



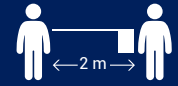
CLUBLINK

one membership. more golf.

COVID-19 STANDARD OPERATING PROCEDURES (SOP)

Updated as of April 23, 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

- 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.
- A mask or face covering is mandatory while waiting in line for any amenity or service, both inside and outside.
- All government guidelines for maximum occupancy and group gatherings will be enforced.

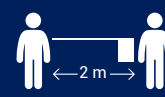
ACTIONS TO PREVENT THE SPREAD OF COVID-19

- 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 and recommended wherever physical distancing cannot be maintained.
- 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 stop vehicles and inform golfers of protocols prior to teeing off.
- All golfers will be screened for COVID-19 before they are permitted access to the property.
- Property access is permitted by appointment only.
- Golfers can check-in no more than 20 minutes before their tee time.

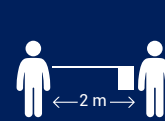
CLUBHOUSE AND FACILITIES

- 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.

GOLF MODIFICATIONS



MERCHANDISE

- Sundries for golf such as golf balls and gloves are available for purchase at golf shop during check-in process only. Shopping for merchandise can be done through shopclublink.ca and curbside pick-up at the club by appointment.

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 (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.
 - 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.
- Putting Green/Short Game:
 - 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 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.
- In Ontario, golfers driving or riding on a golf cart with others, must wear a mask or face covering unless all persons driving or riding on the vehicle are members of a single household.
- In Québec, only one person per golf cart permitted unless they are from the same household or the golf cart is equipped with separators.
- 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 clean the cart after use by putting all items in the bins provided at the cart return area.
- Employees will clean and disinfect all golf and push carts before and after use.

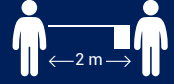
OTHER SERVICES

- Club cleaning and bag storage will not be available.
- Locker rooms and shower facilities are closed.

ON COURSE MODIFICATIONS

- 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, it is recommended that the golfer continues until the ball is holed.
- Ball washers and course furniture will be removed, where possible.
- 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.

GOLF MODIFICATIONS



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.

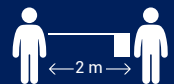
ACADEMIES OF CLUBLINK

- Lessons and training programs are not available at this time.

JUNIOR CAMPS

- Lessons and training programs are not available at this time.

FOOD AND BEVERAGE MODIFICATIONS



CONFECTIONERY ITEMS

- Pre-packaged confectionery items and drinks will be available before and after a round of golf. At our Quebec clubs, no alcoholic beverages are allowed to be served at this time.
- Employees will not handle re-usable bags or containers, including water bottles, from customers.

RESTAURANTS

- Clubhouse restaurants and patios are not available at this time.

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. At our Quebec clubs, no alcoholic beverages are allowed to be served at this time.



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