

Protocol - Playing Golf in St. Helen's Bay during COVID-19

Introduction

This document provides the protocol for playing golf at St. Helen's Bay Resort and Golf Club which will be effective from date of ENTERING Phase 3 on 29 June 2020. This is in line with the protocol issued by the GUI and ILGU (available on www.golfnet.ie).

Please note

- Tee-time: 10-minute intervals
- Booking: In advance either online or by telephone to the Pro shop 053 913 3234
- Type of play: Casual golf & competitions
- Open to members, member's guests, and visitors
- Under 18's may play together
- Locker rooms reopening Monday, 29 June 2020
- Clubhouse Bar & Restaurant reopening Friday, 3 July 2020

The document sets out the rules as follows:

- Course Access
- Booking and Arrival
- Check-in and Pro Shop Protocol
- Clubhouse Facilities
- To the First Tee
- On the Course
- Getting Home Safely
- Ensuring the Safety of our Staff

Course Access

To access the course, a player must:

- Not be displaying COVID-19 symptoms.

Booking and Arrival

- All players must book a tee time in advance, via website, app, or phone 053 9133234.
- All players are required to provide a phone number and an email address to enable contact tracing.
- Golf equipment should be washed before a player leaves home.
- Players are asked to travel to the club alone, or with a member of the same household.
- Please park your car in such a way to ensure physical distancing.

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- Please arrive at the course no more than 15 minutes prior to reserved tee time.
- Observe social distancing always and resist the temptation to mingle.
- Please sign in at the Pro Shop upon arrival.

Check-in and Pro Shop Protocol

- It is mandatory that all players sign-in at the Pro Shop.
- The putting green will be open for warm up. Please observe physical distancing.
- The first tee waiting area is at the Information Board.
- Please observe the physical distancing protocols in place at the Pro Shop for the safety of players and staff members.
 - Two metre queue markers at the Pro Shop entry point
 - Only one person at a time is permitted inside the Pro Shop
 - Please use the hand sanitiser at Pro Shop entry point, on entering and on exit
 - Please observe a two metre exclusion zone inside the pro shop at the service desk
- Essential golfing items are available to purchase, gathered by the staff member on request.
- Snacks, bars, and drinks available in the Pro shop.
- Payment by card preferred.
- Coinage (Change) will be available for the trolley bay, if required.
- Scorecards are available in the Pro Shop and/or can be printed from the St. Helen's Bay Golf Club website.

Clubhouse Facilities

- Clubhouse access is limited to the Pro Shop, toilets, and locker rooms from Monday 29 June 2020 with the bar/restaurant reopening on Friday 3 July 2020.
- Please use the hand sanitiser on entry and on exit from the clubhouse.
- Hand dryers are disabled, with disposable paper towels provided.
- Trolleys are available for hire. Please use the sanitiser to clean a trolley handle before you take it out and as you return it.
- Buggies are available for hire; single person use only unless shared by members of the same household.
- Players should not share equipment, food, or drinks with other players during their round.
- If necessary, retrieve your clubs, shoes, and other equipment from your locker.
- Players are asked to change shoes at the car.

To the First Tee

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- Players are asked to arrive at the 1st tee no more than 5 minutes prior to the reserved tee time.
- The 1st tee waiting area will be at the Information Board.
- Please adhere to physical distance guidelines and avoid group gatherings.
- Any player(s) not following directions will be asked to leave the course.
- Tee off times should be strictly observed to ensure minimum 10 - minute group spacing.

On the Course

- Please observe physical distancing throughout, particularly on tees and greens.
- Social spacing signage identifies waiting areas on tee box approaches.
- Rubbish bins have been removed, please take your rubbish away with you.
- Ball washers have been removed.
- Bunker rakes have been removed, players are asked to smooth sand with feet prior to and after shot. For the duration of the Covid 19 pandemic, the GUI has sanctioned that in competitive golf if you deem the lie in a bunker to be unplayable you may reposition no more than 6 inches from where the ball lies and not nearer the hole.
- Par three holes are compulsory call up holes to avoid player congestion.
- Flagpoles to remain in the hole and must not be touched.
- A golf ball retriever has been attached to the flagpole to make for easy, contact free ball retrieval. Use your putter to lift the lever to retrieve your ball.
- If you play a shot and you think it may be lost or in rough, we insist in this circumstance that you play a provisional ball.
- Once a hole is completed, the group in front must have exited the tee box before players can progress to the next hole.
- Equipment, food, and drink should not be exchanged between players.
- Players must not pick up another player's equipment or golf ball.
- Players must refrain from handshakes and high fives.

Getting Home Safely

- Post round, hands may be washed and sanitized in the toilets.
- Please ensure clubs and equipment are cleaned thoroughly after use.
- Players are asked to call or email the Pro Shop, Info@Sthelensgolfresort.com, 053 913 3234 with any post-round health issues or COVID-19 related queries, at the earliest opportunity.
- St. Helen's Golf resort has an assigned COVID-19 Officer responsible for managing such issues and queries.

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Ensuring the Safety of our Staff

Pro Shop Team

- One staff member present in the Pro Shop at any one time.
- Staff comprehensively trained in importance of hand hygiene and cough etiquette.
- Hand sanitiser and cleaning solutions provided at the counter.
- Staff to always remain at least two metres from customers.
- All work areas and contact points are cleaned and sanitised regularly.

Maintenance Team

- Staggered start and break times to avoid social gathering.
- Hand sanitisers provided for regular use.
- Face masks used as required, particularly during course set up.
- Utility vehicles limited to single person use.
- Staff to avoid gathering in the machinery compound and canteen.
- Machinery cleaned after use, including the disinfecting of controls.

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