



Visiting the Country Club facilities

We are looking forward to welcoming you to the hotel and will take pride in offering our spa facilities. The health and safety of our visitors and employees is of paramount importance during this pandemic so in preparation for your visit we are adopting the following precautions and ask that you please take note of these ahead of your arrival.

- We may not always be able to schedule swimming or gym session to start at the same time with your friends to allow for social distancing in between our guests.
- Our Swimming pool maximum capacity is 15 bathers to allow social distancing. The SPA Bath maximum capacity is 4 who must be from the same household or 2 persons from different households. The gym capacity is the same as the SPA bath. Please be aware, spectators are included as part of the maximum capacity and should be limited to just one adult to oversee Children. You must follow hand sanitizing and social distancing rules at all times.
- In the gym please do not use the equipment which has a social distancing sign, these are to help to maintain social distancing between users.
- We politely ask that only the person/people that have swimming or gym time booked arrive together. We will not be able to have anyone else in the pool area or gym with you whilst having time there.
- Please book swimming, gym session or table tennis in advance with receptionist or by phone.
- We have Peak sessions which are for 45 minutes on a Saturday and every day 3.30 to 6.30 and also off peak which are 75 minutes from 7.30 – 20.00, if you arrive late you will still need to vacate by the allocated time.
- Where possible, please use your room for changing and showering before and after swimming or gym sessions. If you wish to use our changing rooms please ask the reception for a dedicated locker. We can supply bathrobes, towels and flip flops upon request, which can be collected from the reception area.
- Please do not arrive early for your session as we will not have a designated waiting area. Please check in at the reception before your session starts. If you require to use the changing rooms before entering the pool you will need to wait until the previous swim have vacated to maintain social distancing.
- You will be required to use one of the many hand sanitising station upon arrival, between areas and departure.
- Touch points are sanitised regularly so you may see people cleaning during your visit. This is for the health and safety of us all.
- The pool, changing room area and the gym will be sanitized in between each session with windows open if it's possible to allow the flow of fresh air into the area. Frequent touch points outside of all the areas will be cleaned at least every hour.



Visiting the Country Club continued

- All staff are taking personal hygiene seriously by following Government guidelines. To avoid catching or spreading of germs. The Leisure Team will be wearing a face masks and when suitable disposable glove. We ask that the social distancing rule is respected by yourself throughout your visit and a face mask is worn in all areas except the pool.
- We would advise guest to bring their own equipment for use for tennis, table tennis, golf. However we can hire out items which will be sanitized between use and staff will use gloves to issue and take back.
- We will not be able to provide you with any refreshments in the spa. Please feel free to bring your own plastic water bottle.
- We will not have any magazines available for use, feel free to bring your own or we have a link whereby you can download magazines and newspapers to a device of your own. .
- You are required to wear a face covering when indoors except for the swimming pool or when dining.
- Lastly, whilst we understand that at times there can be extenuating circumstances we ask that wherever possible you are punctual for your session.

We appreciate that these are new and unprecedented times for us all and we want to assure you that we are committed to making your visit as safe as possible whilst still being enjoyable and informative. We look forward to welcoming you to the hotel soon and If you have any queries prior to your visit please do not hesitate to contact us on (01342) 824 988