



REOPENING PROTOCOL COSTA BALLENA CLUB DE GOLF SAU



RE-OPENING POST COVID-19



ANNEX TO THE COSTA BALLENA GOLF CLUB RULES OF PROCEDURE.

REOPENING PROTOCOL COSTA BALLENA CLUB DE GOLF SAU BEFORE THE GAME

1



Observe all safety measures set out in this protocol.

2



Avoid physical contact when exchanging greetings.

3



Bookings are to be made online via our website www.ballenagolf.com or via our telephone number 956 847070. You can pay for your booking directly online, using the app or at the club by credit card, but only after prior reservation. Players will not be accepted without prior booking of green fees or rental fees.

4



You will also be able to go straight from the car park to the first tee without going via the caddie master if you have already paid for your booking and your rental equipment.

5



Equipment rental must also be pre-booked and pre-paid using the same means as green fee reservations.

6



Only single riders or members of the same family are allowed in buggies. Buggies will be disinfected by the club staff before and after use and will be marked with the wording **"BUGGIES RESERVED AND READY FOR USE"** at the pick-up point or **"BUGGIES ALREADY USED AND READY TO BE DISINFECTED BY OUR STAFF"** at the drop-off point after use.

7



Manual and electric carts will be disinfected by club staff and must be booked in advance so they can be ready on arrival.

There is an area marked **"CARTS RESERVED AND DISINFECTED"** where players who have booked and paid for their cart will be able to pick it up, and another area marked **"USED CARTS, PLEASE LEAVE YOUR CART HERE WHEN YOU FINISH AND IT WILL BE DISINFECTED"**. Please do not touch any other cart.

8



Matches may consist of up to **FOUR** people who must observe social distancing while playing.

REOPENING PROTOCOL COSTA BALLENA CLUB DE GOLF SAU WHILE PLAYING



Maintain social distancing during your game.



Drinking fountains will be out of service; please do not touch them. Players must carry their own bottles of water.



Toilets at the golf course will be closed except those at Hole 11. They can only be used one at a time. Antibacterial soap and paper will be available. The latter should be thrown in the pedal bin. Please use hand sanitiser after using toilets.



Bunkers should be restored as well as possible by the player; the rakes have been removed.



You must not touch the flag stick; use the new mechanism or collect the ball with your club. Avoid touching the hole by hand.



Please play quickly and do not give way to another match in order to avoid concentration of players.



It is not possible to clean golf clubs or shoes on site.



Players must remove their golf bags after the round. They may not leave them on the premises, except for customers who have rented golf bag lockers, located in the basement.

THANK YOU FOR FOLLOWING OUR ADVICE. IT IS VITAL TO MAINTAIN GOOD HYGIENE. ALL OUR STAFF WORK IN COMPLIANCE WITH THE MOST STRINGENT PREVENTION MEASURES AND WE HAVE IMPLEMENTED A STRICT HYGIENE PROTOCOL COVERING ARTICLES, PRODUCTS AND SERVICES.

PROTOCOL
COSTA BALLENA CLUB DE GOLF SAU
FACILITIES I



OPENING HOURS



GOLF COURSE (PLAYING HOURS)
Monday-Sunday: From 08.00 to 19:00h



RECEPTION, PRO-SHOP & CADDIE-MASTER
Monday-Sunday: From 08:00h to 19:15h



CLUBHOUSE-SNACK BAR
Monday-Sunday: From 09:00h to 18:00h service



PRACTICE FACILITY
Monday-Sunday: From 08.00h to 19:00h

REOPENING PROTOCOL COSTA BALLENA CLUB DE GOLF SAU FACILITIES II

IN THE CLUBHOUSE

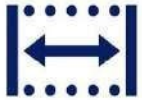
CADDIE MASTER



For your safety and that of our staff, the use of a mask inside the clubhouse will be mandatory.



Any service must be purchased using prepayment. In the event of the impossibility of making such prepayment for unavoidable reasons, you will be attended at the counter with a screen, the customers having to wait their turn behind the lines displayed on the floor, thus maintaining the required safety distance, and payment must be made exclusively by card.



The permitted reception capacity is a maximum of four people, who must maintain the safety distances established in the facilities, demarcated by separation lines.



STORAGE ROOM FOR CLUBS

Use of the storage room for clubs has been suspended until further notice; only individual lockers may be used and these must be kept in perfectly clean and disinfected. They have already been disinfected by the club before opening.



OFFICES

The service will be offered via telephone and online until further notice. All bookings are dealt with online and by telephone.

CLUBHOUSE TOILETS



These may only be used one at a time, respecting turns and with the required social distancing.

Hands must be washed with soap and dried with a hand dryer or paper, which must be thrown away after use into the pedal-operated bin.

CHANGING ROOMS

These will remain closed until further notice

FITNESS CENTRE

This will remain closed until further notice



REOPENING PROTOCOL COSTA BALLENA CLUB DE GOLF SAU FACILITIES III



ON THE COURSE

Drinking fountains, ball washers, benches and rakes have been removed. The toilets are closed except those at hole 11.



The holes have a system to avoid lifting the flag stick; please refrain from touching the hole or flag with your hand

ON THE PRACTICE AREA



Pre-booking is required for use of the driving range. You must also book if you are going to strike balls before or after your game on the course to restrict your duration on the tee, because it will have limited capacity.



The staff will give you a practice area reservation number, without which you will be unable to make use of the facilities. Payment must be made exclusively by personal card.



You will need to disinfect your hands before and after pressing the ball dispenser button



Observe social distancing between players; you must remain at least two metres from others.



*Fill the buckets, trying to minimise contact. You will find these in the area provided for collection; please observe the information posters:
"READY-TO-USE AND DISINFECTED BUCKETS"*



Once you have finished hitting balls, please leave the bucket in the designated place: "ALREADY-USED BUCKETS, PLEASE DEPOSIT YOUR BUCKET HERE FOR DISINFECTION BY OUR STAFF" so that it can be disinfected.



PUTTING GREEN: Maintain social distancing between players and avoid touching the hole and flag. Be understanding and generous and give up your space when your enjoyment has been sufficient. You are setting your own limit. Thank you

REOPENING PROTOCOL COSTA BALLENA CLUB DE GOLF SAU FACILITIES IV

IN THE SHOP



The shop will remain open, accessible via the main door.



Maximum capacity is four people.



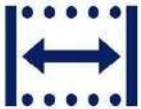
Customers are requested to use the disinfectant gel at the entrance to disinfect their hands.



All customers are kindly requested to wear a mask.



The counter has a protective screen between staff and customers, who must always pay by credit card or using a pre-paid voucher.



Customers must maintain a safe distance by waiting behind the lines displayed on the floor.



The exit will be located at the door behind the counter leading to the buggy courtyard.



No refunds allowed.



REOPENING PROTOCOL COSTA BALLENA CLUB DE GOLF SAU ONLINE RESERVATIONS FOR MEMBERS



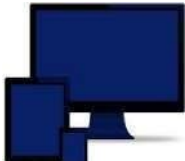
You can make your reservation via the website www.ballenagolf.com/reserva/, via our app available on Google Play and Apple Store or by phone at 956847070.



Pre-booking will be required in order to play, no player can be accepted without a confirmed booking.

All reservations must be made with prepayment.

RESERVATION PROCEDURE FOR MEMBERS



1 Visit our website: www.ballenagolf.com/reserva/ or access via our App and choose the BOOK GREEN FEES MEMBERS option.



2 To access for the first time you will need a username and password, which we will send you by email. You can later change your password if you wish.



2 The first time you pay your green fee you will need to register your credit card.



3 Once the first purchase has been made it will no longer be necessary to enter it again. You can now choose the day, time and tees available and confirm your reservation.

We recommend that you write down your password in a safe place.

If you have any questions, the sales department will be happy to help you by telephone.

We recommend that you use green fee passes or packages so you can charge them on account and not have to pay your green fee every day. You can also make a prepayment by phone using a credit card to avoid payments at the facilities, which may be closed (see opening hours).