

# FAQ'S

**THE ULTIMATE ATTRACTION, OUR TICKETED FACILITY OFFERS ONLINE BOOKINGS ONLY.**

## **HOW DO I BOOK?**

ALL BOOKINGS MUST BE MADE IN ADVANCE ONLINE. BOOKINGS WILL BE AVAILABLE IN LINE WITH THE LATEST GOVERNMENT GUIDELINES.

## **WHERE DO I GO WHEN I ARRIVE?**

PLEASE GO TO RECEPTION AND WE WILL BE SURE TO GREET YOU WITH SMILE!

## **HOW DO I PAY?**

YOU MUST PAY FOR YOU GAME ONLINE & IN ADVANCE. PLEASE NOTE, WE ARE ALSO A CASHLESS VENUE, YOU CAN PAY VIA CARD OR DIGITAL PAYMENT METHOD.

## **WHAT IF ONE OF MY DELIGHTFUL KIDS (OR ME!) HITS A BALL SOMEWHERE WHERE WE ARE UNABLE TO RETRIEVE IT SAFELY?**

PLEASE LET A MEMBER OF THE TEAM KNOW AND THEY WILL PROVIDE YOU WITH A NEW SANITISED BALL, OBVIOUSLY YOU WILL NEED TO ADD 2 SHOTS...

## **WHAT SAFETY, CLEANING AND HYGIENE PROCESSES DO YOU HAVE IN PLACE?**

YOURS AND OUR STAFF SAFETY REMAINS THE PRIORITY. BY ENSURING CUSTOMERS BOOK ONLINE WE CAN CONTROL THE NUMBERS COMING TO OUR VENUE.

FOLLOWING GOVERNMENT GUIDELINES AND IN LINE WITH THE PROCESSES SET OUT BY THE HEALTH & SAFETY EXECUTIVE (HSE), WE HAVE 5 KEY AREAS OF FOCUS IN MAINTAINING EVERYONE'S SAFETY:

1. PLEASE WEAR A FACE MASK/COVERING WHEN INSIDE. FACE MASKS/COVERINGS ARE NOT REQUIRED WHEN SEATED IN OUR DINING OR DRINKING AREA.

2. SOCIAL DISTANCING: GAME SLOTS HAVE BEEN EXTENDED SO THERE IS A LARGER GAP BETWEEN GROUPS. OUR TEAM ARE ON HAND AT ALL TIMES TO ENSURE EVERYONE IS SPACED!

3. OUR VENUES ARE ALL ONE WAY! YOU WILL NOT CROSS OVER OTHER PLAYERS UPON CHECK IN, PLAYING OR LEAVING. REST ASSURED ALL OF OUR STAFF HAVE COMPLETED INTENSIVE AND PROFESSIONAL COVID-19 TRAINING AND YOU ARE IN SAFE HANDS.

4. CLEANING AND SANITISING:

A) WE HAVE STATIONS PLACED EVERYWHERE!

B) ON ENTRY THERE ARE STATIONS TO SANITISE YOUR HANDS.

C) ALL CLUBS AND BALLS ARE SANITISED AFTER EACH USE SO NO NEED TO WORRY!

E) WE HAVE PROVIDED SCREENS AT ALL OUR TILLS TO MINIMISE CONTACT

5. COMMUNICATION AND GUIDANCE: THERE IS LOTS OF SIGNAGE PLACED AROUND THE VENUE SHOWING YOU WHERE TO GO. IF YOU GET STUCK LOOK FOR THE ARROWS OR JUST ASK A ONE OF OUR CADDIES WHO ARE HAND TO HELP.

6. WELLBEING AND SUPPORT: WE HAVE COMPLETED A FULL RISK ASSESSMENT AND OUR TEAM ARE FULLY TRAINED. YOUR WELLBEING AND THAT OF THE TEAM ARE OUR HIGHEST PRIORITY. IF THERE IS SOMETHING YOU THINK WE COULD DO BETTER, PLEASE GET IN TOUCH VIA

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## **IS THERE FOOD & DRINK AVAILABLE?**

YES OF COURSE IT IS, WE'VE GOT A GREAT SELECTION OF DRINKS AND TREATS AVAILABLE FOR TAKE AWAY.

## **WILL I HAVE FUN?**

YOU BET YOU WILL, WHO DOESN'T LIKE A BIT OF CRAZY GOLF!!! AND WE CANT WAIT TO SEE YOU AGAIN.