



Boyce Hill Golf Club

Visitor Information During Covid 19

Thank you for choosing us and we look forward to extending a warm welcome to Boyce Hill Golf Club.

During these unprecedented times, we have for your safety made arrangements within the clubhouse in order to facilitate the service and safety of our Members and Guests alike. Prior to your visit with us, please take the time to read the following:

Before Play:

- Please note that currently our Changing Rooms are Closed so you are permitted to change your shoes at your car.
- Buggies are available for hire, however it is limited to 1 person per Buggy due to social distancing regulations

On The Course:

- Physical distancing observed throughout particularly on Tees and Greens
- Please ensure that you have hand sanitiser to keep your hands clean whilst playing.
- Divot Bins will be removed.
- Ball Washers are out of use.
- Bunker rakes removed – if ball lies in a footprint please take free relief. accordingly – when exiting a bunker, please smooth over any footprints with club.
- Please putt with the flagstick in – the Flagstick **IS NOT TO BE TOUCHED.**
- To retrieve your ball please lift the flag slider disc where indicated.
- Par 3 holes are compulsory call up holes to avoid player congestion.

- Players are not to borrow touch or use any other players golf equipment.
- Refrain from shaking hands.

Sanitising

There are a number of **non-contact foot pedal operated** sanitising points around the club. Upon entering the clubhouse, please use the sanitiser provided. Please ensure that you sanitise your hands as regularly as you can.

Customer Journey

There will be a system for entry and exit into the clubhouse. All entry to the clubhouse will be through the main door and the exit should be via the restaurant doors. All entry & exit is only permitted through the designated entrance and exit points. The social distancing guidelines of 1m plus will be strictly adhered to and essentially 2m wherever is possible.

Please note that the middle section of the clubhouse in between extension and restaurant will be out of use. This area is to be used as the main thoroughfare. Under no circumstances are any individuals to stand, gather or group.

Toilet Facilities

The toilet facilities will be available however we will be operating a single occupancy policy. There will be a sign on the door requesting that you knock and check to see if someone is using the toilet facility. If there is, you must wait until they have left the toilet before entering.

The 10th tee Toilet facility will also be available for use. Please note that should a toilet be in use and to prevent gathering or queues please make use of either the disabled or 10th hut toilets respectively.

Clubhouse

You will note that the seating configuration consists of max 2 persons per table for social distancing purposes.

After Play:

Terrace

Wherever possible, please sit outside on the terrace and the seating provided. Under no circumstances should any seating be moved; the seating and table configuration has purposely been set.

During **busy periods**; in order to accommodate as many people as possible, we will operate a rotation system as follows:

If there are 8 designated seating areas for fourballs, they will rotate in relation to groups coming in in order i.e Group 1-8 come in every 12 mins; When Group 9 finish, Group 1 will make way for Group 9 if they haven't already left, Group 2 will make way for Group 10 and so on. This should give ample time for each group to have a drink and something to eat if required, as we will not be able to accommodate groups gathering or standing inside.

There is NO STANDING permitted on the terrace area. If there are no seats available you will not be able to loiter on the terrace area.

Please take note of your nearest fire exits which in the event of an emergency will be:

In restaurant area – restaurant exit point

In Bar – Exit to patio and to fire assembly

In extension – Main Entrance

Fire Muster Point – Top of Car park by Green Electricity Box observing social distancing.

Restaurant

The restaurant is set out in tables of 2 under the social distancing and government guidelines. The tables and chairs must not be moved.

Food Ordering

IF you have not pre arranged food:

You will have an option to order from the kitchen hatch, however:

During the busy periods and in an effort to eliminate queuing, and movement around the premises, your tables will have a table number and menus along with a number to text your food order for your convenience.

You will need to text:

Your table number, your name, order and levy card number.

Bar Ordering

Our bar area has been modified to accommodate you ordering from both inside and from the terrace. There are markers laid out to ensure social distancing. However, should there be more than 3 people queuing in your designated area you must return to your table and wait until the queue subsides. We would ask that when you finish with your drink to take your glass to a designated glass collection area and we ask that you turn the glass upside down and place in the crate in order to prevent cross contamination.

Should we find that people are not bringing glasses back to the area and glasses are left on tables, we will consider moving to plastic glasses in order to eliminate contact with glasses; the plastic ones can be disposed of in bins provided.

Payment

Cash will not be widely accepted and only the use of contactless payment will be encouraged for payment.

Cleaning

There are a number of sanitising points around the club, please use them. A strict cleaning rota for the toilet and contact areas will be in place to ensure they are sanitised regularly throughout the Club's operating hours.

If you feel unwell, please do not visit the Club. As much as we would like to welcome you, as you will appreciate, we wish to protect the wellbeing of others and we will gladly welcome an opportunity for you visit us again in the future.

If you have tested positive for Covid-19 please inform the club immediately by email:

generalmanager@boycehillgolfclub.co.uk or by telephone 01268 793625 stating your name, your last visit to the club, who you played golf with.

Anyone in disregard or breach of the rules will be asked to leave the premises for the safety of others.

If you have any questions or queries relating to any of the guidelines set out in this document please email: generalmanager@boycehillgolfclub.co.uk