



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



COVID-19 PHASE 2 - Enacted 6/20/2020

Operation Setup Changes

- * Tee Time Intervals are 10 minutes apart from Open to 3pm and 12 minutes apart after 3pm
- * 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 displaying Operational Expectations & Social Distancing Guidelines
- * A sanitize schedule is in place as well as providing customers with reminder signage & supplies to disinfectant post-use
- * Golf bags must remain in golfer's possession at all times and be returned to their car after play. Staff members will not handle any customers bags.
- * Staff will wear face covering at all times when interacting with customers indoors.

Clubhouse Operations

- * Clubhouse is **OPEN** to all customers. Face coverings are required and social distance measurements have been put into place.
- * Outsie mobile stations will process quick/safe check-in.
- * Clubhouse is sanitized throughout the day & disinfected each night by our janitorial service

Golfer Check-In

- * Golfer, day of check-in, will be serviced at both our **OUTSIDE** workstations as well as the partitioned Golf Shop space.
- * Operation is preferred **CASHLESS**, valid forms of tender will be credit/debit card or pre-loaded gift card
 - > Prepaid gift cards can 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
- * Both Mobile & Golf Shop workstations 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
 - > Golf Shop workstations will be setup with proper safety guidelines, plexy glass shield, sanitizer & contactless credit card terminals
- * Additional Check-in stations can be mobilized if needed

Golf Course Changes

- * All ball washers have been temporarily removed
- * All rakes have been removed from bunkers, golfers will be asked to do their best to use their feet to rake out the bunker
- * Putting cups have been turned upside-down so that the ball does not fall into the hole. The flag shall remain in the cup at all times!
- * On-course Restrooms will remain open (#3, #5, #13, #17) and will be given sanitized materials for all 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 starting at 5pm 7 days in advance
- * We will **NOT** allow walk-in reservations to reduce congregation at check-in. All single golfers **MUST** call the golf shop to reserve a tee time
- * Single golfers will be able to call the golf shop on the day-of to inquire about day-of availability

Food & Beverage

- * The Snack Bar will remain closed for seated dining service. Grab & Go and Phone Orders will be taken & delivered via telephone order
- * Grab & Go snacks, drinks, beer/wine & pre-made sandwiches are available at Check-In & via Beverage Cart
- * Beverage Cart operations will be scheduled on demand days. Beverage Cart will work off a facility iPad.

Golf Carts

- * Encourage walking as often as possible
- * Limit golf cart use to a single riders. Immediate family or Approved Pairings may ride together
- * Golf carts will be serviced out of the Cart Barn; sanitized each time they come in & go out

Driving Range & Short Game Practice Area

- * Driving Range is **OPEN** with Social Distancing Guidelines
- * Lower Short Game Practice Area is Open with Social Distancing Guidelines
- * Range machine and range baskets will be disinfected by staff throughout the day
- * Range tickets will be sold at the Mobile & Golf Shop Check-In Stations
- * Spacing of the driving range is set by dividers and spaced 8 feet apart

Golf Score Posting & Handicaps

- * Posting of Scores **IS** permitted by the USGA at this time
- * Use of the Handicap Computer is temporarily suspended. Please use phone or personal computer to resource your Golf Handicapping needs.

Golf Lessons & Programming

- * Instruction & Club fitting conducted with adherence to social distancing guidelines.
- * Small group clinics (10 or less) are permitted based upon availability and adherence to social distancing guidelines.
- * Junior Golf Programming **will resume**. **Information & Schedule provided online Mid-June**
- * Weekly demo days (Friday) will be conducted on separate range area. Equipment will be disinfected post & prior to each use