



## VISITOR PROTOCOL

We very much want you to enjoy your visit to East Sussex National, but it is essential that you follow this 'protocol' put in place for members, member's guests, and visitors alike to ensure that we can continue to open for play.

Please read this 'protocol' thoroughly before arriving at the course and make sure any playing partner(s) do the same.

Your support on this matter is very much appreciated, failure to comply may result in you being asked to leave the premises.

**PLEASE REMEMBER THAT FACE COVERINGS MUST BE WORN IN GOLF SHOP  
AND THE RULE OF '6' FOR GROUP GATHERINGS.**

**FOOD & BEVERAGE IS CURRENTLY ONLY AVAILABLE FROM OUR HALFWAY HOUSES,  
THIS IS A TAKEAWAY SERVICE. PLEASE REMOVE ALL YOUR RUBBISH AND ALWAYS  
ADHERE TO THE GOVERNMENT GUIDELINES AND RESPECT OUR STAFF.**

**LARGE GOLFING GROUPS MUST NOT GATHER BEFORE OR AFTER PLAY, WE SUGGEST  
THAT RESULTS SHOULD BE ADMINISTERED BY ELECTRONIC DEVICES, THERE MUST BE  
NO GATHERING TO PRESENT PRIZES AND STAFF WILL DISPERSE GROUPS.**

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

# **WELCOME BACK TO GOLF!**

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 30 mins prior to reserved tee time.
- 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.
- Toilets are open.

## **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 and SOCIAL DISTANCING OBSERVED AT ALL TIMES.**

- Entry is via the steps outside the Golf Shop, social distancing should be always observed.
- 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.  
**-NO RETAIL UNTIL 12 APRIL.**
- 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.
- 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
- Any player(s) not following directions may 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 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 the level of the green.
- 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 Closed.
- 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.