

REOPENING PROTOCOL



The provisions described here are intended to explain and define the measures applied to playing golf in our facilities, so that you can play safely guaranteeing that appropriate actions are being taken to avoid risks of infection whilst enjoying playing golf.

In order to guarantee the best possible protection, we urge everyone to strictly comply with the guidelines established by the authorities.



On each golf course and its facilities you will find a series of disinfection stalls that we recommend you use diligently and which, as well as the building, will be disinfected thoroughly several times a day.

We apologize if our usual level of service is not met during this period. However, we also have a responsibility towards our staff, their families and of course you, so the staff at the club will be as minimal as possible.



Updated and valid guidelines from 11th May 2020.

TIMETABLES

Golf Court: 8:30 am - 6 pm

Reception: 8:30 am - 1 pm

Restaurant: 12 am - 4 pm

Caddy Master: 8:30 am - 6 pm



Son Muntaner: Open

Son Vida: Open

Son Quint: Closed

Son Quint Pitch&Putt: Closed

First setting off time: 9 am

Last setting off time: 4 pm

From 2 pm to 4 pm: Only 9 holes can be played, Twilight rate or Super Five rate.

COVID-19 RESTRICTIONS BY AREAS

RESERVATIONS

971 783 030 / GOLF.MALLORCA@ARABELLAGOLF.COM



PRIOR RESERVATION

It is necessary to have your setting off time assigned, so please make a prior reservation.



TELEMATIC RESERVATION

Make reservations by phone, email or online.



ADVANCED ARRIVAL

Arrival at the course is permitted maximum 20 minutes before setting off time.

RECEPTION / PRO SHOP



PERMITTED CAPACITY

A maximum of 4 people are allowed in the store at the same time.



SEPARATION

The separation between people as marked on the floor must be respected.



DISINFECTANT GEL

Hydroalcoholic gel will be available in several public areas.



PAYMENT

If possible please make payments by contactless credit card or online and not in cash



MERCHANDISE

- **Retail:** The sale service of these products will not be available until procedure is instructed by the Administration.
- **Golf accessories:** The sale of balls, tees, sun cream, umbrellas will be made available.

CADDY MASTER



GOLF BAG

The bag must remain in the golfer's possession at all times, both before and after the game. No member of staff should touch the bag. In the event of having your set in the Club Room, both collection and return must be done by self-service.



CARDS AND PENCILS

These items will be distributed to golfers in bags to avoid multiple manipulation.

A new app is being developed, which will be available shortly. It will have very intuitive and easy-to-use scorecards.



BUGGIES, CLUBS AND SHOES

- **Buggies:** Only 1 person will be allowed per buggy.
- **Club and shoe cleaning service:** This service will not be available during this period.

RESTAURANT SERVICE



REGULATIONS

The regulations established by the competent administration will be enforced, always respecting the required minimum safety distance.



SERVICE

- Timetable: from 12 am to 4 pm.
- Menu: reduced during this period, but offering the highest quality standards.



VENDING MACHINES

Vending machines can only be used with gloves and taking extreme precautions.

BUGGY BAR

Soft drinks and snacks will be in individual portions.

COMMON AREAS



CHANGING ROOMS

Closed to the public.

TOILETS

All toilets will be cleaned and disinfected more frequently.



SON MUNTANER MEMBERS OFFICE

The office will remain open with customer service from 9 am to 6 pm needing prior reservation in order to be attended.



PARKING

You will be able to arrive at the course maximum 20 minutes before your setting off time.



WATER FOUNTAINS

They will remain closed during this period. As an alternative, bottles of water can be purchased in the Restaurant or in the Caddy Master.



PRACTICE AREA

Always respecting the security measures:

- **Putting Green:** Open, with a maximum capacity of 6 people at the same time.
- **Chipping Area:** Open, with a maximum capacity of 6 people at the same time.
- **Driving Range:** Open, respecting the spaces duly prepared for practice.
- **Ball Machine:** Open. Put the balls in the bucket and when finished, leave the bucket in the shooting area to be collected and disinfected by the Arabella Golf team.

COMPETITIONS AND SPORTS / SOCIAL EVENTS



- The official sports competition, as well as sporting events will be restored when indicated by the Golf Federation and competent institutions.
- Competitions or tournaments in the social sphere will be reinstated provided they comply with the necessary security measures.

DURING THE GAME

REGULATIONS

LOCAL AND OTHER RULES



GOLF BALL

Under no circumstances should the flag be touched or moved, and the ball should only be removed from the hole with the aid of the instrument placed on the flag pole.



FLAG

The flag should not be removed when we are on the green.



TEE-OFF

You can only go to tee-off when the players in front are on the fairway.



GAME RHYTHM

Please keep up with the game at all times. Remember that the estimated time for an 18 hole round is set at 4 hours and 20 minutes.



GIVE WAY

Players coming from behind are allowed to make way. We recommend that this be done as usual, albeit with the necessary distance from each other.



BUNKERS

Play the ball as it is and rake the tracks with your feet and/or your club. The bunkers will be repaired in the best possible way by the player, always without the use of rakes.



DISTANCE

Always stay 2 meters away from other people. Avoid grouping with others.



GAMES / FLIGHTS

The games can be of 4 people and require social distance during the course of the game.



GREETING

Do not shake hands with the other players on your flight when your round is over. Please leave the field in a maximum time of 15 minutes.



BALL WASHERS AND BENCHES

It is not allowed to touch the ball washers and benches, which will remain closed.



EQUIPMENT - RENTALS

- **Buggy:** Maximum 1 person per Buggy. Maximum 1 use per day per buggy, to ensure proper disinfection of same.
- **Electric trolleys:** Maximum 1 use per day per trolley, to ensure proper disinfection.
- **Manual trolleys:** Available following sanitary safety measures.
- **Clubs to hire:** Maximum 1 use per day per set to ensure proper disinfection.



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