



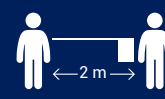
CLUBLINK

one membership. more golf.

COVID-19 STANDARD OPERATING PROCEDURES (SOP)

Updated as of September 16, 2021

GENERAL BEST PRACTICES



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.

PROTECTING YOURSELF AND OTHERS

- Stay home if you or anyone you live with:
 - Are feeling unwell,
 - Are experiencing any COVID-19 symptoms,
 - Are waiting for test results,
 - Traveled outside Canada within the past 14 days,
 - Had close contact with a confirmed or probable case of COVID-19,
 - Received a COVID Alert exposure notification on your cell phone,
 - 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

- In Québec a distance of at least 1 meter must always be maintained from others. In Ontario a distance of at least 2 meters must always be maintained 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.
- All government guidelines for maximum occupancy and group gatherings will be enforced.

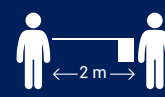
ACTIONS TO PREVENT THE SPREAD OF COVID-19

- 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 two times per day.
- Each staff member will be screened for COVID-19 before they are permitted to enter the workplace.

MANDATORY MASKS AND FACE COVERINGS

- Wearing a mask or face covering is mandatory indoors. A mask or face covering must be worn outdoors if physical distancing cannot be maintained, including while waiting in line for any amenity or service.
- 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. A mask or face covering is not required while seated at a table consuming food or drinks. 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 or employees in designated areas).

PROPERTY MODIFICATIONS



PROPERTY ACCESS

- One person shall be at the property entrance (greeter) to welcome golfers and conduct COVID-19 screening.
- Property access is permitted by appointment only.
- Golfers can check-in no more than 45 minutes before their tee time.
- In Québec visitors and residents 13 years of age and older are required to show proof of COVID-19 vaccinations before accessing the following areas:
 - Restaurants (patios, and dining areas).
 - Indoor and outdoor events (including golf tournaments and weddings).
 - Locker rooms and showers.
- Non-Québec Residents/Visitors must present their photo ID and proof of vaccination (provided by their own jurisdictions) at all Québec ClubLink properties. Specifically that they have received two doses of either Pfizer, Moderna, AstraZeneca, or Johnson & Johnson (requires only one dose).
- In Ontario, visitors and residents 12 years of age and older are required to show proof of COVID-19 vaccinations before accessing the following:
 - Indoor dining areas.
 - Indoor events.
- Ontario residents/visitors must present proof of identification and proof of vaccination (provided by their own jurisdictions).
 - Valid identification includes: birth certificate, citizenship card, driver's license, government (Ontario or other) issued identification card including health card, Indian status card/Indigenous membership card, passport, or permanent resident card.
 - For proof of vaccination, you must have received two doses of any of the following vaccines: Pfizer, Moderna, AstraZeneca, or Johnson & Johnson (requires only one dose) or three doses of a COVID-19 vaccine not authorized by Health Canada, with the last dose at least 14 days prior. Proof of vaccine is your vaccine receipt from your second or third dose (or single Johnson & Johnson dose), either as a hard copy or displayed on your mobile device.

CLUBHOUSE AND FACILITIES

- Clubhouse and facility access will operate following all provincial guidelines and health measures, which may differ by Club and throughout the season.
- Clubhouse access and entrance points shall be limited.
- 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. 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.

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

- Members or guests renting power carts or paying for guest fees should first check-in at the golf shop to sign chits and/or settle charges with the appropriate method of payment. All golfers should check-in with the starter 5-10 minutes ahead of their tee time.
- Member account charges, credit and debit are the preferred payment options. Signatures are required for Member account charges. Payments will be taken in advance at time of booking when possible.

GOLF SHOP

- When possible, doors will be propped open to minimize touch points.
- The golf shop will have a posted capacity limit according to the current regional guidelines and health measures.
- Alcohol-based hand sanitizer will be available at the entrance and exit of the golf shop and where payment transactions take place.

MERCHANDISE

- Returns are permitted.
- Fitting rooms are available.
- Rental, demo and fitting clubs will be available. Clubs will be cleaned and disinfected between golfers.
- Vendor fitting days can be scheduled. All bookings must be made in advance.

STARTER

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

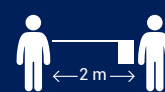
PRACTICE FACILITIES

- Practice facilities are open to golfers with pre-booked tee times, up to 45 minutes prior to their tee time for warm up, and for pre-booked practice times.

GOLF CART AND PUSH CART MODIFICATIONS

- All golf carts will be staged in designated areas.
- Coolers will be available on golf carts and ice is available with purchased beverages. Bringing outside alcohol on to Club property is strictly prohibited.
- Customers will be asked to remove all items after use and dispose of garbage in the bins provided at the cart return area.
- Employees will clean and disinfect all golf and push carts after use.

GOLF MODIFICATIONS



ON COURSE MODIFICATIONS

- Golfers are urged to refrain from removing the flagstick.
- Bunker rakes have been removed from the course and these areas will be temporarily played as lift, clean and place. Golfers are 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 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 lightning, a horn will sound. Golfers should seek shelter in an area where safe physical distancing can be maintained, preferably returning to their vehicle. When the weather event has passed, a horn will sound the all clear for golfers to return to their positions on the course. 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.

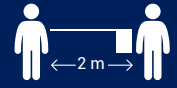
ACADEMIES OF CLUBLINK

- Lessons, training sessions and club fittings will follow provincial capacity limits and guidelines.
- All teachers/instructors will be trained on and follow applicable COVID-19 procedures including:
 - Lessons and fitting appointments must be made in advance. No walk ups allowed.
 - Golfers are to arrive no more than 45 minutes before their appointment.
 - No spectators are allowed.
 - Golfers with an appointment can wait for their instructor at the pre-designated hitting stall for warm up.
 - Hand sanitizer will be available to golfers and instructors.
 - Golfers and instructors are required to use hand sanitizer before and after their session.
 - Personal protective equipment (PPE) will be used if physical distancing of at least 2 meters cannot be maintained.

JUNIOR CAMPS

- Junior camps will operate in a manner consistent with the provincial safety guidelines for COVID-19 day camps.
- All teachers/instructors will be trained on and follow applicable COVID-19 procedures including:
 - Junior camps will follow provincial capacity limits and guidelines.
 - Camp registration and payment is done through the Club website.
 - Students will be dropped off and picked up at a pre-determined location to be confirmed by the instructor(s). The greeter can provide directions.
 - Students are to arrive no more than 45 minutes before their appointment.
 - Hand sanitizer will be available to students and instructors.
 - Personal protective equipment (PPE) will be used if physical distancing of at least 2 meters cannot be maintained.
 - No sharing of equipment. If a student requires use of clubs supplied by the club, they will not be shared by any other students in the camp and will be cleaned and disinfected between use.

FOOD AND BEVERAGE MODIFICATIONS



CONFECTIONERY ITEMS

- Pre-packaged confectionery items and drinks will be available before and after a round of golf.
- Employees will not handle re-usable bags or containers, including water bottles, from customers.

RESTAURANTS

- Golfers can order food and beverage before and after their round at the designated location, space permitting.
- Non-golfers can dine by reservation only.
- Clubhouse restaurants and patios, including capacity and patron table limits, will operate following all provincial guidelines, which may differ by Club and throughout the season.
- Customers in the restaurant must wear face coverings except when consuming food and beverage.
- Tables will be spaced so that customers seated at different tables are separate by a distance of at least 2 meters.
- Food and beverage shall only be served in the restaurant to seated customers. Customers are not allowed to re-arrange seating such as moving chairs or tables closer together.
- A menu will be available and can be viewed by visiting the club website.
- Our halfway houses and bistros will be diligently requesting signatures on chits.

ON COURSE

- Water coolers will not be available on course. A water station will be available at a designated location to refill personal reusable containers.
- No beverage cart service will be available on course. The halfway house or another food and beverage outlet will be available for sale of confectionery items and refreshments.



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