubhouse area capable of sitting 100 guests is perfect for social events, weddings, parties and celebrations. As a member you can book the clubhouse for your own personal private parties and functions i.e. Birthdays, Anniversaries etc. with no room hire charge subject to a minimum spend by you or your guests on food/drink of £250.

The 300 Club: The Puttenham Golf Club 300 Club Scheme has been set up to allow Puttenham Golf Club members to help raise funds for special projects around the golf club. The 300 Club Special Projects Fund is used for improvements in PGC Club facilities which fall outside of the day to-day operating costs. Scheme members buy one or more shares paying £5 per share per month which enters them into monthly prize draws as well as half yearly Grand Draws in June and at Christmas when the prize value is higher. For more information and to download a standing order form visit the members' area of the website.

As new members we always welcome feedback on how to make your experience at Puttenham Golf Club even better. As a result, we have a Suggestions Book in the Ladies Changing Room and contributions are a regular item on the Ladies Committee Agenda.

We hope you enjoy your time as a member at Puttenham Golf Club

Appendices to follow:

- Roles and Responsibilities of the Ladies Committee 2020/21
- Guidance for Stay Safe Play safe at Puttenham
- How to download and get the best use out of the Club V1 & HowdidIDo Apps Tutorial

APPENDICES

1 - Roles and Responsibilities Ladies Committee to run to September 2021

Lady Captain – Lorraine Toogood

- Responsible for the overall social & well-being of the Ladies Section, with the duty of overseeing the golfing & social activities as laid down by the Ladies Committee. Acting as Ambassador of the Ladies Section at official engagements both home and away and when called upon to represent the club. Attendance at all major golfing and social events. (See detailed job description).
- Providing Lady members with regular communication of results and future/upcoming golfing and social events.
- With support from the Vice Captain – organising and co-ordinating teams for the following competitions * – Gardener Shield, Lady Captains Day, Charity events, Exchange Day, Captain v Vice Captain Day, Texas Scramble and competitions with MondayCaps & Village Club.

- Attendance at Board meetings & on Bar & Catering and Entertainment Sub Committees.

Vice-Captain- Debs Sparham

- Responsible for supporting the Ladies Captain in promoting the overall social and well-being of the club. In the absence of the Lady Captain, acting as Ambassador of the Ladies Section at official engagements both home and away and when called upon to represent the club. Assisting the Lady Captain in the performance of her duties and gaining a good understanding of her role. (See separate job description)
- Representative for Puttenham with Surrey Ladies Golf – attending meetings and encouraging participation in SLCGA events. Prepares entries for all Surrey events.
- Responsible for Co-ordinating Puttenham Teams for Annodata Competition.
- Together with Captain, responsibility for co-ordinating teams for Gardeners Shield / Monday Caps / Village Club and arranging Lady Captain's Day, Exchange Day, Captain v Vice Captains day.
- Member of the Board and sits on Club Competitions & Entertainment Sub Committees and supports the role of the Women in Golf Charter Champion.

Ladies Committee Honorary Secretary – Liz Smillie

- Responsible for preparing Agendas and taking Minutes for Committee Meetings & AGMs. Distributing Agenda & Minutes appropriately prior to meetings. Responsible for safekeeping of all Admin / correspondence as required.
- Keeps Committee informed of LGU / England Golf information and updates via their Websites.

Competition Secretary – Jayne Shanks:

- Overall responsibility for Competitions identified**.
- Looks after Competition Notice Board, organises sign-up sheets as required. Keeps records of all winners and runners-ups. Ensures Friendly match co-ordinator and Internal Match Co-ordinator meet necessary deadlines. Keeps records of all winners & runners ups. Provides lists of winners for presentation to Lady Captain and updates competition rules.
- Liaises with Sue Mant - who continues to be responsible for collecting cups and trophies and arranges engraving before presentations.

Friendly Match Co-ordinator – Liz Ness

- Liaise with all the Clubs (and with Ben in the Office) to arrange dates for fixtures ideally a year in advance. Organise the Friendlies Notice Board to provide information on matches and prepare sign-up sheets and post results.
- Provide Lady Captain with result for Ladies Notices. Ensure there is a team captain for each of the 15 events to take responsibility for organising the team and be in charge on the day.

- Liz will also support Internal Match Co-ordinator with Collating scores for the 'Par Trophy'.

Internal Match Co-ordinator – Yvonne Chubb

- Responsible for Co-ordinating all Ladies Summer and Winter Knock-out Events – encouraging entries, doing the draws and putting up notices matches. Updating Eclectic / Birdie & Par Boards & Identifying Winners for each Division.
- Responsible for Co-ordinating Puttenham Teams for Surrey Centenary Competition.

Housekeeping and Welfare – Karen Shanks

- Responsible for ensuring the Ladies Changing Room has appropriate facilities. Responsible for identifying & sending birthday cards to lady members (birthdays with zeros!) Flowers for Lady members 80th & 90th birthdays, cards for ladies who are poorly and flowers for those with a serious illness. Cards to be sent to all Lady Members who are celebrating their 25th Anniversary of membership at PGC.
- Budget to be identified with Captain and Gary Simmons for flowers and toiletries
- 'Buddy' support for new lady members after initial induction.
- Representative on '300 Club' Committee.

Events Co-ordinators – Sue Vincent

- Responsible for organising main events such as Spring & Autumn Meetings, Ladies Open & Coffee Morning. Representatives on Entertainment sub-committee.
- Sue Vincent Responsible for Co-ordinating Puttenham Teams for Surrey Pearson Competitions.

All: Support for Ladies events / setting up / clearing away etc.

2. Stay Safe – Play safe

A Step by Step Guide from Booking Your Tee Time through to Returning Home After You Have Played

Access to the course will be managed by the Reception/Shop in line with Government guidance and social distancing restrictions.

To access the course a player must:

- Be an active paid up playing member of the Club
- Not have returned from a country that is excluded from the exempt list of allowed travel corridor countries in the 14 days prior to your proposed time. Please check that the place you have returned from is included in the published list of approved Countries on www.gov.uk
- Not be in a period of self-isolation

- Not be displaying any symptoms of COVID
- Have Pre-Booked a tee time either with the Reception/Shop or online

Arrival at the Club, Checking In and First Tee Procedure

Arrival

- Golfers should travel to the Club alone or only with someone from 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 as parking is limited on busy days.
- Arrival at the Club is permitted up to twenty minutes prior to your pre-booked tee time **unless you intend to warm up before play, in which case you can arrive up to 30 minutes before your tee time.**
- If the main car parks are full please use the overflow carpark on the practise area.
- Observe social distancing at all times and resist the temptation to mingle with others.

Checking In

- Clubhouse access is limited to the Reception/Shop, toilets only within the stated opening times **and will close at 6.30 pm daily.**
- The Entrance to the Clubhouse will be open for you to check in at Reception/Shop and to use the downstairs toilet facilities. **Ladies should use the disabled toilet and men should use the toilets in the men's changing room** - the door entry security keypad will be disabled.
- Only one person will be allowed into the Reception/Shop entrance at one time (excluding Reception/Shop Staff) this includes being able to use the toilets.
- Card Payments only - no cash will be accepted at the Reception/Shop till
- Toilets will have an open entrance door and will be cleaned/sanitised regularly.
- Players should arrive in golf attire and will not be permitted to change or use the showers.
- **The Patio area is not to be used prior to teeing off, it is reserved for players to sit and have a drink after their round.**

First Tee Procedure

- Please report to the Reception/Shop on arrival during opening hours to confirm your tee time and purchase any goods required and **obtain your warm up range token and ball basket if desired.**
- The putting greens are closed – except that the next 4 players waiting to tee off may practice on the bowls putting green having checked in with the reception. The putting green holes have been modified so there is no need to touch or remove the pins - Please observe social distancing measures of 2 metres.
- **The Practice Ground will be open for warm up only prior to tee off, so you may have a 10 minute practice putt before moving on to the range for a 10 minute warm up before teeing off at your appointed time. Please do not move to the range until it is clear and move from the range to the tee when the tee is clear. By doing this we will be able to manage the flow of groups from car park to putting green to range to the course without any overcrowding issues.**
- Tee times to be strictly observed to ensure ten minute tee time intervals
- Marshals may patrol the golf course to ensure players' adherence to protocol and help to move play along in order to avoid group gatherings
- Any player not adhering to these measures will be asked to leave the course

Playing your Round

- Please carry a mobile phone with you at all times. If you have an emergency, use your phone to call 999.

- Social Distancing measures should be strictly adhered to at all times.
- Marshals will be patrolling the course periodically, please cooperate with them and if you are not keeping up with the group in front, then allow the group behind to play through whilst maintaining social distancing guidelines
- Ball washers, drinking fountains, all seating and the bell ringer on the eleventh (use your own Club) are all out of use.
- Bunker rakes have been removed and players are asked to smooth the sand with their feet. If you wish you may carry your own rake, please ensure you take this home with you.
- Flagsticks are not to be removed and must not be touched.
- Hole cups have been modified for contact free ball removal.
- Equipment, food and drink should not be exchanged between players.
- Players should not touch another player's equipment, including their golf ball.
- Players should refrain from any physical contact, such as handshakes or high fives.
- Please avoid using handrails, if you need to steady yourself, either bring a walking stick, or use a golf club.

After your Round

- The air powered shoe cleaning compressor will remain out of use
- Players should return straight to their cars upon finishing their round **unless using the Clubhouse Bar facilities**
- **The Bar will be open from 12 noon daily, with last orders at 6.00 pm and closing at 6.30 pm.**
- The Bar will only be available to players after golf, please do not expect to have a drink before you play, you should still follow the Club's guidance on arrival procedures and preparations for play as explained above.
- After golf you will be welcome to have drinks in the Clubhouse or on the Terrace. If the weather dictates that you have to sit inside, you must firstly only sit with the group that you have played golf with. If your group contains more than two households, players must sit at separate tables in twos.
- Tables and chairs have been positioned in the bar to reflect this, and to ensure that social distancing (one metre plus where two metres is not possible) can be managed effectively. For the safety of all, please ensure you are mindful of these social distancing guidelines.
- If the group that you have played golf with contains only two households, is larger than two players and you wish to sit together please inform a member of staff and they will adjust seating for you.
- Do not move chairs without consent.
- You will be limited to a stay of 45 minutes in order that we keep within the UK Government's guidance on the manageable size of group gatherings. We have assessed that up to 48 golfers at any one time will be the maximum number allowed in our licensed premises under the new guidance.
- Prior to being served, you will be asked for your name and contact telephone number for Government track and trace purposes. This will be a condition of using the bar service.
- A one-way system for ordering and collecting drinks has been devised, which will all be controlled through the main entrance, so that we are able to continue to manage access to the building and in particular the toilets. From 4th July, ladies will be asked to use the disabled toilet and men will continue to use their usual facilities. Revised sanitising procedures will be explained within the toilet areas. Changing room areas will otherwise remain closed.
- Exiting the Bar will be either via the patio doors in the main lounge or the dining room, where you will be expected to leave your empty glasses and rubbish in the baskets and bins provided at these exit points on your way out. A 45 minute stay may allow you time for more than one drink. If you

wish to order a second drink, then you will need to re-enter the Bar from the main entrance (the one-way system) and if necessary, queue as per social distancing guidance measures. The floor will be marked out to keep you at a safe distance from other Members/Guests as you approach the Bar.

- Please change out of your golf shoes before using the Bar.
- Restaurant facilities will remain closed
- Hands may be washed and sanitised in the toilet areas
- **The Clubhouse will close at 6.30pm each day** and there will be no access after this time
- Players must call 01483810498 or e-mail the Club enquiries@puttenhamgolfclub.co.uk with any post-round health issues or COVID related queries at their earliest convenience
- The Club has assigned Gary Simmons as the COVID Staff Officer who is responsible for managing such issues and queries.

Gary Simmons, Secretary/Manager, 18th August 2020

Competition Entry

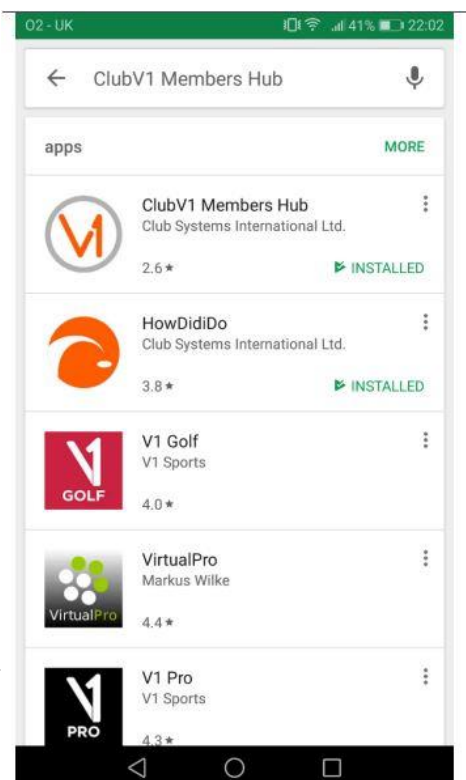
For weekly competitions players must indicate their intention to play by registering on the PSI electronic terminal or via the Howdidido App on your phone prior to starting on the first tee. The competition fee will be deducted from the players Club Card on registration. Scores must be entered on the terminal/ phone by the end of the day of the competition.

If the competition is not a roll-up, sometimes a sign-up sheet is displayed on the notice board at least four weeks in advance of play. This is usually for 'Fun Events' / Pairs and Team Events. There is no requirement to sign up for Birdie or Par Tree competitions and Eclectics.

For some of our main competitions such as the Club Championships, you will be able to enter in advance and select your tee time and playing groups. Detail for this will be provided via email at the appropriate time.

3. How to Download the Club V1 & HowDidIDo Apps Tutorial

Club V1 App



First Search for 'ClubV 1 Members Hub' in Google Play Store for Android phones/tablets or IOS Apps for Apple devices.



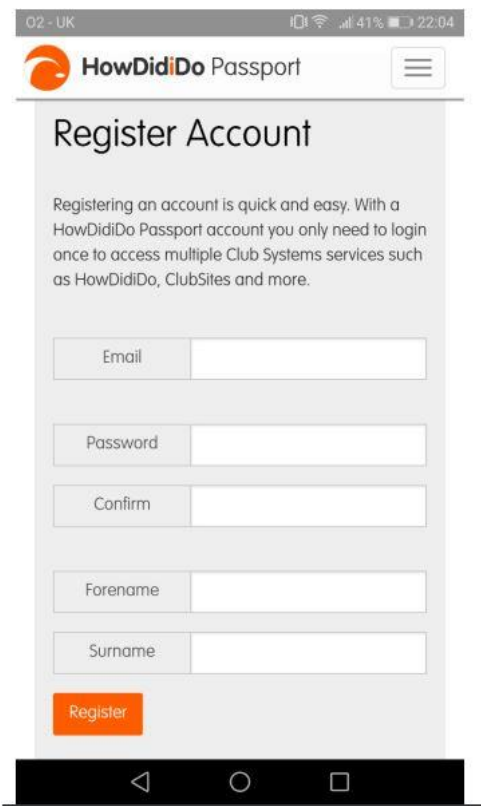
Then click install on your phone, tablet or iPad



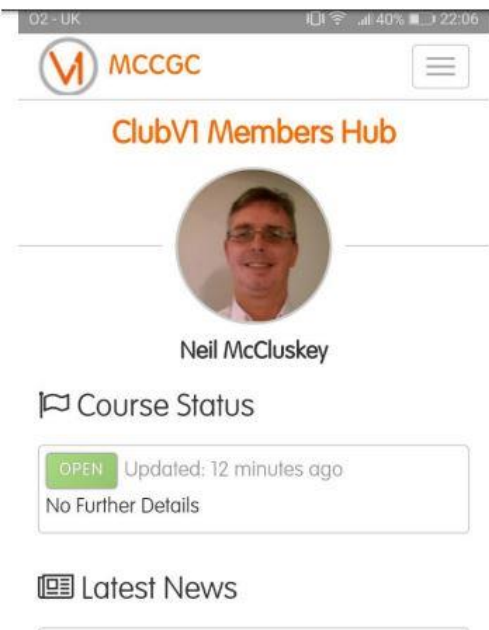
Once installed put the App shortcut on your home screen so it is easily accessible



Members can log in using existing HowDidIDo Passport details if already registered - If not new users would need to register



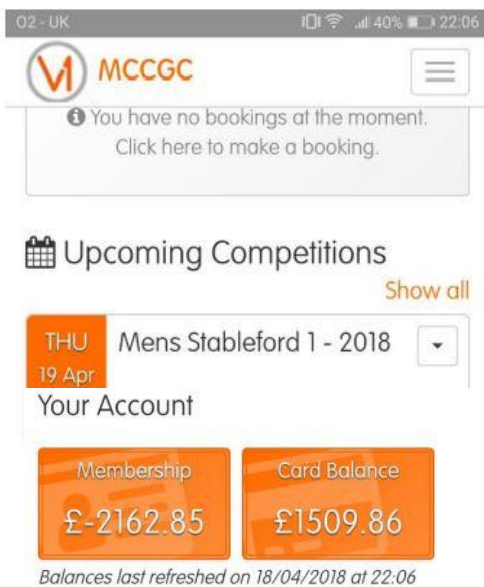
To register you must use the same email address as you gave to the club for your ClubV1 Member record



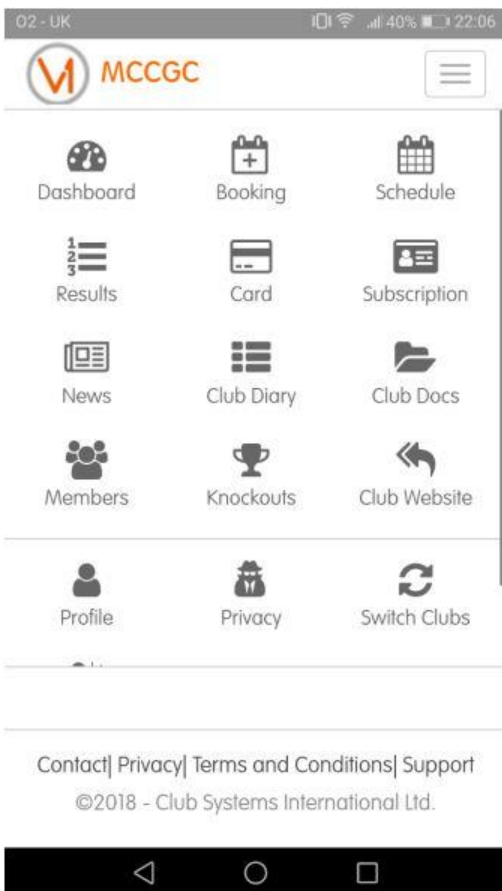
The App allows Members to change their profile picture and update contact details. You can view Course Status and Latest Club News Articles.....



.....also latest competition results and upcoming course tee time bookings.....



.....upcoming competitions, your membership fees that might be due and swipe card balances which can be topped up via the app.....



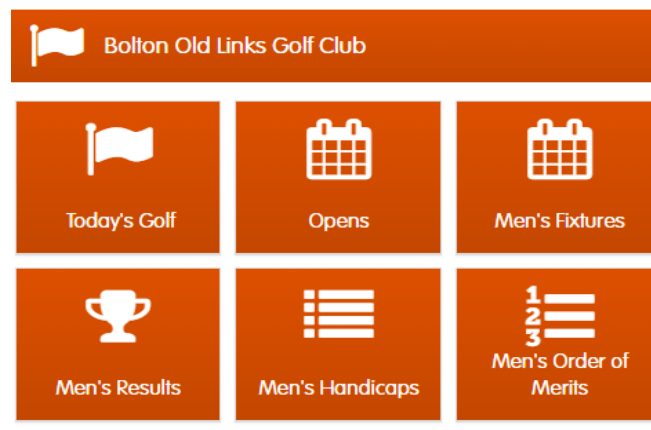
.....a further comprehensive suite of features are available through the 3 line menu icon top right of the screen including useful club information in Club Docs, the Club Diary highlighting when competitions, club events and golf societies are taking place and many more.

For a video tutorial on how to make a tee time booking using the App or members hub click the following link <https://www.youtube.com/watch?v=OVjXMcZ8xGA>

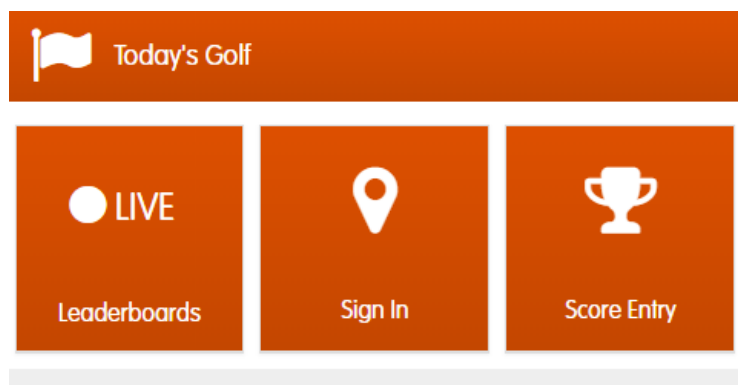
HowDidIDo App

The process to download the HowDidIDo App so you can remotely sign in for competitions and online scoring is very much the same. This time search the Google Play Store or IOS Apps for HowDidIDo. You will be able to login using the same credentials that you have used for the ClubV1 App however you will only be able to do this once you have a handicap registered with the club.

Once logged into HowDidiDo you will find a new section under Home Club>Today's Golf. (Example below shows Bolton old Links Golf Club, yours will of course state Puttenham Golf Club)



Under Today's Golf you will find three options, 2 of which are new.



Live leaderboards will show returned scores for competitions that are live

Sign in and score entry are new. Sign in will sign the user into a competition and take money from your Club swipe card account as it would at the PSI Terminal.