



## Plans for Safe Play

### Phase 1

#### **Plans for Safe Play: Birmingham Racquet Club Customers**

*Below are the rules for safety and health policies to be followed by all customers. These policies are in place to keep the customers and employees safe, that is our priority. Please keep in mind our hours will be shortened during our Phase 1 opening as well. Please check our website at [www.birminghamracquetclub.com](http://www.birminghamracquetclub.com) for updates.*

#### **PRIOR TO CHECK-IN PROCESS:**

*If you are exhibiting any symptoms of the coronavirus: mild to severe respiratory illness with fever, cough and difficulty breathing, or other symptoms identified by the CDC or have been in contact with someone with COVID-19 in the last 14 days please follow CDC guidelines and stay at home.*

#### **Check-in Process:**

- A mask must be worn upon arrival, in the lobby and restrooms areas.
- Doors will be opened throughout the clubhouse to minimize touching.
- Use a hand sanitizer station upon arrival before going to the front desk.
- All payment is required before entering the courts. Payment can be made over the phone prior to your scheduled time slot. All customers are encouraged to place a credit card on file to eliminate additional contact. Cash will be discouraged.
- Front desk employees will acknowledge when you can go to your designated court.
- Social distancing must always take place. There will be no congregating allowed.

#### **Phase 1 On-Court Activities:**

- Court reservations
- Private lessons & semi-private lessons
- Ball machine reservations
- Same-family group lessons
- Clinics and classes with 4 to 1 on court ratios

#### **Club Safety:**

##### Lobby:

- A mask must be worn upon arrival, in the lobby and restrooms areas.
- Social distancing must be obeyed (markings will be on floor to help to adhere).
- Hand sanitizer stations will be located throughout the lobby and the sink will remain open for handwashing.
- As many doors as possible will be opened for customers to avoid extra touch points and to promote airflow.

#### Locker Rooms:

- Locker room entry doors will be propped open.
- Sinks and toilets are operational.
- Showers and lockers will be temporarily closed during this time.
- Come dressed to play tennis; changing and showering should occur at home.

#### On-Court Pathway Policies:

- All must wear a mask onto the court from lobby.
- Players can enter courts as they normally would while maintaining social distancing.
- Players exiting the courts please use provided on court hand sanitizer prior to returning to lobby and exiting the facility.

#### On-Court Policies:

- When reserving a court, purchasing new balls is recommended for the health and safety of your players.
- Court time bookings will be staggered to reduce cross traffic.
- Bring your own water/refreshments while on the court.
- No seating will be available during this time.
- Bring your own towel as towels will not be provided.
- No spectators will be allowed during this time.
- Scorecards will not be available.
- Divider nets must always remain closed.
- Hand sanitizer will be placed on all courts with recommended frequent use.
- When reserving a court, there will be no access to ball carts.
- Ball hoppers are not available with standard court reservations.

#### Ball Machine Policies:

- Must be prearranged and have a reservation. You are responsible for picking up balls with a hopper and placing balls in the machine. Do not pick up balls with your hands.
- Employees will disinfect equipment and all touch points after usage.

#### Pro Shop Policies:

- Racket demos are not available during phase 1.
- Racket stringing services are still available.

#### Staff:

- We are continually monitoring the best practices in our industry and will be making sure the staff is trained properly and following best practices with the goal of keeping everyone healthy and safe.