

## **Santry Sports Grounds**

### ***Trinity Sport Club Customer Experience***

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

#### **Customer Arrival:**

1. The lead booking person to come to the main reception portacabin to confirm the booking. The Sports Attendant (SA) will notify the lead person to their booked space and inform them to follow social distancing guideline throughout.
2. All other team members will wait in their car/or at distance in the car park area until the lead club representative informs them all to enter for their session.
3. Lead club representative is to take a roll call for the session upon entering the site– only members registered for the session can attend.
4. Unregistered members cannot attend the session and are asked to leave the grounds.
5. Markers and signage for directions and instructions will be displayed.

#### **Customer Usage:**

1. Before starting their session, customers will follow the following hygiene protocols, wash hands upon entering and leaving the premises. Hand gel will be available at the entrance to the booking space.
2. Changing Rooms and Showering facilities will remain closed. Team members should arrive suitably attired for their session and ready to play.
3. Club members should not congregate outside their playing space before their booking.
4. Agreed club protocols according to approved risk assessment should be followed for the duration of the booked session.
5. No Gear Bags/Clothes should be brought onto the pitch when playing. It is recommended to leave all valuables at home.
6. Spitting will not be tolerated on the pitches/outside the facility

#### **Customer Exit:**

1. Will exit the booked space individually and maintaining social distancing from as soon as the club's session has ended
2. All team members will proceed home via main road exit by car/bike/walk
3. Players will not congregate outside their playing space or in the carpark of the facility.