



COVID-19 SOCIAL DISTANCING & PREVENTATIVE MEASURES

CLEANING

After every use all putter grips, driving range club grips, trolley handles/brackets, range basket handles, adventure golf balls, footgolf balls, pencils and buggies are cleaned.

The following are cleaned 3 times a day: all door handles, all toilet door locks, light switches, door push plates, sink tap knobs, handrails, shoe cleaner brush handles, airline shoe cleaner gun, fridge door handles, buttons on ball machine, credit card machines, salt and pepper pots.

RECEPTION

The reception area has a one-way system with plastic screens between customers and staff. No more than 4 people are allowed in the reception at the same time and there are markers to keep everyone 2 metres apart. We also have a thermal imaging camera at the door before you enter the building to double check you have a normal temperature.

Our lounge seating area will remain closed for the time being, as will the changing rooms, the gym and the function room.

GOLF

For standard golf the holes now have shallow cups so you do not need to touch the flag to retrieve your ball. The rakes have been removed from bunkers. Golfers must wait until the group ahead are off of the green before they can move on. Only people from their own household can play together, or you can play on your own or in pairs from different households 2 metres apart. We are not required to marshal the course or check if larger groups are from the same household but we do ask upon booking. Ultimately it is up to the public to follow the guidelines set by the government.

1066 Adventure Golf and Footgolf are both naturally socially distanced due to the distance of each green. Again, all balls and grips are cleaned after every use.

The driving range now has plastic screens between each bay and the clubs for hire are also cleaned after every use.

GYM

Please see below for further details on the gym covid-safe procedure.

FOOD & DRINK

Our restaurant is now open with a minimum social distance of 1 metre on a 50% capacity basis. However, we and our customers must follow strict guidelines, including COVID – secure measures.

Eating indoors:

All tables will have a greater distance between them and can only be pre-booked.

Walk-in customers can only eat outside as it is at present. If you want to eat indoors then you must book a table.

In order to make it as cost-effective for us as possible every booking will be given a one and a half-hour slot, after which you must leave the restaurant.

There will still be one-way systems in place along with social distancing measures. Please note we will keep the 2-metre rule in all parts of our premises.

Please see our extra document below for 'Customer Instructions' when eating inside.

Eating outdoors:

All food is served on disposable plates or in takeaway packaging, and with disposable cutlery. Drinks can only be served in disposable cups and plastic glasses.

When food is served to a customer it is put on a staging table, staff will then announce that the food is there and will ask the customer to collect it when they've left the area.

All outside tables and chairs have been moved away from each other at between 6 and 10 metres distance, this helps to ensure and demonstrate that customers are not congregating in a single area.

We hope these measures keep you at ease and we look forward to welcoming you to Golf World Stansted.

RESTAURANT COVID – SAFE CUSTOMER INSTRUCTIONS

1. Once you are seated please remain there unless you need the toilet.
2. Please ensure you keep 2 metres apart from all other customers and staff at all times.
3. Your booking is set for one and half hours, please make sure you leave on time so that the next booking is not kept waiting.
4. You have been given a contact sheet to fill out and this must include every member of your group, (adults and children). Please put at least two adults contact numbers on the sheet. This is required by law and will be held for 3 weeks.
5. If you are more than one family then you should fill out a separate form.
6. When you are ready to order your drinks one person only should go to the restaurant counter. A member of staff will take your order and you should take your drinks with you.
7. If your group contains more than one family then please notify staff of how many tabs you require, so that items can be apportioned correctly, for paying the bill later.
8. When you are ready to order your food, one person should go to the restaurant counter so a member of staff can take your order.
9. Your food will be brought to you and placed on a spare table next to your table; you should then slide the plated food down to the relevant person in your group.
10. Cutlery and napkins will be brought to your table with your food.

11. If you require further drinks then one person should go to the bar counter to place the order.
12. The disabled toilet in the bar seating area is the only toilet open for restaurant customers.
13. When you are finished one person should come to the counter to ask for your bill.
14. When you have paid you can leave via the exit door of the conservatory, then walk to the left and follow around the gym (Black weather boarded building) back to the car park.

GYM COVID – SAFE PROCEDURE

1. All gym users must read this document and follow the rules below, please sanitise this document after use.
2. All gym users must complete a form with their contact details for the NHS test and Trace system, we are required by law to keep those details for 3 weeks.
3. All gym users must pre-book their exercise session, when it's busy everyone will be allowed a maximum of 1 hour per session.
4. All gym users must sanitise their hands (before entering the gym) using the hand gel at the entrance and in the gym.
5. All gym users must check their temperature on entry to the building using the thermal imaging device at the front door.
6. All gym users must keep 2 metres apart at all times, unless you come to the gym with a member of your own household.
7. There are sanitising wipes located at every machine in the gym, please use these to sanitise each machine after you have used it. It is safe to re-use each wipe on all machines you have used, but this must be done before it dries out.
8. There are several bottles of spray sanitiser in the gym, please feel free to use these to re-wet the wipe.
9. The machines are cleaned fully once a day by staff, but it is up to gym users to ensure they clean each piece of equipment after using it. This helps to keep costs down. This policy will be reviewed weekly and if it is found that users are not sanitising then we will have to employ extra staff to clean down the gym every hour. This will result in an increase in membership fees. So please help us to keep the gym clean.
10. The gym is cleaned fully by professional cleaners several times a week.