

GOLF INDUSTRY

MAY 27, 2020

COVID-19 REOPENING GUIDELINES



EMPLOYEES

- Screen employees' health daily.
- All staff is expected to remind all guests and fellow team members to maintain the normal social distancing guidelines.
- All service staff should be utilizing sanitation gloves. The gloves that are used must be sanitation gloves and should be replaced if they get ripped, torn, or contaminated. Contamination can occur after using the bathroom, smoking, coughing, and sneezing.
- Workers hands must be washed thoroughly and be cleaned before wearing new gloves.
- There should be no handling of guest's golf bags. If a guest is physically unable to handle their bags, staff may assist but must change gloves after each case.
- Cart service staff will be required to sanitize the cart right before and immediately after the guest uses the cart. Steering wheels, cup holders, cubby holes, seats, etc. must be sanitized before and after each use.
- Make sure all staff is aware to avoid close contact with people who are sick.



SHARED EQUIPMENT

- Where possible, don't share equipment or use rental sets - Help minimize the spread of any germs by using your personal equipment
- Wipe down Golf Equipment (Carts, Clubs, etc.) with a disinfectant when possible.
- Remove all hand towels, coolers or other accessories that are normally supplied to golfers on golf carts.
- Remove any water coolers that are on the golf course or practice tee.
- We will now be paperless on starter tickets. Each facility will have to operate without starter tickets for the foreseeable future. This eliminates paper changing hands multiple times.



FACILITIES

- Remove impulse items that are touched in high traffic areas and keep them behind the counter.
- Keep entrance doors open whenever possible.
- All company vehicles and golf carts are now single rider only.

- Golf shops are limited to 5 customers at a time.
- Communicate to all staff about their availability and work with your team to accommodate any special needs. It is recommended that any staff that fall into the at-risk category to refrain from work until further notice.
- Establish clear isle in golf shops and have dedicated entrances and exits.
- Box lunches or to go food options only. No buffets.
- Beverage carts should still only offer single servings. No mixing of drinks.
- Continue to offer bottled water instead of jugs and disposable cups on the course.
- Shields put up at each POS station.
- Try to keep Cash and Physical Card Usage at a Minimum - If you can help it, like booking tee times, call beforehand to make your tee time and give credit card information.
- Keep the same Golf Course standards as during the crisis.
- Place objects in holes to prevent the ball from dropping to the bottom
- Removing ball washers, sand bottles, bunker rakes, etc.



PLAY

- Avoid after golf gathering of more than 8.
- Have 10 minutes or more tee-time intervals.
- Gradual return starting with possibly two bags of clubs per cart and only one designated driver.
- Leave flagsticks in holes



CLEANING/SANITATION

- Clean and disinfect frequently touched objects and surfaces.
 - Door knobs, handles and plates, entry and exit for all doors
 - Handrails by stairs and on Patio's
 - Menus
 - Liquor and Wine bottles
 - Counter tops, Bar top, Condiment area's, Table tents
 - Table condiments (Salt, Pepper, etc)
 - Tables and Chairs – Inside and on the Patio
 - Vending machines
 - All Equipment and utensils / tools
 - POS system screens, CC machines, Laptops, I-Pads, Printers
 - Phones
 - Desktops
 - Pens used for signatures
 - Pro shop merchandise counters / displays

- Golf Carts – Steering wheel, controls, seating, coolers, etc
- Bathrooms
- Entry and exit doors, handles and plates,
- All faucets
- Counter tops
- Toilet paper dispensers
- Hand towel dispensers
- Soap dispensers
- Partitions between bathroom stalls
- Make sure to have addition hand sanitizer available and/ or disinfectant wipes.
- One of these should be available at all:
 - Golf shop counters
 - F&B counters
 - Bag drop loading areas



AMATEUR TOURNAMENTS

- Keep the same sanitation standards as during the crisis.
- Have hand sanitizer, masks, bottle water, and sanitizing wipes available at registration.
- Electronic Scoring or have a box stationed on the way to the parking lot after play for participants to drop their signed and attested scorecards in. The staff will then retrieve the scorecards, process, and confirm them.
- When possible, avoid:
 - Caddies
 - Spectators
 - Tournament-sponsored meals
 - First tee gifts

- Stagger starting intervals. Avoid morning wave and Afternoon wave starting times
 - New rules for Covid procedures (upside down cups, etc.)
- Consider full refunds to any participant who is ill, prior to the event, and encourage you not to come if you have a fever, cough, shortness of breath of unknown origin or believe it to be the COVID-19.



RESOURCES

accelerateSC

<https://accelerate.sc.gov>

Medical University of South Carolina (MUSC)

Local businesses can access MUSC services for more hands-on and detailed assessments beyond what is provided in these documents by contacting businesshealth@musc.edu (843) 792-2840