

## **FREQUENTLY ASKED QUESTIONS (FAQ's)**

### **What are the Club, Bar & Restaurant and Office opening times?**

Club opens at **08:00** every day and shuts at **22:30** weekdays and **20:00** weekends

Bar times are **11:00 to 15:00** and **17:00 to 22:30** Monday to Friday  
**11:00 to 15:00** and **17:00 to 20:00** Saturday & Sunday

Restaurant times are **09:00 to 14:00** Monday to Sunday inc.

Office times are **09:00 to 17:00** Monday to Friday

### **What is the dress code for the Club match meal?**

See the Dress code page on the Club's website, a paper copy can be obtained from the Office.

### **How do I join any league match for indoor and outdoor?**

Lists of all league and the team sponsors are available in the Indoor handbook. You can put your name on the "Want to join a league" list stating which league(s), date and times, located in the corridor halfway down on the right. You can contact league sponsors direct, contact the League secretary or ask in the Club office for assistance. A little effort and patience may be required.

### **What is the earliest time I can have a roll up?**

Indoors from 08:00, 7 days a week.

Outdoors from 10:00, 7 days a week.

### **How do I book a rink for any competitions?**

Indoors - For National/County competitions rinks can be reserved/booked on our website via the Member's Area. The Diary page shows an up-to-date availability of rinks. You can contact you opponent having found 2 or 3 convenient dates first. Failing this you can always contact the Office with the details.

For internal Club competitions, immediately following logging in, click on "My account" and then "My Competitions" and follow the instructions.

### **When will I know if I'm picked for a game?**

See notice board for selected teams – both Friendlies and Competitive

League sponsors pick the teams for all their games at the start of the season and provide every member with a schedule for the entire season.

### **If picked for games and then I'm not available, who do I ring?**

For competitive games, notify the Selector/Team manager - details published on the team sheet

For Friendlies, the Captain of the day – details published on the match sheet.

For Leagues, a designated reserve (if selected) or the league sponsor.

### **I don't think I'm good enough to play in Friendlies**

The only way to learn is to play with better/experienced bowlers, Friendlies are a good starting point, everyone has to start somewhere!

### **Where can I find out the competitions rules?**

These can now be found on the Member's area of our website. A full set of rules are also printed on the Competitions noticeboard.

### **Where is the First Aid Cabinet?**

On the wall adjacent to rink 6 indoors together with an accident book which should always be completed.

### **Where do I buy bowls and accessories from?**

Throughout the season, a mobile shop visits the club between 11:00 and 19:00 with virtually everything that you need in bowls. Details are published on the noticeboard/website/TV screen.

There is also a "For Sale" board in the corridor.

### **Where can I smoke?**

Indoors - outside the main entrance or out through the porch door opposite the bar. If wearing bowling shoes, please slip on a pair of overshoes if going outside – in case of dirt being deposited on the indoor carpet.

Outdoors – there is no smoking on the greens.

### **How do I find out Bowls rules and laws?**

Rule books can be purchased, if not via the Club, through the National governing body – Bowls England (Outdoors) or the English Indoor Bowling Association indoors – details available via the Office.

### **How do I pay my membership fee?**

You will receive a "FEE renewal" letter at the start of the season i.e. in August/September for the start of the Indoor season and/or in March/April for the start of the Outdoor season. Cheques (payable to ECBC), debit card or cash is preferred.

### **Who do I report to for any building maintenance repair, is there a log book?**

The Estate Manager – again, go through the Office Administrator in the first instance.

**What is the club website address?**

[www.essexcountybowlsclub.com](http://www.essexcountybowlsclub.com)

email:

[info@essexcountybowlsclub.com](mailto:info@essexcountybowlsclub.com)

**Where can I buy the bowls stickers?**

Behind the bar or at the session desk or from the office.

**Who's on the Committees and the Policy Board?**

Again, see the website or the officer's board in the corridor just past the office.

**Why do we have 3 AGM's?**

One is held for the Outdoor section members, one for the Indoor section members and one for the Club. At the Club AGM, ALL members can attend but only Full members (Indoor and Outdoor member) can vote.

**I'm having problem with my bowls delivery, who do I see?**

Any of the trained and qualified coaches as detailed on the website and the noticeboard. Regular scheduled coaching is available throughout the year.

**The Club welcomes any constructive suggestions that you wish to make. There is a Suggestion box on the wall in the corridor, simply complete a form and pop it in the box.**