



Hillcrest Golf Club Operational Changes - CoronaVirus (COVID-19)



Changes to take effect March 24th (or whenever we reopen after snow/wet conditions permit)

Operation Setup Changes

- * Top floor of the Clubhouse will be closed to customer access. Staff will still be available to access the Top floor for business purposes
- * Tee Time Intervals will move to 15 minutes apart to help space out check-in procedures as well as the golf course spacing
- * New hand sanitizer & disinfectant wipe stations for both staff and guest are being added to multiple locations throughout the facility
- * Appropriate signage is present throughout our facility, including hand washing signage is present at all wash stations
- * A sanitize schedule is now in place as well as providing customers with reminder signage & supplies to disinfectant post-use
- * Lower level of Clubhouse will remain open for Customers to access lockers & restrooms. Sanitize stations will be setup in these areas
- * Staff will wear gloves where appropriate - golf carts, F&B, sanitizing schedule, etc.

Golfer Check-In

- * Golfer, day of, check-in will now be mobilized to OUTSIDE workstations
- * Staff will use facility iPad's to manage golfer check-in from mobile stations
- * Operation will go CASHLESS for this period of time, only valid forms of tender will be credit/debit card or gift card
 - > Prepaid gift cards can now be purchased online through the customer portal for season pass holders & registered guests so that they have the option to pay their day-of fees using the credit on their gift card account
- * Mobile workstation will be setup to take 1 customer at a time, 6 foot spacing between customer & staff /
 - > Customer to customer spacing will be setup 6 feet apart using rope, stantions, & signage
- * Additional Check-in stations can be mobilized if needed
- * We will stock only the high demand merchandise items (tees, golf balls, etc.) to sell at the mobile check-in

Golf Course Changes

- * All ball washers will be temporarily covered up
- * All rakes will be removed from bunkers, golfers will be asked to do their best to use their feet to rake out the bunker
- * Putting cups will filled with a PVC pipe in the bottom so that the ball rolls into the top .5" of the hole. The flag shall remain in the cup at all times!
- * On-course Restrooms will remain open (#5, #13, #17) and will be given sanitize materials for patrons
- * All practice green flags will removed and putting cups will be adjusted

Reserving Tee Times

- * Customers will still be able to reserve tee times online & by calling the golf shop
- * Single golfers will be able to check-in at the Mobile station to inquire about day-of availability

Food & Beverage

- * The beverage cart will be stationed in the staging area to service all grab & go needs
- * Proper 6 foot distance measures will be setup to facilitate service
- * Only credit/debit cards and gift cards will be accepted forms of payment for F&B purchases
- * Staff member will be asked to wear gloves at all times when handling F&B items

Golf Carts

- * Encourage walking as often as possible
- * Limit golf cart use to a single rider. 2 customers, living in the same dwelling unit, are permitted to share a golf cart
- * Golf carts will be serviced out of the Cart Barn by and attendant rather than being stated out front; sanitized each time they come in & go out

Driving Range & Short Game Practice Area

- * Driving Range will remain OPEN
- * Lower Short Game Practive Area is CLOSED due to the backend driving range netting damage. Once the net gets replaced, the short game area will re-open
- * Sanitize station will be setup at the range machine for patrons
- * Range machine and range baskets will be disinfected by staff throughout the day
- * Range tickets will be sold at the Mobile check-in stations
- * Spacing on the driving range mats is sufficient spacing (6 feet) for patrons to safely utilize the hitting area

Golf Score Posting & Handicaps

- * Posting of Scores is being vetted by the Colorado Golf Association with the changes to the course effecting play
- * Use of the Handicap Computer is temporarily suspended. Please use phone or personal computer to resource your Golf Handicapping needs.