



WITNEY LAKES
BY THE CLUB COMPANY

CLUB GUIDE

The following information has been produced to ensure that all Members are assured of a comfortable and enjoyable experience on every visit to the Club.

In order to enjoy your membership please familiarise yourself with the information contained in this Guide.

Witney Lakes Resort

Downs Road, Witney, Oxfordshire OX29 0SY

Tel: 01993 893000

Email: info@theclubcompany.com

www.witneylakes.com



THE CLUB COMPANY

INTRODUCTION

Welcome to the Witney Lakes Resort Club guide!

This club guide provides you with key information about our club, opening times and facilities on offer. Please ensure you have read The Club Company Membership Terms and Conditions, which includes important information regarding your membership. You can access a copy of our terms and conditions at any time by logging into <https://golf.witneylakes.com/login.php>. We will also display updates via our club noticeboards from time to time.

FOR YOUR SAFETY

Our top priority is keeping you and our staff safe at the club; the following procedures are in place as standard:

Key touch points are cleaned regularly by our in-house team during opening hours

Hand sanitizer stations are located all around the club

Social distancing rules are in place throughout the club

Deep cleaning of the club occurs overnight, every night

Viricidal spray is available for you to use on equipment

Management of the flow of people is in place to achieve social distancing

Temperature checks will be carried out using a contactless Fever20 screening terminal

For specific safety measures in every area of our club, please visit <https://www.witneylakes.com/> and view our Guidelines for Golfers or Keeping Active and Staying Active page.

GENERAL

- We may temporarily close facilities in order to carry out repairs or refurbishments without awarding financial compensation (except in cases of prolonged and total closure from time to time).
- Except for guide dogs, no pets are allowed within club buildings and grounds.
- Our main club entrance is the only point of entry to be used by our members
- In case of a fire, please make your way to the nearest available exit in an orderly fashion

when requested to do so. All fire exits are clearly marked.

- Our health club is an adult only establishment.
- Towels will not be provided until further guidance is received.

HEALTH CLUB OPENING HOURS

Monday – Thursday: 6.30am - 9.00pm

Friday: 6.30am - 8.00pm

Weekends: 7.00am - 8.00pm

Please note that opening and closing times are subject to seasonal changes, special social events and Public Holidays.

RECEPTION

For Your Safety

Please check your temperature and hand sanitise when entering the club

A queueing system is in place to provide appropriate social distancing

Traffic management and a one-way system is also in place

All touch points are cleaned regularly with viricidal spray throughout the day

Hand sanitiser is available throughout the club

Arrival

To ensure social distancing is possible, please follow the below arrival times:

Golf: 15 minutes before your tee time

Studio: 5 minutes before your class

Gym: 5 minutes before your session

Pool: 5 minutes before your session

Checking In

For ease of entry to the club and, to ensure that access is controlled and monitored, we ask members to present or swipe your membership card on every visit to the club. If you have visitors or guests with you, please ensure they are signed in with reception.

A state-of-the-art temperature monitor will be used to check your temperature on arrival.

BOOKINGS

All bookings should be made in advance while social distancing restrictions are in place. Gym sessions are to be booked using the Mywellness

app. Swim and group exercise classes can be booked online, using your Member login via <https://golf.witneylakes.com/login.php>. Alternatively, by telephone. Or, preferably as a last resort, we can help you in person at reception during opening hours. Multiple sessions are permitted to be booked subject to availability.

Golf

Tee Times can be booked up to 7 days for home club in advance by golf members and 3 days in advance by health members

If playing another course in the group you can book 3 days in advance (excludes Castle Royle)

Studio

Bookings can be up to 4 days in advance

Gym

1 hour sessions can be booked up to 4 days in advance

Swimming

30-minute sessions can be booked up to 4 days in advance

Food & Beverage

No booking required

BOOKING CANCELLATION

Should you need to cancel a booking, please endeavour to give the club as much notice as possible so that another member on the waiting list can take your place (especially as our bookings are always popular). We understand there will be circumstance where this is not possible; unfortunately, if it happens persistently, advance booking privileges may need to be suspended for a defined period. This applies to both golf and health and fitness bookings. In the case of golf events and private hire bookings, separate conditions apply in accordance with the event booking form.

USE OF FACILITIES – HEALTH CHECKS

For your safety and your benefit, new members are required to undergo a health check, equipment induction and are offered a personalised program with one of our wellness advisors prior to using the Health and Fitness facilities for the first time.

All guests are required to complete a medical declaration and check-in with one of the wellness team prior to using any of our health and fitness

facilities.

Please ensure that your guests sign the appropriate disclaimer form upon registration, before using the facilities.

We advise all members and guests not to undertake strenuous physical activities for which you may be medically unfit.

Prior to taking part in any group exercise, you must inform the instructor of any injury, illness or other health condition that may prevent you from completing some or all of the exercises planned.

Before undertaking general unsupervised use of facilities, including pool, spa, sauna and steam room, it is your responsibility to ensure you are of suitable fitness and health condition to carry out the activity.

GYM

Monday – Thursday: 6.30am - 9.00pm

Friday: 6.30am – 8.00pm

Weekends: 7.00am - 8.00pm

Last entry will be 30 minutes prior to the gym closing.

Our qualified Wellness team is available to offer help and support wherever needed. Your assigned Wellness Advisor will remain on hand to monitor and update your training programme throughout your membership.

Members and guests are required to follow the double sanitisation protocol; cleaning the equipment with viricidal product before and after use. Sweat towels are not allowed in the gym and studio.

GROUP EXERCISE

We have a wide range of exercise classes, including holistic, aerobic, strength and resistance, that are available at the club that are updated from time to time. You can find our current timetable at the club reception, on the club website or on the The Club Company app. Members are able to book classes up to 4 days in advance.

We also offer a wide selection of on-demand workouts and live-streaming classes. To take advantage of this service simply log into the member's portal, click the drop down menu and click on home workouts.

All classes are taken by experienced and qualified instructors; and are included within your membership. Occasionally, specialist classes or courses may incur an additional charge. To ensure that all classes remain safe and enjoyable, numbers will be limited and advance booking is required. Please arrive 5 minutes before the start time.

Members' guests may only attend a class subject to payment of the appropriate guest fee, provided a space is available on the day - advance booking is not permitted.

Members and guests are required to follow the double sanitisation protocol; cleaning the equipment with viricidal product before and after use. Sweat towel are not allow in the gym and studio.

SWIMMING POOL

Monday – Thursday: 6.30am - 9.00pm

Friday: 6.30am – 8.00pm

Weekends: 7.00am - 8.00pm

Designated family times for children aged 0-15 years inclusive in the pool are as follows (it's adult only at all other times):

Weekdays: 3.30pm - 6.00pm

Weekends: 11.00am - 5.00pm

As we run a variety of classes in the pool, including aquarobics, individual and group swimming lessons and children's tuition, from time to time the pool may be restricted or reserved. We will always provide notice prior to this on our club noticeboard.

Lane swimming is available for those who wish to have an uninterrupted swim but are for continuous lap swimming only. Children under 16 are welcome to use lanes with prior permission. Children over the age of 13 whom are competent swimmers can use the pool for lane swimming during adult times, this can be restricted by the club and the club management can amend or change this policy without notice to suit the running of the pool.

Children under 8 years old must be accompanied at all times by an adult in the pool unless the child is attending a club organised swim school. Babies and toddlers are not be left unattended at any time and this includes leaving them poolside in car seats/child seats while a parent/guardian uses the pool or wet facilities.

Children aged 8-15 years old inclusive must be accompanied by an adult at all times in the pool area.

All users, including babies and children, are required to wear conventional swimming costumes only. Infants aged 0 – 3 years inclusive are required to wear an aqua-nappy when using the pool.

All users, are required to wear conventional swimming costumes only.

Changing rooms and shower availability are based on government guidelines.

For health, safety and hygiene reasons it is necessary to observe the following rules:

- Please shower before entering the pool
- No running, jumping and diving in the pool and surrounding area
- No flippers, snorkels, inflatables or balls except as provided by the club during organised sessions
- Crockery and glasses are not permitted on poolside
- No food or drink is to be taken into or consumed in the pool area
- Shoes (that are not covered with over-shoes), prams and pushchairs are not permitted within the pool area
- Members knowingly suffering from any medical condition that could cause infection or illness to other users should refrain from using the pool and associated wet facilities
- Shaving is prohibited in all wet areas
- Lockers have been restricted in use with alternate lockers on the top level and all lower level lockers removed

STEAM ROOM, SAUNA AND SPA

The steam room and sauna facilities are currently closed (subject to Government guidance).

Monday – Thursday: 6.30am - 9.00pm

Friday: 6.30am – 8.00pm

Weekends: 7.00am - 8.00pm

Our Steam Room, Sauna and Spa are for the use of adult members and guests over the age of 16.

Operating at approximately 45°C with 100% humidity, the Steam Room cleanses the skin, aids circulation and relieves stress. The Sauna offers a dry heat, operating at approximately 85°C with 15% humidity, again cleansing the skin, aiding circulation and easing tired muscles.

We ask you and your guests to familiarise yourselves with the advice notices displayed adjacent to each facility

For health, safety and hygiene reasons it is necessary to observe the following rules in these areas:

- Please shower before and after using the facility
- Members and guests with certain medical conditions (including but not limited to low or high blood pressure, cardiac irregularities, asthma or pregnancy) should not use the sauna, steam room and spa without prior medical consultation and consent. If there is any doubt, please do consult your doctor
- The maximum permitted time that any person should spend in the sauna, steam room or spa is 10 minutes

AURA SPA

Aura Spa has a wide variety of treatments available throughout the week and weekend for both men and women. The opening times will vary so please check at the club's reception for further details. Members and non-Members are both welcome to have treatments or spa days within Aura Spa. Bookings can be made directly with Aura reception. Gift vouchers are also available.

THE CLUB BARS

Bistro

Monday – Friday: 10.00am – 8.00pm

Saturday - Sunday: 10.00am - 7.00pm

Food availability

Weekdays: 10.00am – 8.00pm

Weekends: 10.00am – 7.00pm

Pub

Monday – Saturday: 8.00am – 10.00pm

Sunday: 8.00am - 9.00pm

Food availability

Weekdays: 8.00am – 8.00pm

Weekends: 8.00am – 8.00pm

Range Bar – Lobby Bar

Monday – Friday: 2.00am – 7.00pm

Saturday - Sunday: 10.00am - 6.00pm

Please note opening and closing times are subject to seasonal changes and special social events. Kitchen opening times may vary from opening times.

Our socially distanced dining experience, as well as the method for ordering, to dine in, or grab and go is displayed within the club.

If you would like to place an order, please do so at the bar. We will have a collection point for drinks; food will be delivered to your table.

We have intensified the level of cleaning in and around the restaurant and bar areas. Every table is cleaned and sanitised after each party has left, clearly marked with 'ready' signs. We're also using single usage condiments to help reduce contact, as well as contactless card payments.

Due to licensing constraints and, as a courtesy to other members, please observe the following rules:

- Children must be supervised at all times and must not run around in the Bar
- No food or drink may be brought into and consumed within the bar areas
- Designated family times when children under the age of 16 may use the Bar are available at reception and are published on the club noticeboard

CLUB CARD

For the benefit of our adult members, we offer a club discount card for the purchase of items within the club. Simply swipe your card at the point of purchase and 10% will be automatically deducted from your bill. This is available on the majority of items and can be used when visiting other clubs.

GOLFING FACILITIES

Play safe, stay safe golf guidance is in place and all relevant guidelines are available on intelligentsgolf, the tee time booking system.

As a summary:

- All tee times to be booked in advance and online
- All players must check in at Reception prior to playing
- The maximum number of players per group is 4 at any one time, unless specific rules mention lower number at specific time
- Please arrive at the 1st tee no more than 5 minutes before your tee time
- Please don't touch the flag stick
- Use your putter to remove the ball via the no touch cups
- Bunker rakes have been removed, please use your golf club to rake the sand after your shot
- Use the IG app to enter scores for competitions
- Junior golf members must be accompanied by a parent/guardian on the golf course and practice areas until their 13th birthday

Golf bookings may be made up to 7 days in advance via our club website or pro shop/reception (during opening hours) for members.

Your usage of the golf course, including access times and playing rights, are determined by your membership category. An overview can be found towards the end of our guide but full details are in your membership terms and conditions.

We ask that all Golf members and guests familiarise themselves with the rules, etiquette and dress code of the game prior to using the golf course.

Our local course rules are printed on our golf scorecard, available at reception or the golf shop. Club staff are always on hand to advise, should you require any guidance at all with a

golfing related matter.

Use of the course may be restricted during adverse weather conditions.

CHANGING ROOMS

Our lockers operate on a daily coin return basis and are provided for members to store personal belongings while they enjoy the facilities of the club. Any items left overnight will be removed to lost property. Please note:

- Children of the opposite sex are not permitted in the changing room once they have reached their 8th birthday
- Shaving and the use of razors is not permitted in the changing room area, including showers and washing areas
- Liability for loss or damage to property of members and their guests, including property stored in lockers, is strictly limited to any loss suffered as a result of negligence of The Club Company or its staff as laid down in The Club Company Membership Terms and Conditions
- We advise that you come as ready as possible for your session and the use of this facility is only as necessary

SMOKING

In accordance with the law, smoking of tobacco products is not permitted in any of the club buildings. To ensure we maintain an enjoyable environment for all, the club also prohibits the use of all electronic smoking devices within any building. Anyone wishing to smoke or use an electronic smoking device must do so in a designated smoking area.

DRESS CODE

Please wear comfortable workout clothing when exercising and ensure you comply with the golf dress code when using the golf facilities. When using the social areas of the club appropriate smart casual wear should be worn.

LOST PROPERTY

Lost property found on the premises should be handed into the club Reception. Items will be stored for two weeks and if they are not reclaimed within that time items will be donated to local charities or disposed of.

GUESTS

Please ensure all guests are signed in at reception.

Upon payment of the appropriate fee, your guest will be permitted to use club facilities. We ask you to ensure your guest abides by our club rules.

Any person whose membership of the club has been declined or terminated will be refused entry as a guest.

Should a social guest be found using facilities they are not entitled to, the member will be held responsible and may have their membership subsequently withdrawn.

USING OTHER CLUBS IN THE CLUB COMPANY GROUP

Health Club Use

You are able to use the facilities at any health club within the group (Excluding, Castle Royle and Nizels) at the times in line with your own membership category. Bookings for studio classes are not available for advance bookings but are available on the day if there is a space available.

Note: Not available to golf only memberships

Golf

7 day and 5 day adult golf members are able to play at any other course in the group booking up to 3 days in advance (Excluding; Castle Royle).

Use of other clubs can be amended locally by the general Manager without notice if circumstance is appropriate.

MEMBERSHIP CATEGORIES

Please note that from time to time these categories are subject to change. Please refer to

the current membership category and benefits form available from the club.

Membership of the club comprises of the following categories:

- RESORT FULL GOLF (includes complimentary 7-day Health & Fitness access)
 - INDIVIDUAL – 7-day access to the golf course and health & fitness facilities
 - PARTNER – 7-day access to the golf course and health & fitness facilities
- INDIVIDUAL 7 DAY GOLF ONLY
 - INDIVIDUAL – 7-day access to the golf course
- INDIVIDUAL 5 DAY GOLF ONLY
 - INDIVIDUAL – 5-day access to the golf course
- GRADUATE (26-29 years inclusive) – 7-day access to the golf course
- INTERMEDIATE (19-25 years inclusive) – 7-day access to the golf course
- JUNIOR (5-18 years inclusive) – 7-day access to the golf course

HEALTH & FITNESS ONLY

- INDIVIDUAL – 7-day access to the Health & Fitness facilities only
- INTERMEDIATE (16 - 20 years inclusive) – 7-day access to the health & fitness facilities only. (Intermediate Members aged 16-17 may not introduce guests)
- JUNIOR (5-15 years inclusive) - use of the swimming pool and access to the Pulse Café during family designated times (must be supervised by an adult)
- INFANT (0-4 years inclusive) - use of the Crèche during the designated opening times and use of the swimming pool and access to the Pulse Café during family designated times (must be supervised by an adult)

Witney Lakes Resort

Downs Road, Witney, Oxfordshire OX29 0SY

Tel: 01993 893000

Email: info@theclubcompany.com

www.witney-lakes.co.uk

Witney Lakes Resort

Downs Road, Witney, Oxfordshire OX29 0SY

Tel: 01993 893000

Email: info@theclubcompany.com

www.witney-lakes.co.uk