

## **Courtclough Shooting Grounds Covid-19 Protocols**

Courtclough Shooting Grounds' Covid-19 Protocols have been designed to ensure that the site remains a safe place for all staff and customers to work and visit, as we navigate through this ongoing pandemic.

We are doing everything we can to ensure that staff and customers can enjoy their visit safely with peace of mind, and so as well as our usual stringent safety checks, we have also now put in place the following measures:

### **Facilities**

- All bookings are to be made in advance, either online or over the phone, and we ask that customers do not attend without prior notification.
- Booking times will be staggered to limit the number of customers on site at any given time, and to ensure social distancing.
- Group sizes will be reduced, to limit the number of customers on site at any given time, and to ensure social distancing.
- Smaller groups will no longer be mixed together.
- Customers eating or drinking in the Clubhouse will be permitted to stay for a maximum of 105 minutes.
- Payments are to be made in advance, either online or over the phone to avoid the handling of cash and cards wherever possible.
- Enhanced cleaning and sanitisation practices on site.
- Outside toilet facilities will be available and cleaned on a regular basis.
- All equipment will be sanitised regularly, including before and after each group, and in-between use by each member of the same group.
- Hand sanitiser and other sanitising equipment will be made available around the site for use by all customers and staff.
- Staff will sanitise their hands on a regular basis, wear masks in all indoor areas unless behind a screen, refrain from physical contact with other staff and customers, and maintain good hygiene practices at all times.
- Safety briefings will be given from a 2 metre distance, and where it is necessary for the instructor to come into close contact with a customer, a mask will be worn.
- Booking details will be kept for a period of at least 6 weeks, to assist with contact tracing should the need arise, and all visitors to site will be asked to sign a Covid-19 Self-Declaration.
- Nominated staff members have undertaken Covid-19 Prevention training to monitor the situation and ensure good practices remain in place.

## **Customer Guidance**

Customers are asked to please:

- Refrain from visiting the site if you, or anyone in your household, are experiencing cold or flu-like symptoms, or if you think you may have come into contact with someone who may have Covid-19. Please do not attend until you have completed the recommended period of self-isolation, and have recovered fully. Those in high-risk categories should not attend.
- Only attend by advance booking, or prior arrangement, and notify us of your arrival on site.
- Book and pay in advance online, or over the phone.
- Adhere to all social distancing guidelines, current travel restrictions, recommended hygiene procedures and refrain from physical contact with other customers or staff.
- Comply with any directions given by staff during your time on site.
- Be patient if queues or waiting times occur as a result of these restrictions.
- Plan to arrive no more than 15 minutes before your booking time unless specifically requested.
- Observe physical distancing at all times, both in the car park, on the ranges, and inside the retail areas or clubhouse.
- Travel independently, unless with a member of your own household and park in a manner that allows for social distancing.
- Limit groups to no more than 50 people, maintaining social distancing at all times.
- Bring, and wear, your own Personal Protective Equipment, including gloves, masks, hand sanitiser and wipes. A mask should be worn in all indoor areas, unless eating or drinking in the clubhouse.
- Wash and sanitise your hands on arrival, and as frequently as possible during your time on site.
- Minimise your use of the public facilities such as the shop or toilets as far as possible.
- Take any rubbish away with you, and dispose of it at home, rather than on the grounds.
- Plan to leave promptly after completion of activities, or eating/drinking in the Clubhouse restaurant, and avoid prolonged social gathering.