



## PHASE TWO: SQUASH RE-OPENING

### Courts #1, #2, #4, #5

The following rules/protocols, in addition to Hollyburn Country Club's House Rules and Club By-Laws, will be strictly enforced. Members who do not follow outlined rules/protocols will not be permitted access to the Club and/or will be asked to leave the Club immediately. Member and staff safety is paramount during these re-opening plans; your cooperation is appreciated.

**Hours of Play:** Monday – Sunday 8am – 8pm

### Court Booking Procedures:

- No guests permitted.
- Bookings mandatory (GameTime); no drop-ins.
- Squash courts can be booked one week in advance at 8:00am.
- Maximum court booking durations 1.5 hours (1 hour play, 30 min transition).
- Singles play only; no doubles play permitted at this time.
- It is recommended that your playing partner be from the same household, but is not required.
- Names of ALL players must be entered into GameTime upon booking; Members who do not appear on GameTime booking will not be permitted access to Club.

### Member Check-In Procedure:

Accessing the Club:

- Members are required to check-in with Security upon arrival at gate. Members will be required to answer a series of health-related questions prior to receiving access to the Club.
- Members are required to show Club ID or personal ID.
- A Member whose name does not show on a court booking will not be permitted onsite.
- Members permitted to arrive max. 15 mins prior to court booking; members required to stay in vehicles until 5 mins to court booking.

Checking in to Squash Courts:

- Members are required to enter the Club through the Squash Entrance.
- Members are required to use the hand sanitizer provided prior to entering the Squash Courts.
- All doors will be propped open to prevent touch points.

### Washroom/Shower Facilities:

- The washroom facilities beside the Badminton Gym will be open for member use; shower facilities NOT available.

**Amenities/Services:**

- Demo racquets NOT available.
- Towels service will be available.
- Water fountains will NOT be available; Members required to bring adequate supply of water in personal water bottles.
- Squash Lounge is NOT available. Members should leave immediately after their match; no loitering.
- No food and beverage service.

**Member Exit Procedure:**

- Members are required to leave the building immediately, no socializing/tailgating after match play.
- Members playing required to exit through Squash Entrance.

**Other Important Details:**

- Dress code in effect (sporting attire and proper footwear).
- No group lessons at this time.
- Private and semi-private lessons available through Jeff Boag at [squash@hollyburn.org](mailto:squash@hollyburn.org).
- No spectators, including children.
- HCC cancellation policy in effect:
  - o 8 hours' notice – no cancellation fee.
  - o Less than 8 hours' notice - \$25.00 fee charged.
  - o No show - \$50.00 fee charged.

**Health and Safety Protocols:**

- It is mandatory for Members to follow COVID signage throughout facilities; Members who do not follow rules will be asked to leave immediately.
- Social/physical distancing will be strictly enforced.
- First aid onsite between 8am – 8pm.

## TIPS AND RECOMMENDATIONS FOR MEMBER PLAY

**We strongly encourage our squash Members to review the follow tips and recommendations:**

### BEFORE YOU PLAY

- Play with family members, persons living in your household or individuals considered to be low risk. Members are strongly encouraged to keep their social network small.
- Do not play if you or your playing partner:
  - o Exhibit any coronavirus symptoms, such as a fever, cough, difficulty breathing, or other symptoms identified by health experts.
  - o Have been in contact with someone with COVID-19 in the last 14 days.
  - o Are considered vulnerable or at risk (elderly individuals, immunosuppressed persons, individuals suffering from serious health problems, notably high blood pressure, pulmonary diseases, diabetes, obesity and asthma).

## PREPARING TO PLAY

- Protect yourself against infections:
  - Wash your hands with disinfectant soap and water for at least 20 seconds before going to a squash court.
  - Bring hand sanitizer.
  - Clean your equipment, including your racquets and water bottles.
  - Do not share equipment with your playing partner.
  - Make sure you have enough water before leaving the house to avoid having to touch a tap or water fountain handle.
  - Consider wearing a mask or gloves while playing.
  - If you cough or sneeze, do so in a tissue or in your sleeve and wash your hands immediately.
  - Avoid touching door handles, gates, benches and all other objects where the virus could survive. If you touch something, make sure to wash your hands and disinfect the surface you have touched.

## WHILE PLAYING

- As much as possible, keep a 2-metre distance with other players. To respect this measure, we strongly suggest only playing singles.
- Avoid all physical contact, for example shaking hands, with other players.
- Avoid touching your face after manipulating a ball, racquet or when you hit the ball to another player.
- Identify your balls with a marker in order to be able to differentiate them and only handle the balls that are yours.
- It is strictly **PROHIBITED** to wipe sweat from hands or forearms on any court wall. Players may bring hand towels onto the court, can be placed at the foot of the tin.

## AFTER PLAYING

- Use sanitation spray and cleaning products provided to wipe court walls, doors and any other touch points.
- Wash your hands with hot water and disinfectant soap or with hand sanitizer.
- Leave the court immediately after you finish playing.

## FREQUENTLY ASKED QUESTIONS

### 1. Can I drop-in to play squash?

No, court bookings are mandatory.

### 2. Are guests permitted?

No, no guests permitted.

### 3. Will there be first aid onsite?

Yes, first aid will be onsite 8am – 8pm.

### 4. What facilities (washrooms/showers) will be available?

No shower facilities will be available. Badminton Gym washrooms will be available during squash hours.

**5. Will there be towel service?**

Yes, towels will be available in the Squash Center.

**6. Are members required to play with gloves and masks?**

No, members are not required to play with gloves and masks.

**7. What happens when I see Members not following the Club's strict social distancing rules?**

Members not following social/physical distancing rules will be asked to leave the Club immediately. Please let staff know if Members are not abiding by Club rules.

**8. What cleaning products is the Club using to sanitize high touch point areas?**

All cleaning products being used are quaternary disinfectants which are recognized by Health Canada as being effective against encapsulated viruses, such as COVID-19.

**9. Will Members have access to other areas of the Clubhouse?**

No, Members will NOT have access to other areas of the Clubhouse.

**10. Who can I contact if I have questions about Gametime and booking a court?**

Click [here](#) to view our “How To” video. Alternatively, you can reach out to Jessica at [jkatzin@hollyburn.org](mailto:jkatzin@hollyburn.org) . GameTime bookings are available on the Hollyburn website or on the Hollyburn App.