

Time to Return – More 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 another 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.
- If you are joining for the first time and have not yet received your card, the Bar Staff will be able to book a rink for you as long as the Membership was paid by Bank Debit Card. (Your new Membership card will be available for collection from the Bar Staff once it is ready.)
- The Government Track-and-Trace requirements are going to be satisfied by swiping your membership card on arrival - whether bowling or just visiting. The staff at Reception will be able to log you in as long as you know your Membership number.

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/passwords. It is a simple process:
 - “Sign IN” to the Club’s web site using the first 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. In the event of local Covid Regulations, there may 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, or “Come One, Come All” sessions. It is hoped to reinstate these in November – watch our website.
- When the above sessions resume, they will have to be on a pre-booked basis. It will be necessary to ring the bar at least 24 hrs before the session to take one of the limited places (currently 18) that will be available.
- Only individually organised social bowling sessions, and the Thursday night Gala, are available at the moment. A maximum of SIX players per rink.
- From mid-October, there will be FOUR sessions per day on Mondays to Saturdays;
 - 09.30 – 11.30
 - 12.00 – 14.00
 - 14.30 – 16.30
 - 18.30 – 20.30 (with the option of starting at 19.00 to finish at 21.00). Remember the Club has to be completely closed by 22.00.
 - On Sundays there will be just the first two sessions. Play closing at 2pm.
- Non-playing members (except carers) may not sit at the rink tables.
- The Club reserves the right to close the premises at any time that the restaurant is not open and there are no rink bookings.

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 to bring;
 - your membership card,
 - your bank credit/debit card (as this will be the preferred method of payment for social rink fees and drinks). **See payment by tokens later.**
 - 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.
- **Government regulations require the wearing of face masks when entering and anywhere within the building until;**
 - You reach your table if attending for meals or drinks.
 - You reach your rink if playing.
- Hand sanitiser dispensers have been positioned around the building.
- Initially we opened just four rinks, but when we moved to all eight rinks some members felt 'uncomfortable' at the busiest times. Heeding those concerns, the Club has moved to a six-rink format. Every rink now has either an empty rink or a walkway to one side.
- **The changing rooms have been closed** – as distancing is difficult to achieve.
- 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 on the rinks 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, as distancing rules have reduced the capacity of our facilities, please be considerate.
- **To reduce cash handling and any possible, unnecessary transmission, we ask that you use contactless payments by card for both drinks and rink fees.**

What are Club Rink Tokens?

- From mid-October, the Club is to introduce tokens which can be bought from the Bar which will be worth a single rink fee.
- Initially these will be available for purchase in envelopes of four.
- You will be able to pay your rink fee by offering the token at Reception in place of the normal cash or card payment – for any type of session.
- **Once the Leagues restart (hopefully 1 November 2020), ALL League rink fees will be by token payment only. Rink boxes will be placed at each League rink to collect tokens in the same way they were used to collect cash in previous seasons.**

Are there any checks on people entering the Club?

- We are directing the different types of customers onto the correct one-way route as they enter (either directly to the restaurant for diners, or via the Reception desk for players and members wishing to use the Bar Lounge).
- Please obey the 2metre distancing if there is a queue. We may ask you to wait in the Bar Lounge if a long queue forms, to avoid congestion and when there is poor weather outside. (Once inside, you will be called to Reception to complete T&T and payments.)

- **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 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 old “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.) **At the head end, the jack can still be placed on the “T”. For long jacks, Lead players should use the banks at the head end to create more space.**
- 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 each end of the rinks. Use your feet to move bowls and the jack behind the “T” after agreeing the score. Leave the jack with the bowls waiting to be played. The jack should only be touched by the Skips or when being repositioned after displacement into the ditch.
- You can order drinks to the rink-side by pressing the call button on your rink table.

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 planned that Winter Leagues will start on 1 November, assuming no external restrictions are imposed, but may run for a shorter season depending on the number of teams.
- Competitions. It is hoped to run the normal Winter competitions except that the formats will be restricted (i.e. maximum 6 players). Entry forms are available from the rack by Reception. N.B. This Winter's winners will not qualify for external 2021 Competitions.

Is the Club air conditioning safe?

- The air conditioning system over the rinks takes in only fresh air and then applies heat or cooling as required. It meets the required safety conditions.
- 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 have been deemed safe to use, but we have also provided paper towels.

Will I be able to bowl if I forget my cards or only have cash?

- 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 necessary.

Is coaching available?

- At the moment the EIBA rules allow coaching to occur on a pre-booked basis.
- A coach can have up to 4 players on a rink.
- To book a session with a coach please phone the Duty Coach on 07719 301 102.
- Please remember that rinks will be limited once the Leagues start.

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. You do not need to rescan your membership card. **Changing back into your bowls shoes** at rink-side before going onto the rinks.