



## **Iveagh Sports Grounds**

### ***Group sport / external Customer Experience***

#### ***Covid-19 Health and Safety Protocols:***

##### **Customer Arrival:**

1. The lead booking person to come to the main reception inside the building, to confirm the booking with Trinity Sport attendant. The Sports Attendant (SA) will then facilitate access for the group via external gate onto pitches and direct the lead person to their activity area if required.
2. All other team members will wait in their car/or at distance in the car park area until the attendant informs them all to enter for their session. The SA will inform and remind all in group to follow social distancing guideline where possible.
3. Markers and signage for directions and instructions will be displayed, with the group being informed of the toilet access/procedure prior to booking.

##### **Customer Usage:**

1. Before starting their session, customers will follow the following hygiene protocols. Sanitising stations will be available at the entrance of the pitches
2. Changing Rooms and Showering facilities will remain closed. Players should arrive kitted out and ready to play.
3. Players should not congregate outside their pitch before their game.
4. No handshakes allowed – limit contact with each player
5. Players are advised to bring their own water/drink to the game and must put all used bottles into the waste bins provided prior to leaving.
6. No Gear Bags/Clothes should be brought onto the pitch when playing. It is recommended in leaving all valuables at home.
7. Spitting is not acceptable on the grounds.

##### **Customer Exit:**

1. Will exit maintaining social distancing and proceed home via main road exit by car/bike/walk
2. Players will not congregate outside their pitch