



## Dino Golf FAQ's:

**The ultimate attraction, our ticketed facility offers online bookings only.**

### How do I book?

You must book online, with a maximum of 6 people per group whilst observing social distancing

### Where do I go when I arrive?

Please go to the Dino Golf kiosk avoiding the pro shop or club house. Please ensure you arrive no more than 5 minutes before your game. After your game, please promptly leave.

### How do I pay?

You must pay for your game online & in advance. Sorry, without a booked game you will be asked to walk-the-plank!

### What if one of my delightful kids (or me!) hits a ball into the water or somewhere where we are unable to retrieve it safely?

Please let a member of the Kiosk team know and they will provide you with a new ball whilst observing social distancing.

### What safety, cleaning and hygiene processes do you have in place?

Yours and our staff safety remains the priority. By ensuring customers book online we can control the numbers coming to our venue.

Following Government guidelines and in line with the processes set out by the Health & Safety Executive (HSE), we have 5 key areas of focus in maintaining everyone's safety:

- 1. Social distancing:** Tee times have been extended so there is a larger gap between groups. Our Dino Golf Supervisor is on hand at all times to ensure everyone is spaced!
- 2. Organising the workplace:** It's all one way! You will not cross over other players upon check in, playing or leaving. Rest assured all of our staff have completed intensive and professional COVID-19 training and you are in safe hands.
- 3. Cleaning and sanitising:**
  - A) We have stations placed everywhere!
  - B) On entry there are stations for you and the family to collect a free mask (should you want one) & sanitise your hands.
  - C) All clubs and balls are sanitised before they are available to you.
  - D) Once you have passed through check in, there is another sanitation station available.
  - E) Throughout the course there are multiple sanitation stations for you to keep 'topped up'.
- 4. Communication and guidance:** There is lots of signage placed around the hut showing you where to go. If you get stuck, just let the supervisor know and they will help.
- 5. Wellbeing and support:** we have completed a full risk assessment and our team are fully trained. Your wellbeing and that of the team are our highest priority. If there is something you think we could do better, please get in touch via [manager.tonbridge@mrmulligan.com](mailto:manager.tonbridge@mrmulligan.com).

If you have any concerns before coming to Mr Mulligan's Tonbridge, please ask for the General Manager who will be more than happy to discuss the detail of our safety action plan. In addition, if you have played our course and have any suggestions for improvement we would love to hear from you.