



## **VISITOR PROTOCOL**

We very much want you to enjoy your visit to East Sussex National, but it is essential if we do not want to be forced into another lockdown, that you follow the 'protocol' put in place for members, member's guests and visitors alike, so golf can continue to flourish.

Please read this 'protocol' thoroughly before arriving at the course, so you can put it into practice, and make sure any playing partner does the same.

Your support on this matter is very much appreciated, we want East Sussex National to be known as a friendly welcoming Club, but anyone found not to be following this guidance will unfortunately, be asked to leave the course.

**FACE COVERINGS MUST BE WORN IN GOLF SHOP.**

PLEASE MAINTAIN SOCIAL DISTANCING AT ALL TIMES, "PLAY SAFE, STAY SAFE"

Steve Graham – Golf Operations Manager

### **1. COURSE ACCESS**

To access the course, a player must:

- Not recently returned from overseas
- Not be in self isolation
- Not be displaying Covid-19 symptoms
- Have a pre-reserved tee time

### **2. BOOKING & ARRIVAL**

Tee times can be reserved by e-mailing the Golf Shop on [teebook@eastsussexnational.co.uk](mailto:teebook@eastsussexnational.co.uk) up to 7 days in advance.

- 10 min tee time intervals.
- Try and arrive at the course no more than 20 mins prior to reserved tee time
- Driving Range is restricted to warm up or 1 basket per visitor
- Golfers should travel to the Course alone, or with a member of the same household.
- Ample car parking spaces are available to ensure social distancing.
- Players must arrive in golf attire and change shoes in the car park.
- Observe social distancing always and resist the temptation to mingle.
- Make your way directly to the golf shop as the Club House is closed for bag drop.

### **3. CHECK – IN & GOLF SHOP PROTOCOL**

YOU MUST REGISTER AT THE GOLF SHOP before going to the first tee & obtain a ticket to play. **FACE COVERINGS MUST BE WORN IN GOLF SHOP.**

- Entry is via the steps outside the Golf Shop, social distancing lines are in place if a queue develops and face coverings should be worn.
- Exit from the Golf shop is via the one-way system with arrow signs to direct you.
- A maximum of two people at any one time are allowed in the Golf Shop, so please do not enter if your presence would exceed that number.
- Please use the hand sanitizer on entry to the Golf Shop
- Sanitized trolley handles for use with hire trollies will be available & buggies in due course for single person usage.
- Food & Beverages are limited initially to Soft Drinks and Snacks from the Golf Shop.
- Toilets are located in the clubhouse or East Course near 1<sup>st</sup> Tee or West Course 10<sup>th</sup> Tee , please sanitize hands on entering the shop & wash hands thoroughly after using the toilets.
- Changing rooms remain closed
- Contactless card payment would be preferred.
- Please be mindful of social distancing in the shop to protect other visitors & staff.

### **4. TO THE FIRST TEE**

- Groups will be restricted to 10minute intervals
- Arrive on the 1<sup>st</sup> Tee no more than 5 mins prior to your reserved Tee time
- Ensure social distancing is adhered to both on the walk to the Tee & whilst waiting to Tee off and observe distancing markers on the path
- Any player(s) not following directions will be asked to leave the course
- Tee times must be strictly observed to ensure adequate spacing on the course

### **5. ON THE COURSE**

- please ensure that you do maintain good pace of play and allow groups playing faster to go through, I would also ask that smaller groups do not pressure groups in front and demand groups stand aside, please allow groups to call you through at a sensible opportunity.
- **Important** - Please avoid all newly seeded areas of thin or bare ground, **must take full relief** at nearest point.
- Preferred lies are in operation, within 6 inches

- Social distancing must be observed throughout, particularly important on tees and greens
- Ball Washers, Shoe Cleaners & benches are out of use or have been removed.
- Please remove all rubbish from the course – do not leave litter
- Bunker rakes have been removed, players must smooth sand with feet or club after use and can if landing in a foot print, place ball in the bunker within 1 club length not nearer the hole without penalty.
- Please observe pace of play at all times and keep up with group in front.
- Flagsticks will remain in the hole & must not be touched
- Ball is deemed hole, when it is stationary and any part of the ball is below green level.
- Once a hole has been completed., the group in front must have exited the tee box before players can progress to the next hole
- Players must not pick up another players equipment or golf ball
- Do not swap scorecards, avoid using them if possible
- Players must refrain from handshakes & high fives
- On-course toilets are open

## **6. GETTING HOME SAFELY**

- Post-round, players must return straight to their cars & leave.
- Please take all rubbish with you.
- Please clean your clubs and equipment after returning home.
- Please call or email the General office with any post round health issues or Covid-19 related queries, at the earliest possible opportunity.

## **7. CLUB HOUSE**

- The Clubhouse is open 'on Friday, Saturday & Sunday' for member and guest only, hotel is available for all other food & beverage until further.
- The Club House toilets are Open.

## **8. PRACTICE FACILITIES**

- Practice social distancing on the practice putting green, priority will be given to players due to tee off imminently, marshalled by staff.
- Driving Range is open, tokens from shop at £3.50 per basket