

## **COURSE OPERATION**

- Tee times will only be made online or over the phone.
- Where possible encourage online, debit and credit transactions.
- Tee time intervals will be increased to ensure groups are evenly spaced throughout the entire round. Pace of play must be monitored to avoid congestion on the course.
- Groups will consist of no more than 4 people. Physical distancing must be observed at all times, with a minimum of two metres between players.
- Groups will be asked to wait to be called to first tee to start.
- Club storage is not permitted.
- One day tournaments and similar events are permitted where the total number of people mixing does not exceed the organized gathering limit (e.g. 50 in phase 4). This is to keep contact tracing manageable in the instance of a positive case. There could be the potential for a second group of 50 players up to a maximum of 100 people across gatherings provided the two groups do not mix (as per the multiple gathering guidance). Pre approval of the operational plan would be required should the total number of people involved exceed 50.
- Lessons can be offered where physical distancing and gathering limits can be observed.
- Driving ranges can open if physical distancing can be maintained and range balls can be cleaned and disinfected between customers.
- Practice putting and chipping greens can open if physical distancing can be maintained and devices or systems are in place to allow removal of the ball from the hole without the player touching the flag or reaching into the hole.
- Retail and pro-shop sales are permitted in accordance with the Retail Guidelines.
- Food service areas, including in-room dining, are permitted to operate in accordance with the Food Premises Guidelines.

## **LESSON TOUCH POINTS**

- Course furniture; benches, ball washers, shoe scrapers, rakes, club cleaners, sand dispensers, and first tee scorecard/pencil holders will be removed where possible or made inaccessible.
- Consumables such as scorecards and pencils will be made available to each group as they arrive at the tee.
- Devices or systems must be in place to allow removal of the ball from the hole without the player touching the pin or reaching into the hole.
- If golf cart and pull cart rentals are permitted, they must be cleaned and sanitized between uses. Walking is encouraged to reduce the use of shared equipment.
- Limit of one person per golf cart, unless the occupants can prove they reside in the same household or a physical barrier is in place between the players.

## **EDUCATION AND BEST PRACTICES**

- All staff will be trained to observe COVID-19 safety protocols and trained to recognize symptoms of COVID-19.
- Signage will be placed in parking lots and on course encouraging physical distancing and COVID-19 safety practices.
- Staff will ask any player or guest to leave the property if they witness any of the safety protocols being ignored.
- When booking tee times, players will be made aware of the measures the course has taken to make it safe to play. If they book online they will receive information by email, if they call an operator will inform them.

## **CLEANING AND SANITIZING**

- A detailed sanitation plan requiring frequent cleaning and sanitizing of clubhouse and on-course washroom facilities must be in place, with only one individual permitted entry at a time.
- Staff will be provided access to protective equipment which may include gloves, non-medical masks (when required), and cleaning supplies.
- All rental equipment will be sanitized following each use.
- Equipment (computers, mowers, etc.) should be assigned to one user as much as possible to avoid shared use and the continuous need to clean and sanitize between uses. Where equipment is share, or reassigned to a new user, it must first be cleaned and sanitized.