



COMMUNICATION CHECKLIST COVID 19

COVID 19 Club Resource





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Recommended Communications

- Email to membership database from club email address
- Facebook Post
- Website Update
- Club Noticeboard post

Key Messaging to be Included in Outbound Communications

- Club re-opening day & date
- Revised club operational hours of facility
- Key Contact for queries & questions from players/members
- Appointment of risk manager at club
- Maximum number of people permitted at facility as per Australian Government Guidelines
- Permitted tennis activities at facility
- New club policies:
 - No Cash (Card only / Direct Debit) transactions
 - No Equipment Loans
- Modified booking procedures (online or via phone)
 - Coaching activities (inc. key contact & method)
 - Court hire activities (inc. key contact & method)
- Outline measures taken by the club to ensure patron safety
E.g. - regular cleaning, court gates remaining open, water bubblers non-operatable, signage & posters on display, lids off bins removed, social distancing measures inside clubhouse, outdoor/indoor seating & tables removed, etc.
- Visiting guidelines (you come, you play, you leave - please!)

Please note - that these points have been created as a guide and some may not be applicable to your club. They have been developed to ensure consistency in your correspondence to members & players.

For further assistance, please contact your Club Development Officer.