

CLUBLINK

one membership. more golf.

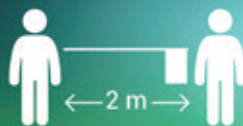
COVID-19 STANDARD OPERATING PROCEDURES (SOP) FOR EVENT HOSTING

Updated as of July 9, 2020



Arrive 30 minutes
prior to your
tee time.

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Please practice
physical distancing.

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One rider
per cart.

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INTRODUCTION

Golf events will not be able to utilize the traditional "shotgun start" organization structure which allows for all participants to arrive within a specified time frame, tee off at the same time, finish at the same time and enjoy post-golf hospitality and celebrations at the same time.

Instead, golf events can utilize a pre-scheduled, foursome by foursome, designated tee off time organization structure. This can be very enjoyable for participants as it will feel like a more intimate, less action-packed golf experience.

Tournament formats for golf such as best ball or scramble can still be utilized to allow for speed of play and to allow the novice golfer participants to enjoy their experience. Mobile applications can be used to record scores during the round. Our staff will not be able to handle physical scorecards used by participants and manage traditional scoring summaries for post-golf presentation.

Online applications can be utilized for auctions and other fundraising activities in support of charities.

Sponsors of your event can enjoy a strong presence on the event website and/or scoring application, communications on the app during the event, utilize live social content opportunities and post event online celebrations. Physical on-course activations and displays will not be permitted but our local teams can provide support for capturing images and video content during the event.

Event banners and signage to recognize sponsors are not permitted.

Participants will be able to enjoy on-site hospitality from designated areas. In Ontario, clubhouse banquet and restaurant areas will not be available. Clubhouse patios are available on a foursome by foursome basis before and/or after golf. In Quebec, clubhouse banquet, restaurant and patio areas will be available on a foursome by foursome basis before and/or after golf.

The following procedures are designed to help protect golfers, guests, organizers and employees alike. It is imperative that these protocols are followed to reduce the risk of spreading the coronavirus.

There are three phases and versions of SOP planned. Procedures may vary by Club to due to local circumstances and as compliance with guidance from public health officials dictates.

INTRODUCTION

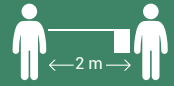
Below is a chart of amenities and services available in Phase One:

PROPERTY MODIFICATIONS	
Golf Shop	Available at all Daily Fee and some Member Clubs
Washrooms	Available
Bag Service	Not available
Bag Storage	Not available
Locker Rooms	Not available
Club Cleaning	Not available
GOLF MODIFICATIONS	
Driving Range	Available
Putting Green	Available
Short Game	Available
Golf Carts	Available
Push Carts	Available
Starter	Available
ON COURSE	
On Course Washrooms	Available
Rakes	Not available
Ball Washers	Not available
Water Coolers	Not available
FOOD AND BEVERAGE MODIFICATIONS	
Confectionary	Available
Bistro	Available (patios only in Ontario)
Halfway Hut	Not available
Beverage Carts	Not available

GOLF

- Encouraged to play individual or best ball while keeping the pace of play.
- Foursome list with starting times and cart usage requests must be provided in advance to the ClubLink Corporate Events Coordinator.
- Online registration available: <https://clublink.golfems2.com/event/test-event>
- Online scoring available through Golf Genius. Please refer to the Event Technology Packages for pricing and details: **Event Technology Packages**
- Online auction available (Sealed for a Cause): <https://sealedforacause.com/>

GENERAL BEST PRACTICES



PROTECTING YOURSELF AND OTHERS

- Stay home if:
 - You are feeling unwell,
 - You have traveled outside Canada within the past 14 days,
 - You have a new or worsening cough or fever,
 - You have been advised by a medical professional to self-isolate.
- Practice respiratory etiquette, including coughing and sneezing into your arm. Dispose of tissues immediately into trash receptacles.

HAND HYGIENE

- Wash hands often and for at least 20 seconds with soap and water or alcohol-based hand sanitizer.
- Avoid contact with face and eyes with unwashed hands.
- Avoid common greetings, such as handshakes and instead greet with a wave.
- Avoid contact with high frequency touch points.

PHYSICAL DISTANCING

- Always maintain a distance of at least 2 meters from others (one flagstick length).
- Maintain a safe distance while handing goods and making transactions.
- Protective barriers shall be used to protect cashiers and customers in payment transaction areas.
- Observe floor markings and barriers to maintain proper traffic flow and physical distancing between customers where line-ups can form.
- Limits to the number of people allowed in the same area will be imposed.
- Staff will be assigned to monitor safe physical distancing in congested areas like entrances/exits and check-outs.

ACTIONS TO PREVENT THE SPREAD OF COVID-19

- Enhance housekeeping practices, including cleaning and disinfecting surfaces, equipment and high frequency touch points.
- High frequency touch points (across all departments and washrooms) will be disinfected at least twice a day.
- Each staff member will have their own spray bottle with disinfectant (and/or food-safe sanitizer when applicable) to use to disinfect/sanitize their area, equipment and tools.

NEW MANDATORY MASKS AND FACE COVERINGS INSIDE PUBLIC SPACES

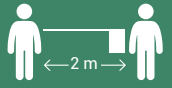
Masks or face coverings will be mandatory in all indoor public spaces effective:

- July 7 in Ottawa Region (GreyHawk Golf Club, Kanata Golf and Country Club and Eagle Creek Golf Club)
- July 10 in Durham and Peel Region (Cherry Downs Golf Club, Wyndance Golf Club and Caledon Woods)
- July 13 all other ClubLink locations

All staff, customers or visitors are required to wear a mask or face covering while inside public spaces, including but not limited to: bathrooms, golf shop, halfway house, bistro and common areas. The mask or face covering must cover the nose, mouth and chin. People who are not wearing a non-medical mask or face covering shall not be permitted to enter the building.

There are some people who have exemptions for mandatory masks (e.g. children under the age of two and people with certain health conditions, employees in designated areas or protected by a physical barrier).

PROPERTY MODIFICATIONS



PROPERTY ACCESS

- One person shall be at the property entrance (greeter) to stop vehicles and inform golfers of protocols prior to teeing off.
- All participants must be pre-registered and have a tee off time assigned.
- Golfers can check-in no more than 20 minutes before their tee time.
- Golfers can access practice facilities no more than 20 minutes before their tee time.

CLUBHOUSE AND FACILITIES

- When Clubhouse access is necessary, entrance and touch points shall be minimized.
- Wherever possible, doors will be propped open to minimize touch points.
- Local management shall determine the appropriate location of the emergency first aid equipment to ensure accessibility with current property modifications.

WASHROOMS

- Designated washrooms will be available with only one individual allowed at a time. Non-essential supplies will be removed.
- Alcohol-based hand sanitizer will be available outside of washrooms and in public areas.
- Kleenex will be available in washrooms and public areas.
- In addition to routine cleaning and disinfecting of washrooms (including on-course washrooms), an enhanced hard surface disinfection will be applied twice a day.

GOLF MODIFICATIONS



CHECK-IN AND PREPARATION FOR PLAY

- Participants will be directed to a specified drive up check-in area upon arrival (30 minutes ahead of their tee time).
- Event gifting packages will be placed in the trunk of your car by a staff member or convener at the check-in area.
- The golf shop will be closed at Member Clubs unless it is the location for purchase of hospitality items.
- Golfers should check-in with the starter 5-10 minutes prior to their tee time.
- Only credit/debit cards are accepted for purchases (no cash).

STARTER

- Golfers will be provided an orientation of local rules, safety precautions and golfer responsibilities.
- Scorecards and pencils will be provided by the starter at the first tee on request.

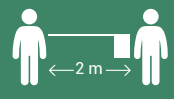
PRACTICE FACILITIES

- Driving Range is accessible only within 20 minutes of tee off time:
 - Driving range stations will be spread out at least 4 meters apart with distinct separation between stations.
 - All non-essential items such as bag stands or den caddies shall be removed.
 - Golf balls shall be stacked in pyramids to minimize touch points
 - All range-balls shall be cleaned, with water and soap, after every pick-up prior to making them available for golfers.
- Putting Green/Short Game areas are only accessible within 20 minutes of tee off time:
 - Golfers must use their own golf balls.
 - Pins shall be modified with a nail or spike. No holes shall be cut in putting green.
 - All bunker rakes shall be removed.

GOLF CART MODIFICATIONS

- All golf carts will be staged in designated areas.
- Bag service will not be available. Golfers shall load/unload their own golf bags on to carts.
- All golf carts shall be limited to one rider only, except where two riders live in the same household.
- Sand/seed bottles may be provided in carts and will be cleaned and disinfected between golfers.
- No tees, scorecards or pencils will be put on carts. Scorecards and pencils will be provided by the starter at the first tee on request.
- Designated cart staging areas shall be created for the safe return of carts using physical barriers or signage.
 - A garbage bag will be placed in each cart. Customers will be asked to clean the cart after use by putting all items in the bag and disposing in the bins provided at the cart return area.
- Employees will clean and disinfect all golf and push carts before and after use.

GOLF MODIFICATIONS



OTHER SERVICES

- Rental clubs are available.
- On course contests are not permitted (ie. Closest to the Pin, Longest Drive, Hole in One, etc.).
- Club cleaning and bag storage will not be available.
- Locker rooms and shower facilities are closed.
- Golfers only permitted on the golf course (no external vendors, photographers or event staff).

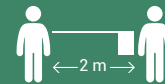
ON COURSE MODIFICATIONS

- The cup will be turned upside down and positioned slightly below grade to allow for easy retrieval from the hole with a putter or a touchless golf ball retrieval system may be used.
- Flagsticks will be labelled 'do not touch' and golfers will be instructed to keep flagsticks in the hole at all times.
- Once a golfer commences putting, they shall continue until they hole out.
- Ball washers and course furniture will be removed, where possible.
- Water coolers or water stations will not be available on course.
- No-touch garbage cans will be available on course.
- Bunker rakes will be removed from the course and these areas will be temporarily played as lift, clean and place. Golfers will be asked to use their foot to smooth footprints as they exit a bunker.
- Staff will tour the golf course periodically to ensure policies and procedures are being followed. This includes but is not limited to alcohol consumption, social distancing, golf course local condition rules, and pace of play.

INCLEMENT WEATHER

- Weather events such as frost, lightning or heavy rain may cause delays in accessing the property. Golfers are advised to contact the golf shop at the club for most up to date information about safe arrival timing and tee time scheduling.
- During a weather event such as lightening, a horn will sound. Golfers should seek shelter in an area where safe physical distancing can be maintained, preferably in their golf cart or by returning to their vehicle. Clubhouse will not be available. When the weather event has passed, a horn will sound the all clear for golfers to return to their positions on the course. Golfers may return to their position on the course while maintaining a safe physical distance from others. Three horn blasts will sound to signal play to resume.
- Golfers leaving the course due to inclement weather but not during a full suspension of play, may not be able to safely resume their round. Rain checks can be provided.

FOOD AND BEVERAGE MODIFICATIONS



HOSPITALITY

- Participants will be able to enjoy on-site hospitality from designated areas. In Ontario, clubhouse banquet and restaurant areas will not be available. Clubhouse patios are available on a foursome by foursome basis before and/or after golf. In Quebec, clubhouse banquet, restaurant and patio areas will be available on a foursome by foursome basis before and/or after golf. Dining in these areas is limited to a 90-minute maximum.
- Limited pre-packaged confectionary items and drinks will be available prior to golf from one designated location.
- Products for sale:
 - Selected bottled Alcoholic and Non-Alcoholic Beverages.
 - Chips/Cookies/Granola bars/Chocolate/Packaged sandwiches and wraps.
- Employees will not handle re-usable bags or containers, including water bottles, from customers.
- Items shall be provided to the customer in a bag.
- The club must supply all food and beverage products for participant consumption (no client supplied products can be permitted).
- Only credit/debit cards are accepted for purchases (no cash).

ON COURSE HOSPITALITY

- Up to four hospitality stations can be made available on the golf course.
- Hospitality services to be provided by staff only.
- The halfway house will be closed unless it is used as the designated location for sale of confectionery items and drinks.
- Water coolers or water stations will not be available on course.



If you have any questions or concerns about the
contents of our SOP, please email us at
covid19@clublink.ca