

HIGHCLIFFE BOWLING CLUB

STEWARD DUTY GUIDELINES

All bowling members are expected to carry out stewarding duties in order to support the function of the club. It is essential that there is continuity in carrying out the Steward role. If you wish to change a duty, please arrange to **SWAP WITH ANOTHER MEMBER**, amend the Steward Rota in the Steward's Book and inform the Weekly Steward.

THE WEEKLY STEWARDS ARE TO CONTACT ALL THE STEWARDS BEFORE THEIR ALLOTTED WEEK COMMENCES TO CONFIRM AVAILABILITY.

The Steward Duty Times are as follows:

Morning Session: 9.30am (for a 10am start of play) to 1.00pm (12 noon on Saturdays)

(note: the start of play on Wednesdays is 10.00 am)

Afternoon Session: 1.00pm to 5.00pm (12.00 noon to close of play on Saturdays)

Evening Session: 5.00pm to close of play.

All Stewards should ensure that they keep the Steward's keys safe and do not lend them to others as they are YOUR responsibility.

Morning Steward:

1. Entry to the Club is through the side gate and front terrace door
2. There is an additional bar and padlock for extra security.
3. **TURN OFF THE ALARM WITH THE FOB**
4. The same key will open the padlock and chain on the inside of the meadow (rear) door. The padlock and chain on the meadow door **MUST** be removed when the Club is opened in the morning and locked at night when the building is empty. The meadow door is always kept locked. A key is available in the Key Safe in the Steward's cupboard.
5. The key to the equipment shed is in the stewards cupboard above the key safe locker.
6. Set the green out promptly so it is ready for play by 10am (10.00 am on a Wednesday). The Bowlr system will show the direction of play the rink colour and steward details for the day (rink 7).
7. Flag to be raised at start of play. Ensure that all exits are clear.
8. All keys in the Key Safe in the Steward's Cupboard are clearly marked. Please ensure that the Steward's Cupboard is kept locked at all times. The controllers for the sun awning are kept in the Steward's box in the steward's cupboard.

Afternoon Steward:

1. The afternoon Duty Steward is to water the plant containers and raised flower bed. In addition, any rubbish from the bins can be emptied into the outside bins. Use the dishwasher if required. Stewards can also assist bowlers arriving to play to set up the rinks and remove once play has finished.

Evening Steward:

1. AT THE END OF PLAY it is the individual players responsibility to clear their rink but stewards may assist, or if the green is empty at 7pm, clear all rink markers and numbers from the green, leave tidy and ensure the sheds are locked. Lower the flag.
2. Check that all taps, lights and power points are turned off (**except the tablet**).
3. Check the Bar area make sure the bar door is locked.
4. Close all windows, blinds and curtains.
5. Close the sun awning and return the controllers to the duty steward box.
6. Any rubbish from the bins can be emptied into the outside bins (Recycle and General waste)
7. On leaving the club ensure the rear meadow door is locked with the chain and padlock.
8. Set the alarm using the alarm fob, pull curtain across. The front terrace door is not self-locking and must be locked with the key when leaving. **To lock the front door put the green key in, turn right half way then turn back to the top.** Ensure that the bar and padlock outside are secured.
9. Ensure the gate is locked using the chain and padlock.
10. Steward's keys must be handed on to the next if necessary Duty Steward unless other arrangements have been made.

Steward Duties and Notes:

Dress Code for Stewarding : Grey below the waist, white/club shirt above the waist or something smart if a social member. Please remember to wear the Steward's badge to identify yourself to everyone.

The Green is open to the public and visitors are welcome to play provided they wear flat soled shoes. They may borrow Club bowls which are kept in the Bowlers' shed.

The Green fee is £5 per 2-hour session per person for all **former and non-bowling members**. Such player must be entered into Bowlr using the tablet at the club.

The Green fee is £5 per hour session per person for all non-members.

All monies for fees and refreshments must be collected and put in the cash bags with a note at the end of the session. Cash bags must be locked in the safe.

Stewards may play during their duty they must take the Club phone with them.

Stewards need to be aware of the Child and Vulnerable Adult Protection procedures in the SAFE GUARDING FILE.

“NO PLAY TODAY” & “NO PLAY AT PRESENT” notices may be displayed by a member of the Green Committee and on the Bowlr system. With NO PLAY AT PRESENT the Duty Steward should open as usual for play at 10.00am and may close at 11.00am if the Green remains closed. The Steward will need to arrange for the Steward keys to be handed to the next steward. The Duty Steward should await instructions, call a Management Committee member or a member of the Green Team or use their own judgement.

If there is a potential of damage to the green due to play, or softness of the green, or if otherwise directed by a member of the green team. Protective groundsheets must be laid before play commences or continues. Such groundsheets must be lifted by the players after completion of play or earlier at the discretion of the steward or member of the green team.

When using the ground sheets bowlers please ensure that there are 20 nails in every score board at the start and end of play. Leave the score board at the end of the rink until the 20 nails are in place as it makes it easier to look for the lost nail on that rink. Do not leave until they have all been accounted for, a lost nail could cause serious damage to the equipment.

Answer the telephone as required and deal with the matter if you are able. If not, take a message and refer to the appropriate person.

Please fill or empty the dishwasher as required.

The Steward may be required to make a rink booking on behalf of a club member or member of the public, this can be done using the Bowlr system via the tablet using the login details displayed adjacent to the tablet.

Do not give out any member's contact details unless you know who you are talking to.

In the event of an emergency, dial 999 and get gate keys from the key cabinet to unlock the double gate at the far end of the green. Car park barrier is a PADLOCK, CODE 2023. Allocate a member to wait in Smugglers Lane South to direct the emergency vehicle into the car park and to the Club.

We have a full list of members emergency contact details which is kept locked in the safe.

The Club is only licensed to sell alcoholic drinks purchased by members and their guests and must be consumed on the premises. NO alcohol to be brought on to the premises for personal consumption.

We are all members of HIGHCLIFFE BOWLING CLUB and as such it's our joint responsibility to look after and care for our CLUB. If you notice a job that needs doing please feel free to do it or contact someone who can.

HIGHCLIFFE BC MANAGEMENT COMMITTEE: MARCH 2026