

CLUBLINK

one membership. more golf.

COVID-19 STANDARD OPERATING PROCEDURES (SOP)

Updated as of June 17, 2020

INTRODUCTION

The procedures outlined herein are designed to help protect employees, Members and their guests alike. It is imperative that we all follow these protocols to reduce the risk of spreading the coronavirus.

There are several phases planned. ClubLink management in collaboration with local Directors of Operation/General Managers will determine the phase of operational standards in place at any given time. This may vary by region or Club and to comply with guidance from public health officials.

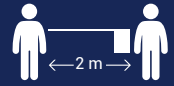
Phase One amenities and services:

PROPERTY MODIFICATIONS	
Golf Shop	Available¹
Washrooms	Available
Bag Service	Not available
Bag Storage	Not available
Locker Rooms	Not available
Club Cleaning	Not available
GOLF MODIFICATIONS	
Driving Range	Available²
Putting Green	Available²
Short Game	Available²
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 after golf (patios only in Ontario)
Halfway Hut	Not available
Beverage Carts	Not available

¹ Daily Fee Clubs Only

² Member Clubs Only

GENERAL BEST PRACTICES EMPLOYEES



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.

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.
- Stay home if feeling unwell or if you have traveled outside Canada recently.
- Avoid contact with people who are sick.
- Practice respiratory etiquette, including coughing and sneezing into your arm. Dispose of tissues immediately into trash receptacles.

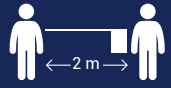
PHYSICAL DISTANCING

- 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 every two hours of operation.
- 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.
- When employees are not able to practice physical distancing or have frequent contact with the public, masks are available to reduce the spread of COVID-19 to others.

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.
- Generally, golfer access to the property is limited to 30 minutes prior to their pre-booked tee time.
- Golfers that arrive more than 30 minutes before their tee time will not be permitted in the parking lot.

CLUBHOUSE AND FACILITIES

- Limited clubhouse access.
- Clubhouse access and entrance points shall be limited to one entry and exit point. All clubs shall map out flow and plan for customer/employee access to each facility to minimize touch points.
- Wherever possible, doors will be propped open to minimize touch points.
- No non-essential in-person meetings are permitted.
- 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 access 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



TEE TIMES

- All tee times must be made in advance. No walk-up tee times will be permitted including for Academy courses.
- Tee times intervals have been expanded.
- There will be no split tee starts to promote spacing and reduce gatherings of groups.

CHECK-IN AND PAYMENT

Member Clubs

- The golf shop will be closed unless it is the location for confectionary sales.
- Golfers will check-in with the starter no more than 10 minutes prior and no less than 5 minutes prior to their tee time.
- Member account and credit card charges are accepted (no cash). No signature required for Member account charges.

Daily Fee Clubs

- Pre-paid golfers will check-in directly with the starter no more than 10 minutes prior and no less than 5 minutes prior to their tee time. Otherwise, golfers will check-in and pay at the designated location.
- Member account charges, credit and debit cards will be accepted (no cash). No signature required for Member account charges. Payments will be taken in advance at time of booking when possible.

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

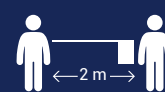
Member Clubs

- Practice facilities (driving range, putting green and short game areas) are open to golfers with booked tee times 20 minutes prior to their tee time and for pre-booked practice sessions through the golf genius application.
- Driving Range:
 - 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 (please do not touch range balls with your hands).
 - All range-balls shall be cleaned, with water and soap, after every pick-up.
- Putting Green/Short Game:
 - 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.

Daily Fee Clubs

- Practice facilities (driving range, putting green and short game areas) are open to golfers 20 minutes prior to their pre-booked tee time.

GOLF MODIFICATIONS



GOLF CART AND PUSH 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.
- Push carts will be staged in designated areas and will be provided at no charge.
- No sand/seed bottles shall be provided in carts or elsewhere on the property.
- 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.

OTHER SERVICES

- Rental, demo and fitting clubs are available. Clubs will be cleaned and disinfected between use.
- Golf lessons and camps are permitted while observing safety precautions in the province of Quebec (as of June 22 in Ontario).
- Club cleaning and bag storage will not be available.
- Locker rooms and shower facilities are closed.

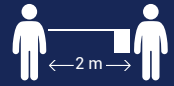
ON COURSE MODIFICATIONS

- 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, we recommend continuing until holed 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 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 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 allow 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 obtained by calling the golf shop.

FOOD AND BEVERAGE MODIFICATIONS



RESTAURANTS

- In Ontario, all clubhouse restaurants are closed for table and bar service.
- Most clubs in Ontario as of June 19 will have patio locations open for hospitality services after a round of golf with a limited menu for lunch and dinner only and on a first come first served basis.
- In Quebec, all clubhouse restaurants and patios are open for hospitality services after a round of golf with limited menu for lunch and dinner only.
- In all cases, golfers will need to wait to be seated and observe directional signage.
- Tables will be spaced 2 metres apart and those not residing in the same household will be required to sit 2 metres apart while at the table.
- Servers will be equipped with PPE, will back away from tables quickly after delivering food and drinks and must limit their time spent within 2 metres of guests at all times.
- Tables will not be pre-set with cutlery, glassware, condiments, etc.
- A limited menu will be available and can be viewed by visiting the club website. Click on “about the club” then “dining”. Disposable menus will also be available.
- Tables and chairs will be cleaned and disinfected in between use.
- Bottled or canned beverage consumption is preferred although wine and mixed drinks in glassware is available.

CONFECTIONERY ITEMS

- Limited pre-packaged confectionery items and drinks will be available in one designated location.
- Products for sale:
 - Selected bottled Alcoholic and Non-Alcoholic Beverages.
 - Chips/Cookies/Granola bars/Chocolate/Packaged sandwiches and wraps.
- Cooler bags are available at the confectionary/refreshment station prior to play.
- Employees will not handle re-usable bags or containers, including water bottles, from customers.
- Limited merchandise shall be available for purchase including (gloves, balls, sunscreen, bug spray and hats only).
- Items shall be provided to the customer in a bag.

ON COURSE

- Refreshment carts will not be available.
- 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