



Customer Charter

I would like to take this opportunity to welcome you to Farleigh Golf Club.

With our promise I would like to reassure all our members and guests that they can visit us and experience what we have to offer without worrying about the hygiene and cleanliness of the club and facilities.

Below I have listed some of the measures which we have taken in various areas of the club. Detailed risk assessments can also be found online at farleighfox.co.uk.

We have taken extensive steps in line with government guidelines, to ensure the safety of our team members, members and visitors.

We are constantly training our team so that we can keep on adapting the measures which we take by adhering to the guidelines and taking onboard the feedback from our team, visitors and best practices within hospitality and the golf industry.

We look forward to welcoming you to Farleigh where you can feel at ease so that you can truly relax and enjoy what we have on offer.

See you soon and until then keep safe and healthy.

For more information on our policies and procedures please visit www.farleighfox.co.uk or contact enquiries@farleighfox.co.uk

James Ibbetson
General Manager



Employee Training

- We have trained our team on upgraded hygiene standards.
- Employees are well-informed and trained on COVID related operating SOPs
- Team has been trained and provided with appropriate PPE kit as per their role and our risk assessment
- Team have been encouraged to download Track and Trace app

Golf



- Arrival restricted to no more than 30 minutes prior to tee time
- Screens introduced at all fill points
- Tee time intervals increased from 8 to 10 minutes
- Changing room facilities out of use
- Buggies are limited to one golfer or golfers within the same household
- Detailed golf risk assessment can be found online at farleighfox.co.uk
- Bunker rakes, ball washers and benches have been removed from the golf course

Restaurants



- Table restrictions apply in line with government guidelines
- Screens to be introduced at all fill points
- Staff will be trained for minimal contact during service
- Disposable menus will be introduced. Electronic copies of menus are also available by scanning a QR code
- Table service for those dining indoors, order at the bar when dining outside
- Guests will be asked by member of staff if they are happy for the food to be served to the table whilst they are still seated
- Guests must register their details for the track and trace system prior to using the bar and restaurant facilities
- Swabs on offer which Guests can use with sanitizer to clean their phone or credit cards

Meetings



- Events will be allocated larger meeting rooms to take into account social distancing
- Food and Beverage offering has been amended to keep in mind cross contamination
- Deep cleaning and fumigation protocols in place across all of our meeting rooms

Other guidelines

- Hard surfaces and common touchpoints (hand rails, door knobs, taps) will be routinely cleaned using FAD Green-Shield
- Non fire doors will be kept open
- Kindly refer to our website for detailed risk assessment