

Rowlands Castle Golf Club

Re-opening of the bar in the UK Under COVID-19 Restrictions



Founded 1902

1. Introduction

Firstly, I wish to express my appreciation to you, as a member of Rowlands Castle Golf Club for your support and understanding since the easing of lockdown started. The return to golf was so refreshing and it was brilliant to see you all out enjoying your golf and sticking to the guidelines. I am positive the re-opening of the bar will be taken in the same vein, as it will be even more important for all of us to stick to the guidelines set out, to ensure safety.

Following the announcement from the Prime Minister on the 23rd of June, further changes were made to lockdown which results in us being able to open the bar from the 4th of July which we will be doing. This policy has been prepared to advise you on the Club approach for the re-opening of the bar and have been approved by the relevant committees.

The following link from England golf on the 24th of June supports our policy:

<https://www.englandgolf.org/guidance-for-reopening-of-golf-club-bar-and-catering-facilities-from-4-july/>

I should say from the outset that, as with the easing of lock-down restrictions, our re-opening of the bar will be on a staged basis, taking small steps – hopefully steadily – in the right direction. Our policy will therefore be reviewed and updated on a regular basis. Much like we did with the golf. This policy falls in line with a recently updated risk assessment on how we operate with the COVID restrictions.

The policy draws on guidance provided by the following national bodies:

- ❖ England Golf
- ❖ UK Government

I have also been in regular contact with numerous members of the Golf Club Managers Association and our HR Support; sharing ideas and discussing how best to approach matters.

Before you read on it is another word of warning that the bar and the operations will be very different to normal and it will take time until our service resumes to how it was before the lockdown. Everything is in place to keep in line with the guidelines and to keep you and our staff safe.

2. 1 Metre Plus

Though the government have launched the new '1 Metre Plus' rule on social distancing. We will still be operating on a 2 metre rule. Everything in place upstairs allows this and we want to ensure you feel as comfortable as possible when using the facilities.

Anyone showing any symptoms of COVID19 must not come to the golf club. If you have symptoms after attending the golf club, please inform us so we can keep a log on site.

3. Opening Hours

The initial opening of the bar will be on restricted hours and days, we will be opening 4 days a week between the hours of **1100-1900hrs**. The chosen days will be **Wednesday, Friday, Saturday and Sunday**. This will be reviewed weekly. The bar will not be accessible until 10:50hrs on these days, we must know who has been in the bar therefore there will be no access until the staff are in the bar. The days have been chosen using the tee sheet analysis work completed since the return of golf. While there are currently no sections set days, we felt it was more sensible to choose the days with the most golf.

The restricted opening will allow us to operate with 2 members of staff. The decision is both for safety and financial reasons. Our other staff will remain on furlough but can be called in at any moment and would be there if either of the returning staff were to become ill. Furthermore, we must be sensible with the re-opening upstairs and not put ourselves in a difficult position financially. Our upstairs operation works on a break-even budget and this is supported by income from functions, golf events, societies etc. None of this income will be available. Two members of staff returning puts us in the least vulnerable position.

4. **Operation**

Due to the reduced team coming back, we will only be operating the bar and no food will be available upon opening. The majority of our usual beverages will be available, with a couple of draught beers unavailable. We will still offer bar snacks such as crisps and nuts. Other options will not be looked at until we decide to re-open the kitchen.

Due to the current guidelines, you can only sit with ONE other person from a different household when inside. Therefore all tables will be set up for two people. If you are sitting outside, you can sit in groups up to a size of 6 from different households. Tables must NOT be pulled together.

Those from the same household can sit together, please request an extra chair at the bar if necessary. Two households are able to sit together, therefore if you are playing with a household member and your playing partners are from the same household, you can sit as a 4. For example, 2 married couples could sit as a 4.

We will begin operating with a 2 hour limit for use of the bar. This will allow all members to get a fair use of the bar facility.

5. **Bar Journey**

One of the big reasons we are able to open the bar safely is a one way system in and out of the clubhouse. The one way system around the clubhouse will still be in operation so please stick to this.

Entry to the clubhouse will be through the main entrance. Due to security reasons this door will remain closed so you will need to use your green cards for entry. There will be hand sanitiser available at the bottom of the stairs and before entering the bar. Once you enter the bar you will notice the one way system set out, please follow this when going to the bar and ordering your drinks. Please ensure you have your green card with you as buzzing up to the bar may result in a long wait to get in.

For those who need to use the lift, there will be a box of gloves available at the bottom of the lift. Please put the gloves on prior to using. Please keep hold of these gloves to use when you are going back down. Please be vigilant with those coming up the stairs, the area in front of the lift is big enough to stick to social distancing.

We ask that only ONE person from your group go to the bar. Drinks will be served at the bar using trays. Once you have been served your drinks, walk right around the one way system then go to your chosen table.

Tables MUST NOT be moved. All of the tables in the clubhouse are in specific places to allow social distancing.

Once you have finished, please leave your cups etc on the table as this will indicate to the staff that the area needs to be cleaned and disinfected before the next members can use it.

Exiting the bar – **To exit we will be using the fire escape at the back of the bar.** We have re-painted the railings and re-painted the steps with non-slip paint. Please use the hand sanitiser before leaving and then use the hand rails for safety. We will also make hand sanitiser available at the bottom of the stairs. A risk assessment has been completed to allow us to use this as an exit.

6. **Track and Trace**

One of the guidelines we must follow to keep in line with the government is taking details of anyone using the bar. The beauty of the current booking system is that we can use the tee sheet upstairs and tick you off as you come in. However if you have not played golf and only coming up to use the bar, you must make your presence known to the bar staff when ordering a drink. Under Covid guidelines we are required to know who is using the bar at all times.

7. **Toilets**

The upstairs toilets will be open on a limited basis. Please use the one way system within the clubhouse when you are going out to use the toilets. The toilets will operate as a one in one out. For the gentlemen, the urinals will not be in use to ensure social distancing is met. There will be use of cubicles only. Please check verbally before entering the toilets. All of the doors will be open at all times, so please use the cubicles. There will be hand sanitiser available for before and after use.

8. **Max Capacity**

To fall in line with the guidelines we have determined our max capacity as 56 which includes the terrace due to only tables of 2 unless same household or outside. The room is set out to allow us to seat this amount of people while abiding to social distancing. If we find ourselves in a situation of full capacity, we will work on a one in, one out basis. This will be done using a sign at the entrance of the clubhouse to ensure there is not any gathering inside the clubhouse.

9. **Behaviour**

The bar will operate in a way we have never experienced before and this is as new for the staff as it is for you. I ask you to respect the staff during these difficult times as everything they are doing is to ensure your and their safety. During the 'busier' times the service may be a little slower than usual due to the new regimes, so please be patient. Any ill behaviour towards the staff, other members or a disregard for the social distancing rules may result in you being banned from using the upstairs facility.

10. **Clubhouse**

The journey for the bar has been explained, all other areas of the clubhouse will remain closed and will operate as they have been. No access will be given to the locker rooms or showers as this is still not allowed under the government guidelines. Therefore please do not enter the doors by the bottom of the stairs which leads to the office.

To Reiterate My Thanks

I have mentioned this many times over the past weeks but I must thank you all for your understanding and patience during these difficult times. This is another decision that has taken a lot of thought and we feel is the best way of operating to firstly ensure your safety, but secondly to protect the finances of the golf club. The House committee will be meeting on a weekly basis to review how the operation is going and to hopefully increase the service as we move forward. Weekly communications from me will come out to keep you up to date with any changes. We appreciate the days we have chosen to open initially will not suit everyone, however these were decided using the current tee sheet bookings, this has not been chosen on

the traditions of Rowlands Castle Golf Club. Weekly reviews will hopefully steadily get us back to some sort of normality.

Thanks for your understanding and cooperation. I really am looking forward to seeing you in the bar!

Best wishes – and ‘stay safe!’

Shahin Bani-Sadr – General Manager