



# CLUB REOPENING: COVID-19 GUIDELINES

Over the past few weeks we have been busy planning on how best to ensure the Club can provide a safe environment for you to relax and enjoy your time with us, suffice to say the well-being and safety of our Members, guests and staff is our number one priority. We have followed the Government's COVID-19 advice and have introduced a number of policies and procedures in keeping with the guidelines provided on social distancing to minimise the risk to everyone onsite. It goes without saying that we need everyone to pull together in adhering to these measures to ensure everyone can enjoy the new levels of freedom.

Whilst we recognise that most of you wish to socialise with your families and friends, we ask that you respect the safety of others. It is essential that anyone who feels unwell, particularly if you have a fever, cough or shortness of breath, must stay away from the Club until fully recovered. This is standard procedure for infection control and is the single most important action to help protect the spread of the virus. In addition please observe the following guidelines:

1. If you are showing symptoms of Coronavirus please avoid coming to the Club.
2. If you are showing symptoms of Coronavirus, and are staying at the Club, we ask that you please call us so we can arrange an early checkout to allow you to return home immediately.
3. Please adhere to the Club's one-way system that has been introduced to minimise contact with other guests on the property.
4. Please note we are following a one-in-one-out policy in both the Reception and Pro shop.

In addition to the above please read the below which outlines the policies that have been put in place to ensure the safety of everyone onsite.

## Check in & check out for residents

Check in is at 5.00pm. Please note that due to the strict new housekeeping guidelines and procedures that must be followed for all accommodation units, unfortunately we are not able to arrange for an earlier check in.

Your keys will be cleaned with anti-bacterial solution and placed in your arrival envelope along with your charge cards.

We can offer you contactless check in also and can arrange for your key to be left in your key box by the front door of your accommodation. We will provide you with the access code when we call you prior to arrival.

Your room bill will be emailed to you at **8.00am** on the morning of your check out. To pay your bill you can either phone us (01841 520208) or pop into the office where a member of our front desk team will help process the payment. If you require an earlier check-out please let us know the day



before departure.

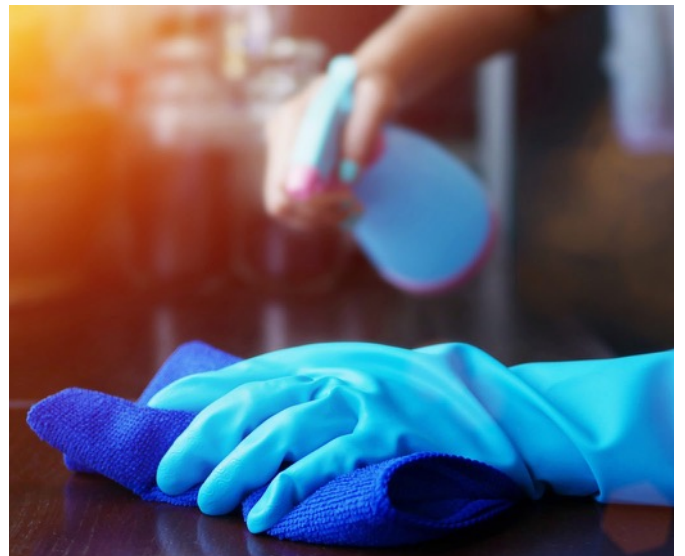
Check out is 9.30am. Please ensure you have vacated the accommodation by this time. This will ensure our housekeeping team have enough time to maintain the standard of cleanliness that is expected to keep all our guests safe. Please drop your keys into the box in reception on departure.

**Following the Government's advice we ask that you strip your own beds before departure - to include duvet covers, sheets and pillowcases. In addition please place all tea towels and oven cloths in the bags provided. Please tie up the bin bags and leave them in your lodging. We apologise for having to ask you to do this and greatly appreciate your help.**

Please contact the office if you require a change of linen during your stay.

## Maintaining an exemplary health protocol in our accommodation

We understand that our guests may be anxious about staying in accommodation away from the comfort of their own home. We wish to assure you that our housekeeping team will be using the '*clean then disinfect procedure*' with the latest disinfectant technologies for each arrival to ensure the highest level of cleanliness. Please note that in addition to carrying out deep manual cleaning we will also be using a **fogging** solution which will provide an added layer of complete protection to all our accommodation units.



Our housekeeping team will all be wearing PPE and each will be following a comprehensive cleaning checklist which will be signed off by our Head Housekeeper.

In keeping with the strict new COVID-19 guidelines we are unable to leave soft furnishings, cushions, welcome tea and coffee packs in your accommodation.

Our housekeeping team will make every effort to ensure your room is available by 5.00pm. Due to the new cleaning guidelines we ask that guests do not arrive early as we will not be able to allow you access to your room (and, most importantly, we do not want to disappoint you on your arrival!).

## Social distancing & group sizes

We have put social distancing measures in place onsite to ensure the safety of our guests, members, and staff alike. You will find a one-way system around the Club signposted by arrows on the floor. We ask that you adhere to these signs at all times and please respect the 1m+ distancing rule.

Please note that under current regulations indoor gatherings are limited to members of any 2 households (or support bubbles), while outdoor



gatherings are limited to members of any 2 households (or support bubbles), or a group of at most 6 people from any number of households.

## Food & drink

All guests are required to register on entering the premises, giving their name and contact details so we are aware of all persons onsite at all times - this is an initiative that has been introduced by the Government to assist with contact tracing in the event of any COVID-19 case being reported.

### **Constantine Restaurant**

The restaurant will be open but we will be operating a restricted menu for lunch and dinner services. Table reservations are not required for lunch but are required for dinner (no walk ins).

Guests can also order take-away by calling our restaurant team and arranging for a collection. To place an order, or to reserve a table, please call **01841 520208 (press option 3)**. Last orders for takeaways will be 8.00pm. Wherever possible we ask that you pay by card.

The opening hours for service will be as follows:\*

#### **Coffee service: From 7.30am (from 10.00am on Sun & Mon)**

- This will be a takeaway service only from the bar.

#### **Lunch: 11.00am-3.00pm**

- We will only be offering a takeaway, boxed service i.e. we will not be running the normal plated service.

#### **Dinner: 5.30pm-8.30pm (excluding Sun & Mon)**

- Table reservations only i.e no walk ins are permitted. To avoid disappointment please call the office team in advance of your trip to make your table reservations.

- Please note the children's menu will be available up to 7.00pm.

*\*Please note there will be no breakfast service until further notice and the restaurant will only be open from **10.00am to 5.00pm on Sundays and Mondays**.*

### **Clubhouse bar**

In keeping with the regulations we will be operating table service indoors and outside. For those not able to sit we will be offering a takeaway service from the bar. Guests are asked to observe the social distancing regulations and respect the need for space when queuing at the bar.

Whilst our team will endeavour to take your order (and serve your drinks/food) as quickly as possible we would appreciate your patience, especially if/when the Club is busy. The new processes and protocols in place will inevitably lead to additional delays to the service. We apologise in advance for this, suffice to say we will be doing our best to look after you as best we can.

Please note that you are not permitted to drink inside unless there is adequate seating available i.e. you may not have a drink standing up if inside the Clubhouse. Guests are permitted to stand outside if distanced appropriately.



Guests are requested to leave their empty glasses on the table so our bar staff can collect and return them to the bar.

## Getting around the Club

Please follow the one-way system that has been put in place to minimise contact with other persons. In addition please sanitise your hands on entering the clubhouse using the units mounted on the wall by the entrance.

## Activities & sports

### Golf

We have three golf courses to choose from, catering to golfers of all standards and your green fee tickets can be collected from Reception and charged to your room. Please book tee times for the Championship Course in advance through [Reception](#) (to be charged to your room). This can be done by phoning the office direct on 01841 520208 or by seeing the team in person (please observe our one-in-one-out policy).



### Before your game

1. Please do not turn up to the tee any more than 20 minutes before your scheduled start time.
2. All golfers must report to **Reception** on arrival to confirm their start time.
3. Please follow the one-way system that has been put in place to minimise contact with other persons.
4. Only the next two start times (excluding the group on the first tee at the time) will be permitted to use the practice putting facilities (one group per putting green, using the lower and upper putting greens).
5. All golfers are requested to turn up to the Club in their golfing attire as the locker rooms will only be in use for the toilet facilities.

### Course set up

- There will be no rakes in the bunkers.
- The cups will be raised and the flags must stay in. Please do not touch the flag!



- The Halfway House (Championship Course only) will be open but will be operating a strict one-in-one-out policy. Please respect social distancing policies at all times.

#### Not in use

- Pin flags on the practice putting greens.
- Water fountains, ball washers, ball retrievers & shoe cleaners.
- All benches.
- On course toilets.

#### **Tennis courts**

If golf does not appeal to you, how about a game of tennis? The tennis courts are bookable by the hour between 8.00am-8.00pm at a cost of £6.50 per court, per hour. Please call reception on 01841 520208 to make a booking.

#### **Swimming pool**

Following the direction provided by the Government, it's with deep regret that the swimming pool has had to be closed. I appreciate how much pleasure this brings to so many and hope that the seven beaches on our doorstep will provide some alternative fun and pleasure.

#### **Summer events & activities programme**

In addition to the swimming pool I am sorry to inform you that our usual weekly summer programme of events and activities will be on hold until further notice. This includes the Thursday 'Toons at Trevose' disco nights, Pitch, Putt 'n Puzzle, Junior Golf Clinics and all other group based organised activities. We hope to be able to reintroduce some elements of this programme at some point over the coming weeks. Individual golf lessons can be booked with Gary Lenaghan on 01841 520261.

## **Other facilities**

In addition to the Clubhouse, golf courses and tennis courts, the following areas and facilities will also be open for use:

- Driving range and all other practice facilities
- Pro shop
- Children's outdoor play area
- Games room (within the Clubhouse)
- All outdoor seating areas

Unfortunately, due to the ongoing situation and the accompanying Government guidelines, the following facilities will remain closed until further notice:

- Beauty salon
- Fitness studio
- Games room in the courtyard
- Laundry room



## Office opening hours

The office will be operating a strict one-in-one-out policy. Guests are asked to avoid the reception area wherever possible. To comply with the new social distancing measures in the workplace we will be operating with a reduced team at the front desk. Consequently it may take a little longer to deal with requests and we ask for your patience if you experience any delays - rest assured the team will be working as fast as they can to deal with your matter. Thank you in advance for your understanding and consideration.

The office opening times will be as follows:

- Monday to Saturday: From 8.00am-6.30pm
- Sunday: From 8.00am-6.00pm

## Thank you

The past 3+ months have been very challenging for a lot of people and businesses alike but, hopefully, we are now entering a chapter of positive change - a chapter that will signal the start of happier, brighter and healthier times. However we are reliant on everyone doing their bit to respect the new rules and guidelines, such that we can all enjoy the greater freedom.

As we enter into these uncharted waters the Club will be operating under very different circumstances, with layer upon layer of new processes and guidelines in place. We ask for your understanding and, most of all, patience during this time as we all come to terms with the new way of working and, dare I say it, the 'new normal'. There will almost certainly be some bumps in the road as we all adjust, and it may take time for some things to bed in, but please remember that our number one priority in everything we do (no matter how crazy it may seem) is to provide an environment that offers maximum protection for all staff, Members and visitors alike.

Although the Club will be different this year we hope you can still enjoy your time with us and that you will have a fun, relaxing holiday taking in our fresh Cornish sea air!

Thank you for choosing to come and stay with us and we very much look forward to welcoming you soon. If you have any concerns whatsoever before your visit, or you have any questions about our COVID-19 policies, please feel free to call the office direct on 01841 520 208. Failing that we wish you continued good health and hope you have a safe, hassle free trip down.

Yours sincerely,

Nick Gammon  
Managing Director  
Trevoze Golf & Country Club

