

You safety is our priority - Covid-19 Charter

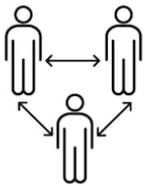
If you are showing symptoms please do not visit us

Club Wide



- ◆ Enhanced cleaning and electrostatic sanitising in all areas
- ◆ Additional daily and weekly deep cleans
- ◆ Hand sanitiser stations available in all areas
- ◆ Ample hand washing facilities available
- ◆ Social distancing measures in place
- ◆ One way systems in place where possible
- ◆ Signage and floor markings in place
- ◆ Perspex screens where required
- ◆ Contactless payment encouraged
- ◆ A fully trained workforce
- ◆ Staff to wear face masks where a 2 metre distance cannot be maintained
- ◆ Natural ventilation being used where possible, fresh air intake increased for air handling and overnight heat cycle run on air conditioning units (following industry recommendations)
- ◆ Refrain from using showers unless absolutely necessary

SOCIAL DISTANCING



Changing Rooms

- ◆ Refrain from using unless absolutely necessary
- ◆ Alternate showers put out of action in changing rooms without a full dividing screen or cubicle
- ◆ Wash hands before and after using the hairdryers

Gym

- ◆ Arrive gym ready
- ◆ A booking system is not required but under constant review
- ◆ Reduced maximum numbers
- ◆ Reduced cardio and strength equipment to maintain adequate social distancing
- ◆ Free weight areas split into zones, members must train individually in the free weight area, unless with another family member or partner
- ◆ No spotting permitted
- ◆ Staff and members will be required to wear face masks when having a gym induction/consultation



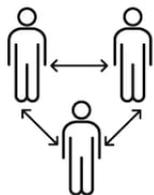
Swimming Pool

- ◆ Pre shower, arrive 'beach' ready
- ◆ A booking system is not required but under constant review
- ◆ Reduced maximum numbers
- ◆ Aqua Classes will take place as normal with a slightly reduced capacity
- ◆ The flume will be in use with social distancing markers for queuing
- ◆ As a result of the reduced bathers capacity we will not be able to offer lane swimming
- ◆ Chlorine and disinfection of the pool running at a higher parameter following pool water industry guidance

Exercise Classes

- ◆ Arrive class ready
- ◆ Class times reduced to allow breaks between arrival and departure
- ◆ Music will be played at a lower level, as head mics aren't permitted
- ◆ Bring your own yoga mats if possible
- ◆ Arrive 5 minutes before the class and leave straight afterwards to reduce gatherings

SOCIAL DISTANCING



Squash Courts

- ◆ Players must bring their own equipment
- ◆ Only individual practice and normal squash can be played if from the same household or social bubble
- ◆ If not from the same household or bubble, a modified version of Squash called 'Sides' must be played
- ◆ Booking restricted to 45 minutes to allow for suitable air change, cleaning and to maintain social distancing
- ◆ No touching of walls to maintain hygiene standards
- ◆ Only 2 players on a court at one time



Badminton / Sports Hall

- ◆ Players must bring their own equipment
- ◆ Both singles and doubles play can take place in groups of people from different households, as long as you remain 2 metres apart as far as possible – meaning 4 people from different households can play doubles.
- ◆ You can play singles and doubles using all areas of the court, within the respective court markings - If social distancing between adjacent courts cannot be maintained, you should only use single court markings
- ◆ Other than where players are from the same household or part of a support bubble, follow Government advice on staying alert and safe, and:
 - I. Stay at least two metres away from other players (including during play) as far as possible, when taking breaks and before and after play.
 - II. Do not make physical contact with other players (such as shaking hands/ high fiving)
Avoid chasing the shuttle down towards another court if other players are using it
 - III. For doubles, consider agreeing in advance which player will take the shot if a shuttle travels to the centre of the court



Tennis

- ◆ Players must bring their own equipment
- ◆ Spectators not permitted
- ◆ All benches have been removed to reduce touch points
- ◆ Both singles play and doubles play is permitted with people from outside of your household, as long as you remain 2 metres apart as far as possible – meaning that four people from different households can play doubles
- ◆ Stay at least two metres away from other players (including during play as far as possible, when taking breaks and before and after play)
- ◆ Do not make physical contact with other players (such as shaking hands or high five)



Table Tennis

- ◆ Players must bring their own equipment
- ◆ Only play singles unless you are playing doubles with a member of your household or support bubble.
- ◆ Remain separated by at least 2 metres (length of the table)
- ◆ Do not change ends between games
- ◆ Balls should be washed / sanitised regularly
- ◆ No hand shaking, high fives, breathing on the ball / bat or wiping hands on the table

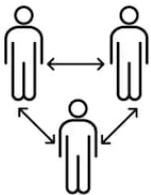
Aqua Spa

This facility will remain temporarily closed following government guidance

Dining

- ◆ Adjusted to accommodate social distancing
- ◆ All touch points sanitised regularly
- ◆ One way system
- ◆ Tables clearly marked with red & green signs for clean & dirty
- ◆ No loud music to reduce shouting
- ◆ Single use products to minimise contact
- ◆ Outdoor seating increased
- ◆ Track & Trace implemented
- ◆ Individually bagged & sealed cutlery
- ◆ Maximum bookings of 6 people

SOCIAL DISTANCING



Fun Zone

This facility will remain temporarily closed following government guidance

Golf

- ◆ Sanitiser station on the first tee
- ◆ One person per buggy (apart from golfers from the same household)
- ◆ Rakes and benches removed
- ◆ Ball washers covered, cups have a foam insert in the base so the ball doesn't fall to the bottom, flags to be left in place to reduce touchpoints

Driving Range & Golf Shop

- ◆ 4 person limit in the golf shop with a one-way system
- ◆ Sanitiser stations located in the entrance of the shop and driving range
- ◆ Alternative exit on the driving range
- ◆ Masks to be worn in the shop

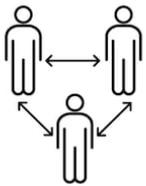




Beauty

- ◆ All magazines removed
- ◆ Sanitiser stations located in the reception and treatment rooms
- ◆ 10 minute gap between each treatment to assist with social distancing, plus a 5 minute buffer in between back to back treatments with the same client lasting over 30 minutes
- ◆ Rooms cleaned after each treatment
- ◆ Customers to attend on their own and refrain from bringing additional bags and clothing
- ◆ Face masks to be worn at all times by customers
- ◆ Therapists will wear face masks, visors and disposable aprons at all times unless working behind a screen i.e. manicures
- ◆ Staff will wear gloves for waxing
- ◆ Telephone or email bookings & enquiries only
- ◆ Arrive 10 minutes prior to booking and payment taken at time of arrival
- ◆ Customers should complete a Consultation Form where appropriate, the clip board and pens are sanitized between clients

SOCIAL DISTANCING



Hotel

- ◆ Room keys sanitised
- ◆ Increased cleaning procedures in the rooms
- ◆ One-way systems in place where required
- ◆ All bedding is washed over 60 degrees following government guidelines
- ◆ Rooms sanitised and sealed for all arriving guests
- ◆ Single use products to minimise contact

Conference & Events

- ◆ All meeting & event space adjusted to accommodate social distancing
- ◆ All touch points sanitised regularly
- ◆ Bespoke food & beverage options for socially distanced events
- ◆ Single use products to minimise contact
- ◆ Event space sanitised before guest arrival
- ◆ Individually bagged & sealed cutlery
- ◆ Plated buffets
- ◆ Individual water



Indoor Play Area

- ◆ Currently closed

Woodland Adventure Golf

- ◆ One way system in place—follow the course hole by hole
- ◆ Ensure the hole in front of you is clear before moving on
- ◆ Maintain social distancing at all time
- ◆ All clubs are cleaned and disinfected after use