

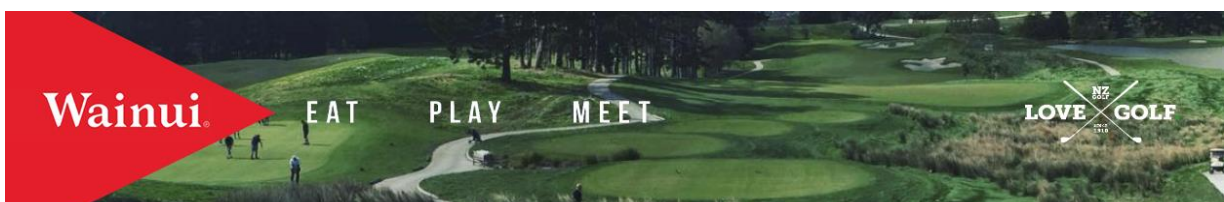
Wainui

Hello Wainui Members

After the recent “government imposed” closure of goods and services associated with operations at Wainui the following outline is adopted to provide direction for the move from Alert Level 3 to Alert Level 2.

The health and safety of our Members and staff are our foremost concern and we have developed our procedures to ensure this continues. We realize that individuals will likely have their own beliefs in how to govern their social activity and it will be challenging to meet everyone’s expectation in this regard. **We will continue to adhere to the guidelines as established by the Ministry of Health at all times.** It is safe to say the world has changed and a new reality will be required to ease back into what will be referred to a “typical” or “normal” day at the club. We thank all Members and when appropriate their guests, the public and staff for following the below guidelines and we will be updating these as required.

Above all else we really look forward to welcoming our Wainui family back for a hit and a chance to enjoy the course, clubhouse and social activities of club life once again.



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Re-opening procedures for Golf at Wainui

The following procedures will allow golf operations to operate within the government acknowledged rules pertaining to Alert Level 2.

Booking a Tee Time

- Full play tee sheets are opened, with member protected times added for a 1st tee start only
- Guests and Green fee players accepted outside member protected times
- Tee times spaced 10 minutes apart
- Players must make a booking so player details can be recorded for contact tracing if required. No walk ins, all players must book a tee time
- Tee times available online for members to book 7 days in advance
- Limited number of rounds per week per person removed
- Cups to be placed upside down and the flag must remain in the hole

Card Printing

- Players to pre-print score cards 10 minutes before tee time from the golf shop
- Touch screens, card scanner and card table to be cleaned regularly
- Blank cards will be made available for nine-hole rounds or single player rounds where cards will not be returned
- Cards can then be scanned by the players at the end of each round

Retail

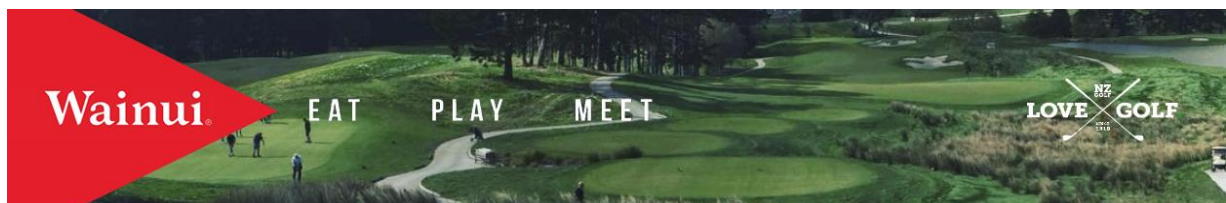
- The golf shop is open for normal retail purchases
- Maximum of **four** individuals in the shop at any one time
- Sales can be made by charging members accounts or by Paywave credit cards and eftpos. No Cash transactions
- Regular cleaning of surfaces e.g. counter tops, fridge handles, eftpos and point of sale equipment throughout the day will occur
- Signage displayed to remind staff and Members about handwashing and social distancing
- It is recommended that all Members bring their own hand sanitiser as we anticipate suppliers will sell out of product and we will not be able to supply in perpetuity

Cart usage

- Single-use cart hire or if you are comfortable you can ride with one of your playing partners
- Carts cleaned and sanitised at the end of each day
- Carts are utilised for one round per day only
- Members to remove their own rubbish from the cart and dispose in bins provided

Driving Range

Due to the fact our driving range is not monitored by staff at all times, our lack of ability to ensure proper social distancing requirements and the action of placing balls on tees, the handing of buckets and collection of and washing of ball inventory we have chosen to continue with the important



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drainage work being undertaken by Simon and his crew on the range during Level 2 with a target date for completion by Saturday, 30th May. Therefore, the range will remain closed until this time.

Coaching and Club Fitting

- Lessons can be booked and given while maintaining the two metre guidelines
- The Fitting studio will open, times can be booked in the golf shop for club fitting
- Regular cleaning of surfaces e.g. desktops, door handles, demo clubs and point of sale equipment

Orchard 9

- Full play tee sheets are opened, Open to All
- Guests and Green fee players accepted
- Tee times spaced 10 minutes apart.
- Players must make a booking so players details can be recorded for contact tracing if required
No walk ins, all players must book a tee time
- Tee times would still be available online for all players to book 14 days in advance.
- Limited number of rounds per week per person removed
- Cups to be placed upside down and flag must remain in the hole

Club scrambles

- Club scrambles and trophy events will not resume until Alert Level 1 or all Levels lifted
- Pro Shop scrambles will re-start, but, entry into the event will be cashless, Member account charge, eftpos or credit card only

Re-Opening of The View Eatery and Food and Beverage at Wainui

- Bars, pubs, clubs, restaurants may reopen with the assurance they follow the 3 S's (Seated, Separated, Single server per table)
- All patrons, once signed in at the registration table are requested to take an available seat at an available table (No queuing at the bar or outside the arrival doors or registration table)
- Under the first phase of Alert Level 2 gatherings can have up to 10 people for each group within The View Eatery
- More than 10 people may be present in public or at a venue, as long as they are in separate groups and are not intermingling with each other (**please do not move tables together, if required staff bring together tables for a larger group**)
- Attendees within the group must remain 1 metre apart and seated
- Until 21 May, venues like cafes, restaurants, bars and clubs are restricted to opening for dining, and with reservations of up to 10 people will be seated separately (reservations of more than 4 are essential), and served by a single server
- This means that **no-one may be sold or supplied alcohol on any licensed premises on these days unless they are on the premises to dine**
- A person is not present on licensed premises to dine if he or she is on the premises more than an hour before he or she starts (or is due to start) eating a meal, or more than an hour after he or she finishes eating a meal. To clarify, **a meal must be substantial rather than just snack food**



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Lay out The View Eatery (Other outlets to remain closed for regular business)

- Registration table
- Signage (registration table and entry points)
- All staff are expected to regularly undertake handwashing etc
- Hand sanitiser available at the register table
- Table set up to follow social distancing 2m apart
- Maximum available seats in the restaurant will be limited to 80 (allowed gathering only 100 that would take in consideration crossover for new arrivals and outgoing departures)
- Limited entry to restaurant – maximum 2 points of entry (main View Eatery door closest to the 10th tee location and lower level golf course entry) remaining doors with signs directing to entry doors
- Partitioning outside patio to minimize entering points
- No self-service cutlery or water station available to public (all available on request)
- Marked distancing for face to face over the counter inquiries

Events

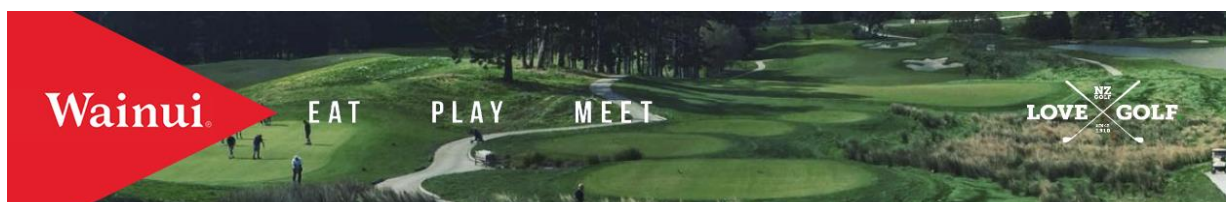
- Set up as per request of the client with following guidelines of social distancing and maximum numbers for indoor gathering
- Registration table (can be omitted if organizer provide complete register of guest contact information)
- Reduced capacity in the meeting rooms
- The View Eatery 50
- Board room maximum 6
- Peninsula room/ Orewa room maximum 25
- Trubridge room maximum 50
- Self-guided tours are acceptable, but, must include “check-in” registration of all parties

Service The View Eatery

- Limited staff members per shift, following social distancing
- All purchases **must** be charged to Members’ accounts, eftpos, credit cards transactions only, no cash transactions
- All food and beverage will be offered through table service only, no queuing at the bar for over the counter orders
- Individual servers will take orders and deliver items table side
- Regular cleaning of surfaces e.g. counter tops, fridge handles, eftpos and point of sale equipment
- At the end of the day – sanitising surfaces and touch points

Takeaway Service

- Takeaway service will continue for on course patrons and those wishing to pick up something to take off property
- Orders will be taken by phone only and must be charged to your Member account, eftpos, or credit card, no cash transactions



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- A pick-up table is designated within The View
- Please enter The View and proceed to the pick up table and your order will be brought to you

We thank all Members, their guests and the public for their patience as we undertake the service requirements for food and beverage as outlined by the Ministry of Health. We realize there may be some delays on heavy volume days and will do all possible to expedite service.

Events

- No buffet table service
- Family style catering and pre-plated service available only
- Seminars with cabaret style set up (allows table cleaning and reset during breaks)

Culinary

- Limited staff rostering to ensure bubbles are insulated within the group
- Disinfecting work surfaces and working tools frequently regularly
- Hand washing and sanitizing before shift starting, after touching anything from outside the kitchen, which includes door handle and touch area on the doors
- Keeping a safe distancing from Guests and co-workers who are not in the kitchen bubble
- Handle incoming deliveries with gloves, sanitise goods, and repack where possible
- Regular cleaning of door handles, kitchen and office doors, kitchen equipment, dishwashers, ovens, fridge doors
- Cleaning kitchen floor with bleach and sanitizer daily
- Menu will be reduced to ensure efficiency in order preparation
- Takeaway options will continue with minimum 15-minute notice (may be longer due to outlet volumes)

Turf Maintenance

With a return to Level 2 regular turf maintenance has been approved by government. We have managed to undertake a few necessary drainage projects since a return to Level 3 and will ensure we address access and egress to fairways from cart paths prior to the set in of winter, otherwise, our main focus is to re-establish golf course conditioning to pre-drought conditions.

Administration

The following procedures will allow admin operations to progress as we move from Alert Level 3 to Level 2, allowing administrative functions to ramp up to accommodate increased facility activity.

- It is anticipated that Wainui Members, guests and the public will access the facilities
- One administration staff will be in the office Monday through Friday 8:30 – 5:00
- Face to face at a minimum 1m distance



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- Inquiries – limit number of people to 2
- Public self-guided tours of facilities/function rooms etc. with Covid registration procedures adhered
- Stage Three (Alert Level 1 or no Level) –Resume normal administration operations. Full access for inquiries to office, function room viewing, suppliers, deliveries, maintenance
- Hand sanitizer/handwashing signage around property will be maintained

Building Level 2

- All business transactions may be undertaken by eftpos, credit card, pay wave, and online payments
- Website updated regularly with latest information on Wainui for Covid 19 plan as levels change
- Members updated via email of changing conditions to our Covid 19 plan as levels change
- Essential supplies only ordered
- Signage – to remind staff and Members re handwashing etc.
- The locker room facilities will re-open for use, although, the showers will remain closed

Health & Safety Re-opening – COVID-19 items

- Ensure signage up around property detailing what level we are at and what operations are open
- directional signage for doors unlocked for access
- limited entry points until open fully at Level 1
- Hand sanitisers around property and access points as supplies last

Staff Support

- supplied with gloves, masks if needed, sanitisers, distancing from customers.
- Limited mask supplies available – staff to bring their own
- Department heads to ensure staff are appropriately distanced from Members, Visitors and fellow employees
- Antibacterial wipes and antibacterial screen wipes for the touch screens are available
- Virus strength antibacterial cleaner available
- Regular cleaning of door handles, desks, phones, eftpos machines, keyboards, photocopier, printers, touch screens and door security entry touch pads – main door, kitchen and office doors, kitchen equipment, coffee machines, dishwashers, ovens, fridge doors
- Floor markings – tape floor markings in cafe/reception areas to ensure appropriate distancing

Emergency Contacts

Superintendent: Simon Burrowes email: superintendent@wainui.online

Golf Operations: Michael Duncumb email: hp@wainui.online

Food & Beverage: Mira Tull email: fandb@wainui.online

Administration: Karen Osborne email: admin@wainui.online



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General Manager: Terry Yacyshen email: gm@wainui.online

All of our friendly staff are working to assist you and if you require anything at all please do not hesitate to let them know.

Happy golfing!

