



Santry 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 portacabin to confirm the booking. The Sports Attendant (SA) will direct the lead person to their pitch or cage 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 attendant informs them all to enter for their session.
3. 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 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 should bring their own water/drink to the game and must put all used bottles into the bins outside the cage gates when 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 will not be tolerated on the pitches/outside the facility

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