

Royal Lytham & St Annes Golf Club

**COVID-19 CURRENT OPERATING PROCEDURES**

**Thank you for taking the time to read these important notes prior to your visit:-**

**The Clubhouse**

* The Clubhouse will be open from 06:30-20:00 daily. If you are a Dormy guest and are having dinner then the clubhouse will remain open later. The Clubhouse door will close at 16:30, if you require access please ring the bell and our Catering team will “buzz” you in.
* Access to the upstairs of the Clubhouse will be via the main staircase only. The Hall Porter may ask you to wait in the entrance hall prior to being invited to go upstairs to ensure that the capacity is not exceeded and the flow of people is managed safely. Social distancing should be observed at all times and in particular when waiting in this area.
* It is an obligation for the Club to ensure robust Track and Trace protocols are in place and all Members and Visitors will be asked to “check in” to the Clubhouse using the NHS Covid-19 app. NHS QR code posters are available throughout the Clubhouse and Members and Visitors are encouraged to download the app to their smart phone. For Members and Visitors who do not have a smartphone or device or do not wish to use the app then the staff will collect the track and trace data manually which will be stored for 21 days in accordance with GDPR regulations. Members are encouraged to be supportive of this necessary measure.
* Once “checked in” then Members and Visitors will be guided to a table by the catering staff on duty.
* Service is restricted to table service only so please no ordering at the bar. Tables will be allocated by the catering staff on duty on a first come first served basis and cannot be pre-booked. There is no time limit for use of a table however Members are requested to be mindful of others should the Clubhouse be busy.
* Face coverings must be worn by Staff, Members and Guests, unless exempt, in all of the general areas of the Clubhouse and with specific regards to catering, until service had been provided.
* Government guidelines dictate that, for indoor seating, a maximum of six people (or 2 households of any size) are permitted to sit at each table. As such, a fourball made up of people from four separate households will be able to sit together indoors.
* Please be patient during busy periods and remain at your allocated table for a member of front of house staff to attend to your needs.
* Contactless payment is preferable.
* Unfortunately Snooker is still not be permitted.
* Hand sanitiser stations will be positioned throughout the Clubhouse. Members and Visitors are encouraged to make use of these stations on a regular basis.
* Doors will be propped open and windows will be left ajar to aid ventilation.
* Cleaning programmes have been enhanced to ensure touch points are cleaned on a regular basis.
* The Halfway House will be open from Tuesday to Saturday inclusive.

**The Professional Shop**

* Only 2 people will be permitted access to the Pro Shop at any one time.
* Members & Visitors are asked to adhere to the current two-metre distancing principle at all times especially if having to queue outside.
* An automatic hand sanitiser dispenser will be positioned at the main entrance to the shop. Golfers are instructed to use this prior to entering and on departure.
* Golfers should avoid touching items in the shop as much as possible.
* Apparel cannot be tried on in the shop.
* Payment should be made via card where possible.
* Staff have been instructed to be as fastidious as possible in washing their hands and cleaning surfaces within the Shop.
* Face coverings are required whilst inside the shop.

**The Practice Ground**

* The practice ground will be available between the hours of 8am to 4pm daily. Range tokens may be obtained from the Professional Staff on duty. Golfers are reminded to adhere to the social distancing guidelines in place when using the area.
* The chipping area is restricted to two golfers at any one time and they must use their own balls whilst utilising the facility.

**The Round / Playing the Game**

* Golfers should avoid congregating on the first tee and should only arrive to the teeing area two to three minutes before their allotted time, keeping at least a two-metre distance from their fellow playing partners at all times during their round.
* Golfers should not share equipment and should avoid touching any other golf ball other than their own.
* Golfers should avoid touching the flag. Equipment has been fitted to aid the retrieval of the ball from the cup.
* Bunker rakes have been removed. Rake bunkers with your club. If possible, the green staff will rake the bunkers daily. Please leave the bunker as you would wish to find it.
* Hazard markers are to be treated as immovable obstructions to avoid the need to handle them.
* Ball washers, the water fountain and the shoe cleaner have been decommissioned.

**Thank you for your co-operation, we hope you enjoy your visit!**