

Time to Return – FAQ's

Members Only. I haven't yet renewed my membership. Can I book a rink?

- You will have to renew your membership before you can book a rink, or play with a member on their rink. Your new plastic, lifetime card (issued last year) will not be re-activated until your 2020/21 subscription is paid. Depending on which day of the week you renew, it may take up to two days before your card is activated. As long as you have paid the membership fee before you want to play, you will be able to play with another member.
- The Government Track-and-Trace requirements are going to be satisfied by swiping your membership card on arrival -whether bowling or just visiting.

How do I book a rink?

- You can phone the Club to book a rink, or go on-line if you have already asked the Club Office for the necessary two access codes. It is a simple process:
 - “Sign IN” to the Club’s web site using an access code.
 - Select the Rink you want to book.
 - Enter your membership number.
 - Then enter your PERSONAL confirmation password.

Are there any other restrictions?

- Please check at the time of booking. There may still be restrictions to the number of different households that can be together on a rink.
- Initially we are unable to run any of the organised sessions, i.e. New & Improvers, Monday/Thursday galas or “Come One, Come All” sessions. It is hoped to reinstate these soon.
- Only individually organised, social bowling sessions will be possible. A maximum of **SIX** players per rink.
- For the first few weeks, we will not be running afternoon sessions unless bookings grow. There will be three sessions per day on Tuesdays to Fridays;
 - 09.40 – 11.40
 - 12.00 – 14.00
 - 19.00 – 21.00
 - **On Saturdays, Sundays and Mondays** there will be just the first two sessions. Closing at 2pm.
- Non-playing members (except carers) may not sit at the rink tables.

Do I need to bring anything with me to the Club?

- Come with your bowls and shoes ready to play (you must empty your locker on your first visit as lockers will be normally out-of-bounds to keep walkways clear for access around the rinks).
- **Arrive no more than 30 minutes before your session.**
- You will need;
 - your membership card,
 - your bank credit/debit card (as this will be the preferred method of payment for rink fees and drinks)
 - and a pen.

What precautions has the Club taken to keep me safe?

- The Club has been laid out to provide one-way systems to maintain distancing between players and restaurant customers once they enter the Club building.

- Hand sanitiser dispensers have been positioned around the building.
- **The changing rooms have been closed.**
- The bar will provide drinks on a table service basis only, each table has a call button – no standing at the bar.
- The schedule of surface cleaning has been made more frequent covering all furniture and fittings, and the rink equipment (jacks, mats etc.).
- We are asking players to exercise 2metre distancing wherever possible (including on the rinks), and if face masks become mandated by the Government then we will have no option but to follow the rules.
- We are aware that at busy times you may have to queue to visit the toilets, please be considerate.
- **To reduce cash handling and any possible transmission, we ask that you use contactless payments by card for both drinks and rink fees.**

Are there any checks on people entering the Club?

- We are directing the different customers onto the correct one-way route (either directly to the restaurant for diners, or via the Reception desk for players). Please obey the 2m.distancing if there is a queue.
- **If you (or anyone in your household) are feeling unwell, particularly with any of the Covid 19 symptoms – please stay at home and do not come to the Club. We reserve the right to refuse entry – play your part.**
 - In the case of possible infection, obey any isolation period requirements specified to you. Obviously, we expect you to obey any post code lockdowns imposed by the Government.

What will be different as I enter the Club?

- As you enter the building, **please use the hand sanitiser in the lobby.**
- As a player or member wishing to use the bar lounge, come directly to the Reception Desk to pay for your rink fees and swipe onto the rink attendance system or have your details recorded on the Track& Trace system respectively.
- You may then go to one of the limited number of “member only” tables in the bar lounge to change into your bowling shoes (or do this when at the rink), order any drinks required and await the instruction to go to your rink.
- Follow the one-way system to the rinks. You must take any coats and bags with you to your rink chairs. Please stow them carefully so as not to pose a trip hazard to other people.

Once on the rinks, are there any changes?

- Pushers and scoreboards will not be used – you will be given a scorecard by the Reception staff (hence the need for a pen).
- To provide extra room for player distancing behind the mat, the “T” position has been moved forward 1metre and marked with a new red spot. **The mat can no longer be on the “T”.**
- Treat the red spot as you would the “T”, i.e. the front edge of the mat can be no further back than the spot. The mat can be forward of the red spot. (The maximum playing length has therefore been reduced by 1metre, and the 23metre minimum pushed back 1metre behind the first spot at the head end.)
- You will find recommended standing positions behind the mat and at the head are explained on sheets provided at the rink tables. It also shows the recommended route for moving up and down the rinks.

- Try to avoid picking up the bowls of other players – if you have to, remember that hand sanitiser is available at the rink-side if needed. Use your feet to move bowls and the jack behind the “T” after agreeing the score. The jack should only be touched by the Skips, unless playing Aussie Pairs or being repositioned after displacement or being put on the bank at the completion of an end.

At the end of the session can I stay for a drink?

- Yes. Once the game is over, put your jacks and mats in the “dirty” box at the Exit, change your shoes and remove all your coats and bags from the rink chairs.
- **Put any rubbish in the bin provided at the exit.** You must vacate the rink tables within 10 minutes of the final end of session bell.
- You may then leave the building via the sign-posted EXIT fire door, or go to one of the “members only” tables in the bar lounge – if there is one available. You may not go to the bar to order drinks – table service only.

When will leagues and competitions resume?

- It will not be possible to run any leagues during the Summer season.
- It is possible that Winter leagues will have to start later than normal, and run for a shorter season.
- Competitions. It is hoped to run the normal Winter competitions.

Is the air conditioning safe?

- The air conditioning system over the rinks takes in only fresh air and then applies heat or cooling as required. It is considered to be safe.
- The system in the bar lounge recirculates air in the room and therefore has had to be switched off, but the rink system is able to serve both areas.

Hand driers in the toilets. Are they safe?

- The blower driers are safe to use, but we have also provided paper towels.

Will I be able to bowl if I forget my cards?

- The system will allow us to enter your membership number at Reception. If you cannot remember your number then we may have to enter your contact details as a “Visitor”
- If you have cash only, and hopefully the right money, we will ask you to place your money into a rink box provided. The staff at Reception will not be able to give change. At most times, the bar can be asked to help by changing your money.

If I want a smoke?

- **You will need to change your shoes**, and go out the EXIT door.
- Returning to the Building via the Main Entrance and through the Members Lounge to the rinks. **Changing back into your bowls shoes** at rink-side before going onto the rinks.