

Golf Operations

COVID-19 coronavirus Best Practices



Specific Nevada Guidelines

- On March 20, 2020, NV Governor Sisolak ordered nonessential businesses to cease operations and has ordered essential businesses to follow additional guidelines to reduce the likelihood of transmitting COVID-19.
 - For a period of 30-days (through April 16th)
- That same evening, golf was specifically defined as a nonessential business, under the following terms:
 - “(a) Recreational activities, including, but not limited to, recreation and community centers, sporting event venues, fitness facilities, gyms, clubhouses, racetracks, zoos, aquariums, **golf and country clubhouses not to include golf activities outside clubhouse settings**, bowling centers, cinemas and movie theaters, skiing facilities, theme parks and amusement parks”
- <https://nvhealthresponse.nv.gov/wp-content/uploads/2020/03/Gov.-Sisolak-Guidance-Directive-003-Essential-Non-Essential.pdf>

Specific Nevada State Guidelines

- The agreed interpretation of this definition:
 - Golf may continue to operate, as long as all activities suffice the Governor's Directives & Social Distancing protocols: <https://nvhealthresponse.nv.gov/information-for/event-organizers/>
 - Any employees who can work from home should do so. While it may not be an ideal situation, it is preferable to having employees unnecessarily spreading disease at work.
 - Ill employees must absolutely stay home from work.
 - Businesses should take steps to protect employees who must work in person in accordance with social distancing guidance appropriate to the individual workplace.
 - Social distancing is not one-size-fits-all. What works for one community in our state will not work for another. There needs to be great focus in the approaches we take to reduce disease transmission.
 - Older people, people with underlying health conditions and other high-risk populations should stay at home and avoid unnecessary contact with others.
 - "Nevadans who are not living within the same household, working at or patronizing an essential business or providing essential services may not gather in groups of ten or more in any indoor or outdoor public area." [https://nvhealthresponse.nv.gov/wp-content/uploads/2020/03/03.24-PUBLIC-GATHERING-DIRECTIVE .pdf](https://nvhealthresponse.nv.gov/wp-content/uploads/2020/03/03.24-PUBLIC-GATHERING-DIRECTIVE.pdf)

Specific Nevada State Guidelines

- ALL CLUBHOUSES MUST BE CLOSED TO MEMBERS & GUESTS!
 - Including the Golf Shop, Locker Rooms, Restaurants, Offices, Restrooms, etc...
 - Any F&B offerings must operate as a drive-thru, walk-up, or curbside delivery (i.e. “Snack Shacks”, Midway Grille, Comfort Station, etc...)
- City officials have been visiting 100’s of businesses to ensure protocols are being followed.
- So far, golf facilities overall have been compliant and adjusted operations to accommodate as-needed.
- Be prepared for a visit at any time.
- Outside perception is a potential threat.
 - (i.e. a passerby or homeowner may see a husband/wife in one golf car and assume they are unrelated guests that we paired together, then call the State to report a facility is in non-compliance)

Practices to Incorporate

- Members and guests to take individual golf cars. No “riders” permitted as well.
- Consider increasing starting time intervals to 15-20min. Allowing for proper spacing between groups, also helps control the total # of golf cars on the golf course.
- Cancel any scheduled tournaments, demo days, etc... over the upcoming 8 weeks. Any events that have potential for a group gathering of 10+.
- Keyboards, POS touch screens and the Golf Shop counter should be wiped down with disinfectant spray or wipes regularly (before/after shifts as needed) throughout the day during operation.
 - Pens that are used for signing tickets must be wiped down continuously throughout the day with disinfectant spray or wipes
- Golf Cars to be sanitized prior to and following each round played with extra attention on steering wheels, seats, GPS screens, handles & support bars.
- Have latex gloves available for staff to utilize at their discretion.
- Practice Facility Equipment: Remove all bag stands, coolers, chests, benches, etc...
 - Allow for 30% or 4-6' of additional space on daily PF setup between stalls.
- Only (1) group allowed on the #1 Tee at a time. Other groups must wait at a good distance while waiting for their starting time and avoid gathering in large groups.
- Remove all accessories from the locker room counter other than hand soap and paper towels (remove any other dispensers, razors, shaving cream, combs, deodorant, shoehorns, etc...)

Golf Car Sanitation

- Encourage walking!
- Table setup on the first tee or staging area with sanitizer and paper towels to give guests the option to further sanitize their golf car prior to starting each round.
- Ice coolers and sand bottles removed from golf cars.
- New pencils, scorecards, and fresh towels staged after each round.
- Push Carts – All push carts will be cleaned with disinfectant spray or wipes after each use



Golf Course

- Members & Guests informed to putt with the FLAGSTICK IN for all holes and avoid touching.
 - Insert GPS ads where available to remind members & guests.
- Close all on-course water stations.
- Remove ball washers and bunker rakes off the course.
 - (1) rake given to each cart for guests to utilize. Staff to disinfect upon return.
- Putting & chipping green flagsticks removed, along with any practice ball “pushers”.
 - Remove cups entirely & replace with OB or Penalty Stakes.
- On-course rest areas sanitized throughout the day (all high-touchpoints: door handles, sinks, toilets, etc...)

Operations

- Outside Operations:
 - Bag Handling- Encourage staff to wash hands with soap & water as often as possible, especially after handling clubs or bags.
 - Staff levels appropriate to facility activity. (i.e. fewer staff when possible to limit possible exposure)
- Check-in Procedures
 - Send members & guests directly to the #1 tee, avoid entering the Golf Shop entirely. Starter to communicate via radio to facilitate.
 - Setup all green fees to an online “Pre-Paid” function if available to eliminate transactions entirely.
 - Credit card transactions only, remove cash-handling for staff.
 - Staff to greet guests outside of the Golf Shop / Clubhouse, complete transaction, and then return CC and receipt.
- Locker Room (for staff use only)
 - Leave hand lotion accessible, as continuous hand washing will dry-out skin and can lead to cracking and further potential infections.
 - Close all shower facilities.
- Golf Shop
 - Regularly sanitize hangers, displays, handles, doors, any available touchpoints.

Photo Examples- Check-in Process

The check in photo shows our Jonas system, and laptop used for Foretees, and receipt printer. The white walkie talkies are for our baby monitor that allows us to speak to the members

The Outside Check in photo shows our podium that holds our credit card machine, outdoor baby monitor that allows us to hear the members without them pressing any buttons. It is currently picking up sound as far away as 25ft, so we haven't seen anyone needed to get close. The table allows us to place any golf shop merchandise that is called in.

The 3rd photo is our speaker setup, we are using this to send groups to the first tee from inside the golf shop.

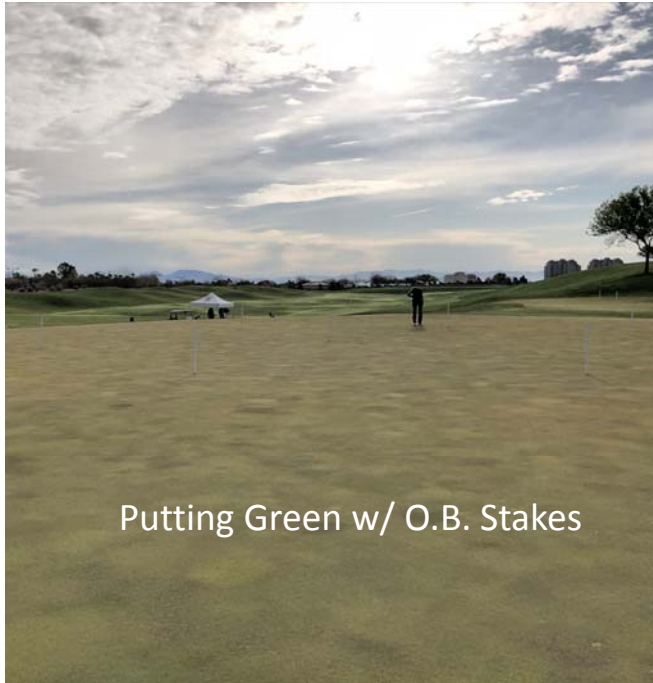


Other BP Photos

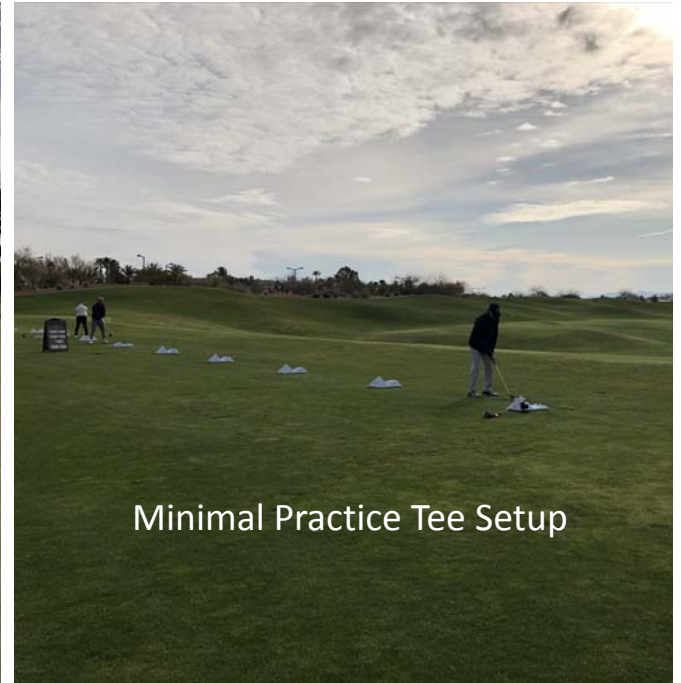




"Sanitation Station"



Putting Green w/ O.B. Stakes



Minimal Practice Tee Setup

Other BP Photos

Procedures Poster / Cart Sign

At TPC Las Vegas, the health and well-being of our customers and employees is our top priority. We are actively monitoring updates regarding the Coronavirus (COVID-19) and are following precautions and guidelines provided by the CDC and public officials. Please abide by the following guidelines during this time:

The TPC Las Vegas Clubhouse, including the Golf Shop, TPC Grille, & Locker Room Facilities are CLOSED.
The nearest available restroom is located at the Ultra Turn.

No need to check-in with the Golf Shop if green fees are prepaid, please proceed directly to the #1 tee or Practice Facility. Proceed to the Golf Shop door in the rear of the clubhouse to process payments as needed. (Credit Card only).

Practice facility is closed, with the exception of warm-up prior to play & for TPCLV Annual Pass Members. Practice Facility hours of operation will be 6:30am-3:00pm.

The Ultra Turn will be open between holes #9 & 10 for snacks and refreshments.

Sand bottles & coolers have been removed from all golf cars. Sanitized rakes are provided on each golf car, as opposed to placing rakes throughout the entire course.

Golfers are required to putt with the flagstick IN.

Do not tee-off prior to your assigned starting time and only one group is permitted on the #1 tee at a time.



Club Car Recommended Cleaning & Disinfecting



COVID- 19

Cleaning and Disinfecting Guidelines for Club Car Vehicles

At Club Car, the health and well-being of our customers and employees is our top priority. We are actively monitoring updates regarding the Coronavirus (COVID-19) and are following precautions and guidelines provided by the CDC and public officials.

During this time we wanted to provide some best practices around how to clean your Club Car vehicle to help curtail the spread of the virus.

CLEANING VS. DISINFECTING

According to the World Health Organization, cleaning refers to removing germs, dirt and impurities from surfaces. **Cleaning** does not kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.

Disinfecting refers to using chemicals to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection.

Cleaning and/or disinfecting are both important ways to prevent the spread of COVID19.

CLEANING & DISINFECTING YOUR CLUB CAR



WEAR APPROPRIATE GEAR

Wear disposable gloves or other protective garments when cleaning or disinfecting cars.



CLEAN VISIBLE DIRT

Clean any visible dirt from any part of the car that a person usually touches with hot soapy water.



PREPARE YOUR DISINFECTANT

Diluted household bleach, alcohol or household disinfectant solutions are effective for killing the coronavirus.



USE CAUTION

Read the instructions of cleaners and disinfectants carefully. Mixing products such as bleach and vinegar, bleach and ammonia, bleach and alcohol, or hydrogen peroxide and vinegar can create deadly substances like mustard gas, chloroform or corrosive acid.



WIPE DOWN SURFACES

Disinfect all seats, steering wheels, door handles, keys, seat belts, gear shifts, air vents, mirrors, connectivity units, hand rails or bed door handles.



KEEP HAND SANITIZER CLOSE

Keep hand sanitizer that is at least 60% alcohol based available at consumer applications like golf courses.

For more information, consult the [CDC](#) or [WHO](#) websites.

Other BP Photos & Additional Resources



<https://www.pga.org/coronavirus-resources/>

[How is Golf Responding to the Coronavirus Pandemic?](#)

[Protecting Golfers and Course Staff Amid Coronavirus Outbreak](#)

[How golf clubs are adjusting \(and readjusting\) to find a role amid coronavirus crisis](#)

https://www.sagacitygolf.com/resources/covid-19-resources-for-golf-courses/?utm_source=hubspot&utm_medium=email&utm_campaign=covid-19

<https://www.fisherphillips.com/faqs>