



PHASE ONE – OUTDOOR PICKLEBALL

Pickleball Courts (#1 & 4)*

*Courts #2 & #3 remain closed

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.
- GameTime is accessible through the Hollyburn website or Hollyburn App.
- Indoor courts and outdoor courts #2 & #3 remain closed until further notice.
- Outdoor courts #1 & #4 can be booked one week in advance.
- Singles and doubles play permitted.
- Doubles partner MUST be from same household.
- 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.
- Max. one court booking per day per membership (per family).
- 1.5 hour court bookings (1 hour play, 30 min transition).
- No social play.

Member Check-In Procedure:

Accessing the Club:

- Members 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 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 Outdoor Courts:

- Members playing on outdoor courts are required to check-in at tent in lower parking lot.
- Members are required to use the hand sanitizer provided prior to entering courts.

Washroom/Shower Facilities:

- Outdoor washroom facilities near tennis courts open from 8am – 8pm.
- Indoor courts washroom facilities open 8am – 8pm; shower facilities NOT available.
- There will be NO access to the main Clubhouse.

Amenities/Services:

- Balls and racquets available to purchase in advance through Sports Boutique.
- Demo racquets NOT available.
- Towels service will be available at lower parking lot check-in tent.
- Water fountains will NOT be available; members required to bring adequate supply of water in personal water bottles.
- Benches, scorecards, umbrellas NOT available.
- No food and beverage service.

Member Exit Procedure:

- Members are required to leave Club premise immediately, no socializing/tailgating after match play.

Other Important Details:

- Dress code in effect (sporting attire and proper footwear).
- No private lessons or group lessons until further notice.
- 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:

- 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 pickleball members to review the follow tips and recommendations:

BEFORE YOU PLAY

- Play only with family members, persons living in your household or individuals considered to be low risk.
- 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.

- 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 pickleball 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.
 - 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.
- Stay on your side of the court.
- Identify your balls with a marker or by colour in order to be able to differentiate them and only handle the balls that are yours.

AFTER PLAYING

- Wash your hands carefully with 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 pickleball?

No, court bookings are mandatory.

2. Are guests permitted?

No, no guests permitted.

3. How many times a week can I play?

Max. one court booking per day per membership (per family).

4. Will there be first aid onsite?

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

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

No shower facilities will be available. Indoor Courts washroom will be available 8am – 8pm.
Outdoor courts washroom facilities will be available 8am – 8pm.

6. Will there be towel service?

Yes, towels will be available at the lower parking lot tent.

7. Are members required to play with gloves and masks?

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

8. 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.

9. 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.

10. Will Members have access to the Clubhouse?

No, Members will NOT have access to the Clubhouse.

11. I am unfamiliar with booking through GameTime, where can I find more information?

Please [click here](#) to view our "How To" video. Alternatively, you can book over the phone between 8am-8pm by calling 604.913.4563. GameTime bookings are available on the Hollyburn website or on the Hollyburn App.