



## Pirate Golf FAQ's:

### How do I book?

You must book online, same household groups only, maximum of 4 people per group. If you are a family of 5, you will need to book as 3 followed by a 2. Sorry, these are the rules specified by Government and it's important we observe them.

### Where do I go when I arrive?

Please go to the Pirate Golf kiosk avoiding the pro shop or club house. Please ensure you arrive no more than 10 minutes before your game. After your game, please promptly leave.

### How do I pay?

You must pay for you game online & in advance. Sorry, without a booked game you will be asked to walk-the-plank!

### What if one of my delightful kids (or me!) hits a ball into the water or somewhere where we are unable to retrieve it safely?

Please let a member of the Kiosk team know and they will provide you with a new ball whilst observing social distancing.

### 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. Social distancing:** Tee times have been extended so there is a larger gap between groups. Our Pirate Golf Supervisor is on hand at all times to ensure everyone is spaced! There are clear distance markers from the moment you arrive to when you leave.
- 2. Organising the workplace:** It's 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.
- 3. Cleaning and sanitising:**
  - A) We have stations placed everywhere!
  - B) On entry there are stations for you to sanitise your hands.
  - C) All clubs and balls are sanitised before they are available to you.
  - D) Once you have passed through check in, there are multiple sanitation stations for you to keep 'topped up'.
  - E) After every raft and bridge there are hand solutions available – please try not to touch any roping if you don't have to!
  - F) The door to the pirate ship will be open at all times.
  - G) All benches have been roped off for your safety.
- 4. Communication and guidance:** There is lots of signage placed around the hut showing you where to go. If you get stuck, just let the supervisor know and they will help.
- 5. 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 [j.gray@hoebridgegc.co.uk](mailto:j.gray@hoebridgegc.co.uk).

If you have any concerns before coming to Hoebridge, please ask for the General Manager who will be more than happy to discuss the detail of our safety action plan. In addition, if you have played our course and have any suggestions for improvement we would love to hear from you.