



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



COVID-19 2021 Season - Enacted 3/26/2021

## Operation Setup Changes

- \* Tee Time Intervals are 10 minutes apart throughout the entire day
- \* Hand sanitizer & disinfectant wipe stations for both staff and guest are provided at 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 or locker 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 and social distancing is **REQUIRED** indoors.
- \* Clubhouse is sanitized throughout the day & disinfected each night by our janitorial service

## Golfer Check-In

- \* Golfer, day of check-in, will be serviced through the usual 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
- \* 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 a small foam liner to stop the ball from going to the bottom of the cup. The flag shall remain in the cup at all times.
- \* On-course Restrooms will be open (#3, #5, #13, #17) and will be given sanitized materials for all patrons
- \* Practice green flags will be provided, please touch or remove with caution.

## Reserving Tee Times

- \* Customers will still be able to reserve tee times online starting at 5pm 7 days in advance
- \* Single golfers are permitted to reserve their reservation 1 day in advance of play. All single golfers **MUST** call or check with the golf shop to reserve a tee time

## 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
- \* Golfers may ride together in a golf cart at their own discretion.
- \* 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 through the Golf Shop
- \* Spacing of the driving range is set by dividers and spaced 6-8 feet apart

## Golf Score Posting & Handicaps

- \* Posting of Scores IS permitted by the USGA at this time. CGA score active score posting dates are March 15 - Nov. 14
- \* Use of the Handicap Computer is available to all golfers. Please use at your discretion. Sanitizer and wipes will be available at computer space.
- \* Please try to 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-April**
- \* Weekly demo days (Friday) will be conducted on separate range area. Equipment will be disinfected post & prior to each use