

## **Annanhill Golf Course Reopening**

**26<sup>th</sup> March 2021**

### **Current Restrictions – LEVEL 3**

**<https://www.gov.scot/publications/coronavirus-covid-19-protection-levels/>**

**Open for 4 balls – travel restrictions lifted**

**(\*Please refer to relevant sections below for restrictions)**

**As per government guidance, we ask that individuals aged 5yrs+ wear a face covering when you are indoors and not taking part in exercise.**

We would like to offer a warm welcome back to all our customers and hope that as time progresses, we can return to normal conditions but in the meantime we have introduced a number of control measures which must be adhered to at all times to keep users and staff as safe as possible. Please take the time to read the information below.

### **Bookings**

For all bookings you are required to have a customer profile set up on our booking system. This can be completed by contacting the starter on 01563 521512

All bookings must be pre booked and paid for in advance by calling the venue on 01563 521512 during opening hours.

No cash payments will be taken.

### **Cost**

**<https://eastayrshireleisure.com/sport-fitness/golf/>**

### **Cancellation Policy**

All cancellations must be completed by contacting the venue 01563 521212.

If the course is closed by East Ayrshire Leisure you will be contacted and offered a refund or the option to move to an alternative date.

If you wish to cancel tee off time, it is nonrefundable.

### **COVID-19 Symptoms**

- We ask that if you develop any symptoms associated with COVID-19 prior to your session/class that you cancel.
- Should you develop any symptoms following your session/class you should follow the Scottish Government Contract-Tracing guidelines. <https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/test-and-protect/coronavirus-covid-19-contact-tracing>.
- In line with Scottish Government recommendations if you have never booked with us before we will ask you for some basic personal details to set up a profile with us at the time of booking.
- Please note, should you be unable to attend a session/class due to self-isolating we can offer to move your booking to an alternative date but cannot offer a refund.

**Please take note of the following information & safety measures and ensure that they are adhered to at all times.**

### **Arrival/Departure**

- You should not arrive more than 10 minutes prior to your pre-booked slot
- You should arrive ready to participate in the session/class.
- You **MUST** queue outside the venue at the appropriate markings
- You should check-in at the Starters office or with the designated member of staff.
- We recommend bringing your own hand sanitiser for use during your visit, however hand sanitising stations will be available throughout the building.
- At the end of your booking you are expected to leave the facility immediately.
- Follow Government guidelines at all times – [click here](#).

### **Facilities**

- Locker room facilities open
- Toilet facilities are available for use.
- You should follow all signposted instructions and any one-way systems.
- Personal buggies – please check with the starter for ground conditions before using.
- Physical distancing rules outlined by the Scottish Government should always be adhered to. <https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/coronavirus-covid-19-physical-distancing>

### **Summary**

As stated, it is our ambition to return to facilities in a safe and responsible manner and all the above, whilst restrictive, is designed to achieve this aim. We do need the support and patience of our customers in these difficult times and we hope you will respect that our staff are keen to assist but East Ayrshire Leisure will not allow them to be placed in a position of unacceptable risk. The information above has been prepared to meet the Scottish Government guidelines. East Ayrshire Leisure reserve the right to remove any individual who is found to be knowingly in breach of the guidance or the spirit of this guidance and will not hesitate to do so.

Finally, please be reassured that we will be carefully monitoring the implementation and impact of these controls and will amend and improve practice for the benefit of all wherever and whenever possible.