

CASE STUDY



"In March 2011, the club took the option of 'joining forces' with Tivoli for an initial three-year contract for the maintenance of the golf course and grounds. Tivoli also employed the greens staff and took on the responsibility for the club's machinery, as well as adding their own machines that the club was in need of. From day one Tivoli has given an excellent service in preparing and maintaining the golf course. As Greens Chairman I have been dealing with all departments of Tivoli employees on a regular basis and have always found them to be very helpful and courteous. Tivoli has managed to take away a lot of the financial strain from the club and provided the members with a course of a high standard. The club looks forward to many more years of working alongside Tivoli."

*Julian Farrimond
Greens Chairman at Horwich Golf Club*

Horwich Golf Club

0845 270 2300
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BACKGROUND

After demonstrating its ability, during a one-to-one negotiation process, to add value and provide a bespoke financial package that included asset purchase and transfer of staff, Tivoli was awarded the contract to provide course maintenance for the club.

Founded in 1895 by staff of the Lancashire and Yorkshire Railway Company, Horwich Golf Club claims to be the oldest member of the Bolton Golf Association, has approximately 350 members and is proud of its undulating moorland course with 18 tees playing to nine outstanding greens.

PROJECT

Working in partnership with Horwich Golf Club, a financial programme was established that transferred the machinery and equipment assets to Tivoli, which improved the club's cash flow and eliminated the costs associated with servicing machinery.

Additionally, the club's staff were TUPE transferred to Tivoli, which reduced fixed costs and generated revenue.

In order to meet continuous improvement targets Tivoli quickly recruited a seasonal operative to support the contract and regular audits, evaluating both the site and Tivoli staff, have been in place since the contract began to ensure that the highest standards are being upheld.

Tivoli has also implemented a mandatory internal training programme, which includes courses such as environmental awareness, manual handling and safety in the workplace.

RESULT

Since the contract began in 2011, Tivoli has:

- Implemented and managed a comprehensive course maintenance programme of activity for Horwich Golf Club
- Added value to the club through continuous improvement – the majority of which has been built into the routine maintenance programme at no extra cost
- Established a Japanese Knotweed eradication programme across areas of the site where the weed is problematic as part of its commitment to adding value
- Initiated a tree planting programme as part of an on-going environmental initiative to restore local degraded habitats
- Provided a 360-degree course maintenance service to ensure that Horwich Golf Club retains its premium appearance
- Prepared the grounds for the club's open day, which coincided with the contract start date and saw additional resource brought in to guarantee that the club's grounds was prepared to the highest standard.

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SERVICES

- Course maintenance
- Grounds maintenance service to the club's amenity areas and car parks
- Mowing
- Hand cutting of tees and greens
- Shrub bed maintenance
- Scarifying
- Top dressing
- Fertilising
- Repairing ball marks and divots
- Pesticide management
- Aeration and drainage programmes
- Litter control and minor tree works