

PLAY SAFE 19 May 2020

Welcome back – a practical guide to sport at Roehampton Club during COVID-19



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OPERATING PROCEDURES

This practical guide, prepared by our team in consultation with industry and medical experts, outlines the robust, monitored measures Roehampton Club has taken to safeguard our staff and Members during the COVID-19 pandemic.

Our measures and procedures are under daily review, updated as advice from the government, health authorities and governing bodies evolves in line with the gradual lifting of social restrictions.

To access the Club, you must:

Be a Member, guests are not permitted at this time

Not have been out of the country for over 14 days

Not be in self-isolation and not required to be shielded

Not be displaying COVID-19 symptoms

Have a booking for your sport or to walk in the gardens

Arrival and Clubhouse facilities:

The Club gates will be opened at 7.30am and will be closed at 9pm every day

Please do not arrive at the Club until 10 minutes before your booking

Please try to not directly park next to another Member if possible

The overflow car park will be opened if other car parks are full

The Clubhouse and changing rooms are closed however staff will allow access to collect belongings only with no access to other facilities

Toilets are available in the Croquet Pavilion and on the golf course

All water fountains are out of use – please bring your own filled water bottles

Please feel free to wear gloves and face masks if it makes you feel more comfortable – staff will be

Reception phones will be staffed from 8am to 8.30pm Monday to Friday and 8am to 7.30pm at weekends

Please partake in only one activity per day at the Club on your visit to ensure we can allow access to as many Members as possible.

ENSURING THE SAFETY OF OUR STAFF AND FELLOW MEMBERS

Please ensure that you maintain social distancing of two metres when talking to any of our staff

Please adhere to any instructions from Staff as they have been empowered by the Board to ensure that the safety of all Members and staff is paramount.

GOLF

The golf course will be open from Saturday 16th May from 8am

How do I book a tee time?

All tee times must be booked via Intelligent Golf. **Times can be booked from 07:00 on Friday 15th May.**

Members can book up to a maximum of *seven* days ahead. ***Tee times have been extended and will be available between 08:00 – 19:30.*** (Club closes at 21:00). All players *must* be off the golf course by **20:45.**

If you don't have / have forgotten your login details for your IG profile then please email

Tristan.mcillroy@roehamptonclub.co.uk

Phone bookings will be available via Club Reception 020 8480 4200 between 08:00-20:30 Monday-Friday and 08:00-19:30 Saturday-Sunday.

Members without a booking are *not* to visit the Club.

We ask all to be respectful of their fellow Members and to make extra effort to cancel their tee times if they can no longer make them.

A Member wishing to play alone without wanting another Member to join their booking is to contact Tristan Mcillroy directly in advance. He will look to accommodate at a quieter time of the day.

How many tee times can I book?

Initially you will be able to book or be booked onto a maximum of 3 tee times over 7 days. We have a large membership and we want to make sure every Member gets the opportunity to play. Once we can gauge the demand then we will adapt accordingly. Demand for tee bookings is going to be extremely high so please remember that there will be other Members trying to book times.

N.B. A Member who already has 3 tee times booked over the next 7 days MAY book any remaining available tee times on the day. This enables tee times to be maximised during the day.

Who can play?

Members Only – as individuals or 2 balls. All Members must have the appropriate playing rights. Juniors wishing to play who are aged 14 and under *must* be accompanied by an adult Club Member from their household

Will I be allowed into the Clubhouse?

No, but If you have clubs in a locker then a Security team member can allow you access to collect them. After your round then you will have to take your clubs home to avoid possible contamination.

What do I do when I arrive?

Please arrive no more than 10 minutes before your pre-booked tee time and head towards the Sports Shop. The team will check you in.

Can I go into the Sports Shop?

Only one customer at a time permitted inside the Sports Shop. Please observe the two-metre social distance spacings. Essential golfing items will be available to purchase, gathered by staff on request. Card payment only, no cash accepted at the till. Please note – there will be no scorecards available.

Will we be able to play 18 holes?

We will be operating a 1st and 10th tee start to begin with, and **players are only permitted to play 9 holes.** *Members will NOT be permitted to book to play two rounds of 9 holes in a day.*

What facilities will be available?

Once you have checked in for your round with the Starter / PGA team member then you will be allowed to use the putting green (maximum 6 Members at a time) and practice nets behind the trolley sheds. All other practice facilities are to remain closed.

Toilets to the left of the 8th tee and right of the 10th green will remain open. These will be cleaned and sanitised regularly. Halfway Hut closed.

Once out on the course, what can I expect to be different?

Social distancing must always be observed. Only White and Red tee markers will be positioned on teeing grounds. No rakes in bunkers, please smooth down with your foot or club once you have played. Ball washers will be covered and out of use. Divot boxes and bins have been removed. Please do not touch the flag. A ball stop device will be fitted to hole cup for simple retrieval of ball which meets R&A approval. To minimise the need to lift the ball from the hole, a ball is holed with the next stroke if it is within 12 inches of the hole. Please do not look for other players' balls. The air hose shoe cleaners are switched off. All rubbish bins are removed – please take any rubbish away with you.

Can I hire a golf trolley or single seater buggy?

Yes, these can be booked via the Sports Shop. Once used and returned these items will be sanitised thoroughly. Members can collect their own trolleys from the Trolley Sheds. Members are encouraged to sanitise these before and after play (cleaning equipment will be available from the Starter).

What do I do after I finish my round?

Members are asked to leave the Club promptly please. There can be no waiting for other groups to finish and no congregating in other areas of the Club.

When will the next competition take place?

Social golf only for the foreseeable future. There will be no competitive golf until further notice.

Are the Professionals permitted to teach?

UPDATE 19/05/2020: *Yes, one-to-one coaching with a member of the PGA team is allowed, under guidance from the PGA.*

N.B. The situation surrounding COVID-19 and golf is ever changing and as such the above guidelines will be regularly reviewed in line with the latest Government recommendations. Any amendments will be added and distributed to Members as and when appropriate.

Members who do not adhere to the rules at any point or deliberately place other Members and staff at risk will be asked to leave the premises immediately and potentially face disciplinary action. Please respect the rules and everyone else.

TENNIS

Outdoor courts only – open 7am to 9pm

Grass Courts will open on 1st June (weather permitting)

The ITC will remain closed until further notice

Coaches on courts 4 and 5 plus 12-14 only

Singles play only unless Members from the same household

Booking available via MyCourts from 8am for following day

Maximum one booking of 3 x 30-minute slots per Member, per day

Maximum of three bookings per Member household per week

Mini courts open for family use (8am to 8pm) – bookable by calling Reception on 020 8480 4200

Members should check in on their mobile phones once on court

Members must leave the court five minutes before the end of their booking to comply with social distancing

Please use up to four tennis balls only which should be clearly marked

Tennis balls should be Members' own unless being coached

Avoid changing ends unless both players agree to do so at opposite sides of the net

Please [keep to the Club's dress code at all times](#)

Sanitize your hands before play and leave sanitiser in place for next group

Coaching

All coaching to take place as per LTA Guidance

Coaches to be on courts 4 and 5 plus 12-14 only and will provide own tennis balls

One-to-one lessons are available. [Book directly with the coach](#)

All players and coaches must sanitise their hands and racket handles before every session

All payments must be made via BACS -no cash payments

Gloves to be worn on hands if desired

Members must leave the court five minutes before the end of their lesson to comply with social distancing

Please keep to the Club's [dress code](#) regarding the wearing of whites as above

LTA Guidance documents

[Guidance for tennis players](#) | [Guidance for tennis venues](#) | [Guidance for tennis coaches](#)

CROQUET

COVID-19

Do not go to the Club if you are experiencing any symptoms of a cold or flu, in particular a cough or high temperature or are self-isolating. Use the NHS helpline and seek advice. For your own protection, follow the advice about self-isolation if you are, or are living with, someone in one of the vulnerable groups. Members MUST advise the Club via email or phone as soon as possible should they experience any post croquet health issues or COVID-19 symptoms.

Booking

Lawns will be available to book from midday on Friday 15th May

Members must book lawns by phoning Reception on 020 8480 4200 ext. 4 and provide the names of both players.

Members only – *no* guests.

Members must call Reception upon arrival to 'Check In' – 020 8480 4200 Ext. 4.

Members may pre-book a maximum of three bookings per week to deal with anticipated demand. Bookings are for a maximum of two hours each.

Members may phone from 14:00 on each day to check any spare availability for the remainder of that day.

There should be no more than two players (who may be from separate households) on a lawn.

All lawns will be available to play on between 12:00-20:00.

Lawn 4 will be available to book for Members wishing to practice alone every Tuesday and Sunday.

Arrival

Only Members with a booking can come to the Club.

Members are to remain in their cars until five minutes before their booking.

Departure

Members are asked to leave the lawn five minutes before the end of their booking and leave Club premises as promptly as possible.

Pavilion and Lawn 4 Hut

These will remain closed. Security should be contacted by those Members who wish to collect their mallet.

Croquet Pavilion toilet open for croquet and tennis playing Members plus coaches – Valets to clean and sanitize regularly

Seating

Benches have been removed and replaced with plastic chairs. These will be cleaned and sanitised regularly.

Equipment

A set of primary balls will be at each court. Please leave in a shelter or on pavilion deck.

Cleaning products / hand sanitiser are available to maintain a clean environment and to enable players to wash equipment after use.

Dress Code

There are no changing facilities. Please come ready to play. Whites not required.

Advice to Players

Single play only, as long as you stay 2 metres apart. No handshakes. Players may be from separate households.

Wash your hands and clean any equipment you use, such as balls and mallets, before and after you play. You should wear gloves if you are handling croquet balls.

Do not use clips, ball markers, corner pegs/offside markers or flags. Players should agree the score at the end of each scoring turn. Personal counters should be used to keep count of bisques/extra turns.

Do not move stop-boards but take relief instead.

Use your feet, rather than hands, to position balls where you can do so with sufficient precision.

Players should be their own Referees and acknowledge faults and errors if they occur.

There will be no Club mornings until further notice and there will be an ongoing review of the possibility of summer competitions.

The situation surrounding COVID-19 and croquet is ever changing and as such the above guidelines will be regularly reviewed in line with the latest Government regulations. Any amendments will be added and distributed to Members.

FOOD AND BEVERAGE

Snacks and drinks will be available in the Sports Shop and will consist of cold drinks and snacks

Membership card and debit/credit cards only – no cash transactions

Take away menu and food boxes will be hopefully be available from the beginning of June

GROUP EXERCISE

Virtual Class timetable to continue and new classes will be added for week commencing 18th May

We hope to offer outdoor group exercise classes from 1st June

Gym will remain closed until 4th July unless permitted by the Government to open earlier

Outdoor 1:1 PT will be available from 18th May – book with Emily Hurse on Emily.hurse@roehamptonclub.co.uk

OUTDOOR AND INDOOR POOLS

The Outdoor Pool will remain closed until further notice, but we will review to see if we can open for lane swimming only from the beginning of June.

Indoor Pool will remain closed until 4th July unless permitted by the Government to open earlier

GARDENS

The Club's Gardens will be open for Members to walk around from **9am Thursday 14th May**

Gardens will close at 7pm

1 hour booking slots must be booked in advance by calling Reception on 020 8480 4200

Use the Visitors Car Park to access the gardens if arriving by car

Seating will be provided but social distancing measures will be in place

Please refrain from gathering with Members from outside your household as this contravenes the government regulations

The children's playground will remain closed

JUNIOR POLICY

All Junior Members aged 14 and under must be accompanied by an adult from the same household when at the Club

GETTING HOME SAFELY

Members must return straight to their cars after their booking

Lockers cannot be accessed to store belongings

Ensure clubs, rackets, mallets and other equipment are cleaned thoroughly after use

Members requested to log their visit in the HSE COVID-19 contact tracing app when it becomes available

Players must call or email the Club with any post-visit health issues or COVID-19 related queries, at the earliest possible opportunity