

Cleveland Golf Club



Policy & Operating Procedure

Playing Golf During Covid-19 Pandemic Restrictions

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(V.3)

Table of Contents

Item	Title	Page No
1	Introduction	3
2	Course & Club House Access	4
3	Booking & Arrival	4 – 5
4	Check-in and Pro Shop Protocol	6
5	Clubhouse Facilities	6 – 7
6	To The First Tee	8
7	On The Course	9
8	Getting Home Safely	10
9	Ensuring the Safety of our Staff	10 – 12
	Professional Shop Greens Staff Secretariat	
10	Reporting & Sanctions	12 – 13
Addendums		
Addendum A	Booking Procedures	14 – 18
Addendum B	Social & Competition Golf	18 – 19

1 Introduction

Cleveland Golf Club is foremost in promoting Golf as its core business. We believe in affording the opportunity to enjoy golf in a safe environment that provides the mental and physical health benefits to improve the health and wellbeing of members, visitors and guests.

This Policy and Operating Procedure, prepared in consultation with governing Bodies, Industry and Medical Advice, outlines the robust, monitored measures Cleveland Golf Club have adopted to manage, maintain and safeguard our staff, members, visitors and guests during the current COVID-19 pandemic.

For golfers, the measures outlined cover each step of the journey from home to 1st tee, through the course and back home again. These measures will be in place from dawn until dusk, seven days a week.

The Policy and Operating Procedures are under continuing review, subject to advice from government, health authorities and governing bodies and subject to amendment aligned to the gradual lifting of social restrictions.

2 Course & Club House Access

During the period following a Course re-opening, access to the Cleveland Golf Club, the course and associated facilities is strictly limited to club staff, professional shop staff, members invited guests and visitors.

From 1st June 2020 Non-members will be welcomed to the course, aligned to the easing of government restrictions which now affords the opportunity to do so. The following conditions apply:

To access the course, a player must:

- Be an active member of Cleveland Golf Club, pre-booked invited guest or visitor
- Not have been out of the country for over 14 days
- Not be in self-isolation and not required to cocoon
- Not be displaying COVID-19 symptoms
- Have a pre-reserved tee time

3 Booking & Arrival

- Booking a Tee Time for Golf at Cleveland Golf Club during the Covid-19 Pandemic restrictions will be taken by Telephone only (See Addendum A)
- Advance booking a tee time is compulsory for all players, subject to the restrictions outlined above. (When restrictions are eased, visitors will be encouraged to book and pre-pay)
- Due to Covid-19 restrictions, limitations may be placed on the number of players allowed on the course at any one time. The club reserve the right to limit the number of tee times any one individual member can book in a rolling 7 day period (See Addendum A)

PLAY SAFE

STAY SAFE

- All players are required to provide a contact telephone number/email address at the time of booking to enable contact tracing
- All golfers will be made aware of our measures prior to their visit, as outlined on the Covid-19 Advice outlined on Cleveland Golf Club Website:
 - cleveland-golf-club.com
- 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
- Social Distancing must be observed at all times
- Ample car parking spaces are available to ensure social distancing
- Arrival at the course should be no more than 20 minutes prior to reserved tee time
- Access to the Club House will be restricted to The Professional Shop and Ground Floor Disabled Toilet
- Locker rooms are Out of Bounds
- Golfers should arrange golf attire and change footwear at their vehicle
- All Golfers should report straight to the Professional Shop upon arrival to check-in and provide a 'track and trace' contact telephone number
- Golfers should adhere to the Social Distancing measures implemented within the Professional Shop, in particular access floor markings
- Golfers should ensure that they carry with them at all times sufficient supply of Hand Sanitiser or similar for their personal use
- As tee times are more limited than during normal operations, it is imperative that, in the event that a player is unable to fulfil a pre-booked tee time, this must be notified in advance to the Professional Shop
- Failure to notify the Professional Shop of any inability to fulfil a pre-booked tee time will be subject of sanction (See Addendum A)

PLAY SAFE

STAY SAFE

4 Check-in and Pro Shop Protocol

- It is a Mandatory Requirement for all Golfers to check in at the Professional Golf Shop upon arrival at the Club
- All golfers are required to observe the 2-metre queue markers at the single Professional Shop entry and the direction indicators upon the floor.
- Only one person at a time permitted inside the Professional-Shop
- All golfers are required to observe the exclusion zone at the Professional Shop service desk
- Essential golfing items will be available to purchase, gathered by staff on request
- Wherever possible, payments for items within the Professional Shop should be made by Debit/Credit card, utilising contactless payment systems wherever practicable
- Scorecards will be available from the Professional Shop and will be made available once the player(s) present themselves
- The course is available for golf only. The Club will return to competitive golf as and when Government Restrictions allow and this is agreed through the sport's governing bodies. (See Addendum A/B)

5 Clubhouse Facilities

- Clubhouse access is Strictly limited to the Professional Shop and Ground Floor Disabled toilet
- Toilets will have open entrance doors and are cleaned/disinfected regularly
- A Hand Sanitizer is located adjacent to the Club House entrance and is to be used by all persons attending the club house

PLAY SAFE

STAY SAFE

- Soap and disinfectant will be available within the toilet facility
- Hand dryers are available, with disposable paper towels provided
- Locker rooms, restaurant, function rooms and bar are closed
- Sanitised trollies and buggies are available for hire, for single person use only
- Players are advised to bring their own cleaning materials, i.e. hand sanitizer / disinfectant and must ensure that they clean hire trollies and buggies both prior to and after use
- Players must provide their own golf clubs and ancillary equipment, hire sets will not be available
- Players to arrive in golf attire and change shoes at the car

6 To the First Tee

- Groups may be restricted to a maximum number of players specified by the club at 10-minute tee time intervals.
- Practice Putting Green adjacent to the First Tee is open, limited to 2 players, with holes filled in and tee pegs used as targets. Players practicing must observe physical social distancing
- Golfers are required to observe the Social Distance markings on the pathway toward the First Tee.
- Golfers should not arrive at the First Tee no more than 5 minutes prior to their reserved tee time
- Under no circumstances should golfers advance to the First Tee until the preceding group of players has left the Tee box and are clear of the pathway leading to the First Fairway
- Social spacing signage identifies the First Tee waiting areas
- A 'Social Distancing Marshall' will patrol the Car Park, First tee and Practice Green to ensure players adherence to the Social Distancing requirements.
- Any player(s) who fails to adhere to the Social Distancing requirements or who refuses to follow directions of Club Staff, Professional Shop Staff, Club Marshalls or any person(s) acting on behalf of the club, will be asked to leave the course
- Tee off times must be strictly observed to ensure minimum 8/10-minute tee time group spacing as appropriate on any given day
- All moveable objects have been removed from the course. This includes ball washers, rakes etc.
- Caddies are not allowed on the course, the total number of persons in any one party must not exceed the number of players specified by the club

PLAY SAFE

STAY SAFE

7 On the Course

- Social Distancing is to be observed throughout play, particularly on tees and greens
- Social spacing signage identifies waiting areas on tee box approaches
- Rubbish bins remain available for usage as a fixed item
- All removable furniture on the course has been removed, including ball washer. Rakes etc.
- All players are advised that Immoveable objects (i.e. Benches, booths etc.) are not subject of regular cleaning or disinfecting
- Players are cautioned over the use of Immoveable objects and, as such, are responsible for cleaning prior to and after use
- Players whose ball lands within a hazard (Bunker) upon leaving the Hazard, should smooth the surface sand utilising club head/feet as appropriate for the following players
- Par three holes are compulsory call up holes to avoid player congestion
- Flagsticks are to remain in the hole and must not be removed/touched
- Hole cups have been reduced in depth for simple, contact-free ball retrieval
- Once play on a hole is completed, Golfers should remain on the Green surround and only advance to the next tee once the group ahead has exited the next Tee Box.
- Under no circumstance should a player double back to play again if a ball is lost, unplayable, or in a penalty area
- 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, high fives or other forms of physical contact

PLAY SAFE

STAY SAFE

8 Getting Home Safely

- Following completion of a round of golf, or at the completion of play, all golfers must return straight to their cars observing the Social Distancing requirements at all times
- The Clubhouse, Bar and Restaurant will remain closed until access to these facilities is allowed under Government Restrictions
- Locker Rooms remain closed and cannot be accessed to store belongings
- Hands may be washed and sanitised in the available toilet facility
- Ensure clubs and equipment are cleaned thoroughly after use
- Players requested to log their round, as appropriate, on any Covid-19 contact tracing app they subscribe to
- Players must call or email the golf club with any post-round health issues or Covid-19 related queries, at the earliest possible opportunity
- Cleveland Golf Club has assigned the Secretariat as COVID-19 Responsible Officer for managing such issues
- Contact details for a Club Covid-19 Responsible Officer will be through the Club Professional Shop, Club Office or Course Marshall

9 Ensuring the Safety of our Staff

Professional Shop

The Professional Shop team manage all customer-facing aspects of the golf club. All persons attending the Professional Shop are required to adhere to the extensive measures ensure their safety, along with club members, guests, and visitors.

- Two staff members present in the Pro Shop at any one time

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- Staff provided with PPE, masks, and gloves, to wear on-site
- Staff comprehensively trained in importance of hand hygiene and cough etiquette
- Hand sanitiser and cleaning solutions provided at the service desk
- Staff to always remain at least two metres from customers
- Service desk protection screens may be installed should this be deemed appropriate
- All work areas and contact points are cleaned and sanitised regularly
- Buggies and hire trollies will be thoroughly cleaned and disinfected at the start and end of each day. Golfers will be advised to clean prior to and after use as detailed in Section 5.

Greens Staff

Green Keepers are isolated on the course for much of the time, with steps taken to minimise the risk of cross-contamination during their shift. Working patterns will be amended to accommodate social distancing

- Staggered start and break times to avoid social gathering
- Morning briefings conducted adherent to Social Distancing criteria.
- Hand sanitisers provided for regular use
- Disposable protective gloves are always worn
- Face masks used as required, particularly during course set up
- Utility vehicles limited to single person use
- Staff to avoid gathering in the Greens Shed, surrounds, machinery compound, on the course and within the Greens Office facility
- All Machinery and tools are to be fully washed after use, including the disinfecting of controls

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Secretariat

Office duties will be undertaken by a team working off-premises or remotely wherever possible, the team will communicate in accordance with Social Distance Criteria, wherever possible via email and telephone/conference calls to complete tasks as required, including:

- Periodic updates to members via e-mail
- Booking/Tee sheet management (in collaboration with Professional Staff)
- Member enquiry management (in collaboration with the Professional Shop)
- Covid-19 reporting
- Ongoing administrative tasks as required
- Report to Cleveland Golf Club Management Committee as appropriate

10 Reporting & Sanction

Cleveland Golf Club has a duty of Care to all Staff, Members, Visitors and Guests. The above requirements are intended to afford enable golfing facilities to operate in accordance with Government Directives during the current Covid-19 Pandemic. They further adhere to the advice and guidance provided by Sport Regulators, Governing Bodies and associated Golf Partners, Associations and Unions.

All persons using any of the facilities provided by Cleveland Golf Club are required to adhere to the Policy and Operating Procedures outlined.

All staff are under a duty to report any instances of failure to adhere to the procedures outlined, and the underlying Government Restrictions relating to Social Distancing and Covid-19 Isolation

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Any member failing to adhere to the above may be asked to leave the course, by a Course Marshall, Member of the Management Committee, Professional Shop or Secretariat.

Any Member, Guest or Visitor, required to leave the course as above, will remain suspended from play until the Management Committee have the opportunity to consider any reported incidents. Any such person may submit a written explanation to the Management Committee which they feel would assist in their considerations

Any member found to be abusing the booking systems as outlined will be subject to immediate sanction, their name will be removed from any current booking sheet and the matter referred to the Management Committee

Addendum A

From Monday 1st June 2020 Tee Times are available as follows:

07.30am to 6.30pm each day (8 or 10 minute Tees)

Booking by Telephone Only

Without exception, Bookings can only be made via telephone call to the Professional Shop during the following times:

8.30am to 5.30pm each day - Telephone Nos: 01642 498772

Members should be aware that Cleveland Golf Club is operating under a robust 'track and trace' procedure and that, other than the stipulated tee times (as outlined above), the course remains closed.

Members should not seek to commence play before the first tee time (i.e. prior to 07.30am) or after the last tee time (i.e. after 6.30pm)

From Monday 1st June 2020, aligned to the change of Government Directives and guidance from the Golf England and other regulatory bodies, members are advised that:

- The restriction on the number of tee bookings in any rolling 7 day period has now been lifted
- The number of players per Tee Time will be increased in line with EGU Guidance
- Players will be advised of the number of players allowed in an individual group of players per tee time by the Professional Shop at the time of pre-booking
- Members can book a tee time up to 7 days in advance, telephone booking only as above
- Members wishing to play with an invited guest (Member Guest Rate) are advised that they can book up to 7 days in advance

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- All invited guest are required to adhere to the Covid-19 directives and club track and trace procedures
- Green fees (non-refundable) are paid in advance, at time of booking utilising card payment systems wherever practicable

Visiting Golfers/Parties

- A limited number of Visitor Tee Times will be made available each day, this availability will be subject of ongoing review
- Visitors may book up to 4 days in advance
- Visitors must at all times adhere to Cleveland Golf Club Covid-19 directives and track and trace procedures
- Green fees (non-refundable) are paid in advance, at time of booking utilising card payment systems wherever practicable

Driving Range and Practice Area

From Monday 1st June 2020, the Driving Range and adjacent short play Practice area will re-open on a restricted basis.

The Spare Hole, between the 2nd Fairway and 12th Green remains Closed. This is in order to mitigate the risk of Players crossing on paths and inadvertently breaching social distance guidance

With regard to the Driving Range and adjacent Practice area, Members are advised:

- The Driving Range opening hours are from 09.00am to 3.00pm each day
- Members are required to Pre-Book a Driving Range Bay by Telephone Only through the Professional Shop
- Bays will be allocated for a period of One hour per player
- Players are not allowed to use the Driving Range/Practice area unless they have a pre-booked time allocated by the Professional Shop

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- Whilst every precaution has been taken to clean and disinfect the Driving Range, Players are advised that the Driving Range area will not be subject of regular cleaning and disinfecting during the day. Therefore players are advised to proceed with the utmost caution, and carry with them sufficient hand sanitizer for their own use
- When using the Driving Range, players should clean/disinfect all areas and equipment they utilise, i.e. Range Ball Dispenser, Bays, Access Doors
- Players should clean/disinfect, as above both before and after use
- Players are required to abide by the Social Distancing requirements as previously outlined

Failure to Fulfil Pre-booked Tee Times

Any player failing to notify their inability to fulfil a pre-booked tee time will be subject of sanction

In the first instance, any further bookings for the forthcoming 7 days will be cancelled and tee times made available to other members wishing to play

Any re-occurrence will result in the player being suspended from play until such time as the matter is referred to the Management Committee for resolution

The Covid-19 Policy and Operating Procedure are aligned to Government Directives and Regulatory Bodies guidance. The club has invoked these procedures to ensure all persons associated with Cleveland Golf Club may enjoy golf in a safe environment, thus safeguarding the health and wellbeing of staff, officials, members, guests and visitors

Any player who fails to adhere to the Covid-19 directives, club track and trace procedures, social distancing requirements, or fails to follow the direction of any member of Club Officials, Club Staff, Professional Shop Staff or any person acting for and on behalf of Cleveland Golf Club will be

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required to leave the course and clubhouse facility and may be subject of further sanction.

PLAY SAFE

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Addendum B

Social & Competitive Golf

From 1st June 2020, Government Directives and Golf England guidance Cleveland Golf Club changed to afford the opportunity to increase the number of players in any one group. The Management Committee await further guidance regarding Competitive Golf.

The Club reserves the right to re-introduce Competitive golf, in all forms, subject to the current Covid-19 Pandemic restrictions

Proposed Return to Competitive Golf

As and when Cleveland Golf Club is once again able to host and manage competitive golf, consideration is being given to operating Club/Professional competitions in a manner compliant with the prevalent restrictions:

- For the duration of Covid-19 Restrictions, club and professional competitions will be open to all golfers/members, subject to eligibility to play
- For full members (7 day members), Club Competitions will take place over 1 day or 2 days on a weekend (Saturday & Sunday)
- For all members (incl. 5 day members), the Professional competition each Wednesday will be reinstated as and when restrictions allow
- Tee times will be available for pre-booking, as outlined in Addendum A, for Competition Tee Times on both days
- Competition formats will be determined subject to the Covid-19 restrictions and government guidance prevalent at that time.
- Players should adhere to the general policy and procedure as outlined

- Following play, Competitions Score Cards will be submitted to the Professional Shop in accordance with guidance on the day of competition
- Competition results will be posted in the days day following the completion of a competition, subject to the Covid-19 restrictions prevalent at that time