



PROTOCOLS AND GUIDELINES

TENNIS & PADEL		
PHASE 1 (11.05.2020) of de-escalation	PHASE 2 of de-escalation	PHASE 3 of de-escalation (subject to change)
Private classes only Court reservations for 2 people Bar and Terrace Closed Bathrooms Closed Changing Rooms Closed Reception Closed	Private classes and private group classes (max. two players) Court Reservations for 2 people Bar and Terrace Closed Bathrooms Closed Changing Rooms Closed Reception Closed	Resumption of the spring trimester for our academy (max. 4 children in a group) Private classes for up to 4 players Tennis Reservations for up to 4 players Padel Reservations for 4 players Bar and Terrace Open Bathrooms Open Changing Rooms Open Reception open
Social distancing measures to be applied at all times. Please see below for the protocols that will be applicable across all phases.		

Before leaving the house:

- You must not come to the club if you have had a fever or cough during the last 15 days.
- You must not come to the club if you have been in contact with somebody with the above symptoms in the last 15 days.
- You must take your temperature before leaving the house. In the event that you have a fever, you must call the club to cancel your reservation.

Reservations:

- Reservations can be made via email or the following number once reception has opened:

E: lareserva.tenis@sotogrande.com

T: + 34 956 791 006

- Club hours: **09:00 – 20:30 hrs.**

Check-in and payment.

- Players should arrive at the exact hour of their class / reservation. If they arrive earlier, they must wait in their car.
- Players must wear a mask and gloves on the way to the court. They may only take them off once inside the court.
- Payments for classes and reservations must be made via contactless. Whilst the reception is closed, a member of the club will meet the client outside of the tennis office before the start of the class to organize the payment.
- Where contactless payment is not possible, a bank transfer should be made and a receipt sent to the following email address before the class: lareserva.tenis@sotogrande.com
- The club would encourage clients to make use of our package of classes and reservations during this time to avoid having to make frequent payments.

Court Protocols:

- Players must use the disinfectant gel provided upon entering and leaving the court.
- Players must finish their reservations promptly. There will be 15 minutes between each time slot to ensure that there is no cross-over between arriving and departing players.
- Clients must not sweep or water the court. This will be done by our maintenance team.
- It is not necessary for players to where a mask or gloves in the court but the club highly recommends that a player wears a glove on their free hand in the padel courts. The payers are responsible for bringing these gloves.
- All court furniture will be disinfected by our maintenance team after each class / reservation.

Court services:

- The club will not provide any water, towels, rackets or balls for the classes or court reservations. Please note that when the bar is closed, a player will not be able to purchase any food or drink in the club so they must bring their own.
- In the event that a player does not own a racket, they may rent one from the club, but they must purchase an overgrip which they must put before the reservation and remove after the reservation / class. The club will then disinfect this racket after its usage.
- Balls may be purchased from the club so long as the payment is made via contactless. The balls will be left in the court for the player. Payment should be made with the court reservation, outside the tennis office.
- In the event of a match between two players, two tubes of balls must be used. One set for each player so that each player serves with their own balls.

- Please remember that all payments must be made by contactless. Should you require balls or an overgrip, please let the club know at the time of the reservation so that the material can be prepared and disinfected in advance.

Classes:

- The coach will always maintain a minimum distance of 2 meters from the client. In the event that the coach has to work closer to the client than this, the coach will wear a mask.
- The player must use gloves (provided by the club) to pick up the balls or the tube provided by the club. This tube will be disinfected after each class.
- During phase one, players cannot practice their serve in a class as this would result in physical contact with the balls.
- If a parent wants to watch their child's class, they must wear a mask. Parents must maintain the correct social distance between members of staff and other clients. Where possible we kindly ask that parents do not stay at the club during the class in phase one.

Departures:

- Players must leave the club as soon as their class / reservation has finished.
- Once the bar is open, there will be a relaxation in this measure with players allowed to consume on the terrace *after* their reservation, providing they adhere to the correct social distancing and the terrace does not surpass its maximum occupation (to be published at a later date).