Back2Golf Operations Playbook

Version 3.0, May 18, 2020

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Objective		ensive and medically approved plan that allows golf to be play		
		L9 pandemic. This plan has been developed to help open golf the White House and CDC "Guidelines Opening Up America A		
	that aligns with the broader plan to reopen the economy.	the white House and CDC Guidelines Opening Op America A	gain including a specific, three-phased approach to goin	
		hat provides medically reviewed recommended practices for	use at facilities across the country.	
Key Strategies	- Adhere to all state/county/local health official's guidelines and regulations when operators are building implementation plans which may differ from from the Back2Golf			
	Guidelines and Operational Playbook.			
	- Promote aggressively the necessary social distance guidel	ines specific to golf that lead to good behavior by golfers in e	very phase.	
	- Information contained in this document and the corresponding operational playbook are for the general education and knowledge of the recipient. It is not designed to be, and			
	should not be used as, the sole source of information when analyzing reopening plans and ongoing operations.			
Disclaimer	- As the situation surrounding COVID-19 is evolving quickly and the subject matter contained herein may be subject to federal, state and local laws and regulations, we urge you to consult legal counsel to assist in developing your specific operational plans and determining whether additional measures are warranted or appropriate.			
		ugh each phase, it may be necessary based on health condition		
	"Guidelines Opening Up America Again"			
		idelines Opening Up America Again" published by the White H	touse and the CDC. It includes a specific, three-phased	
	approach to golf that aligns with the broader plan to re-ope		Touse and the CDC. It includes a specific, three-phased	
	"Guidelines for Opening Up Golf"	· · · · · · · · · · · · · · · · · · ·		
Guidelines		If, it is vital to do so in a responsible manner that protects the	e entire golf community. In collaboration with our Allied Golf	
Guidelines		Control (CDC), we have developed a comprehensive plan that		
	social distancing guidelines.			
	This action plan can be implemented on a statewide or county-by-county basis. Our industry understands there are various restrictions in different parts of the country and emphasize that all should be adhering to state and local guidelines to ensure our sport comes back in a healthy and responsible way.			
	Verison Index	Updated Language in Sections:		
	Version 1.0- Released 4/29/20			
	Version 2.0- Released 5/5/20	Golf Course Set-Up and Maintenance, Guidelines for Play, S	ignage. Beverage Carts & Golf Events	
	Version 3.0- Released 5/18/20	Addition of Competition guidelines, updated golf events and youth programming		
	Phase ONE	Phase Two	Phase Three	
Description	Individual Play	Restricted Programming	New Normal	
•		Minimal Course Set up and moderate staff with staggered		
	Minimal Course Set up and Minimal staff. Holes will be	shifts as appropriate. Holes will be filled or adapted to		
	filled or adapted to allow for easy ball retrieval, no bunker	allow for easy ball retrieval, no bunker rakes; trash		
Golf Course Setup and Maintenance	rakes; trash removed by individual players. Flags should	removed by individual players. Flags should not be	Facility is fully operational. No restrictions. Enhanced	
	not be touched for any reason. No on course amenities. The player should bring their own water and remove trash	touched for any reason. No on course amenities.	sanitation protocols.	
	upon leaving.	See Competitions Section below for additional		
		competition-related guidance.		
GCSAA	Click for Link to GCSAA Reopening Guidelines	, -	•	
On Course Water	Not available. Players must bring own bottled water.	Limited availability. Bag sealed bottled water.	On course water available.	
Trash	No trash collection available on site. All players must remove their own trash.	Trash receptacles available at the end of play with strict social distancing required.	New normal trash operations may continue.	
On Course Restrooms	Cleaned after each use. Only one person at a time.	Enhanced cleaning protocol.	New normal restroom availability.	
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Guidelines for Play	Individual play can be permitted with no more than four players per group that either walk or ride alone in properly sanitized golf carts (two riders from the same family also permissible if clearly identified). All league, clinic, camps and organized activities will remain suspended. Two people can ride in a golf cart if a plexiglass shield or plastic clear barrier, as long as, the driver remains the driver and the passenger remains the passenger and each wears a cloth facial covering when in the golf cart.	Normal golf groups are permitted; walking or riding in golf carts is permitted. Restrictions apply and will vary by locality. Smaller group activity (outings & league play) may be resumed if kept under 50 people with proper social distancing guidelines being followed. 25 pp for NC (Clarification: It is important to note that the 50 player limitation refers to gatherings (such as gatherings around scoreboards, clubhouse, registration, etc.). As long as an event organizer can have protocols in place to ensure that people do not have gatherings of 50 or more, then these groups can conduct a golf event with a larger field size as long as it via tee times.) See Competitions Section below for additional	New normal for daily, tournament and league play.
Signage & Announcements	Amplification of social distance messaging, signage and floor decals are required throughout facility outlining Phase 1 CDC Guidelines. Implement appropriate signage for 'No-Go' areas and information regarding key protocols.	competition-related guidance Amplification of social distance messaging, signage and floor decals are required throughout facility outlining Phase 2 CDC Guidelines. Implement appropriate signage for 'No-Go' areas and information regarding key protocols.	No additional signage required.
Golf Shop / Retail Operations	Golf Shops should remain closed and remote check in procedures should be enacted.	Golf Shops may open should operate at limited capacity as to adhere to social distancing policies. Remote check-in for golfers with all golf fees billed to a member account or payment via phone or online, if available, for another guest option. Credit card payment can be an option if proper social distancing can be achieved. Amplification of social distancing messaging, signage and visual floor decals. See Competitions Section below for additional competition-related guidance.	Golf Shop is open with no restrictions. New normal procedures for reservations and check in.
Guest Supplies (Scorecards, Tees, Pencils)	Available in sanitized bags upon request.	Available in sanitized bags upon request. See Competitions Section below for additional competition-related guidance.	New normal operations.
Payment / Cash Handling	No cash. Online payments accepted.	No cash. Online payments accepted and Credit Cards may be used with proper social distancing and sanitation between transactions.	New normal operations.
Practice Facility	Practice facilities may be open but are restricted to 10 or less people practicing strict social distancing. Enhanced practice ball sanitation protocol.	Practice facilities may be open but are restricted to 50 or less people practicing strict social distancing. Enhanced practice ball sanitation protocol. 25 pp for NC See Competitions Section below for additional competition-related guidance. 26 pp for NC	New normal operations.
Teaching and Coaching / Club Fitting	Golf Instruction and club fitting in person may be conducted on an individual basis while practicing strict social distancing. Cloth facial covering recommended for instructors and students. Group teaching and coaching programing is conducted virtually.	Golf Instruction and Club Fitting conducted with adherence to strict social distancing guidelines. Small Group clinics may be resumed based upon the practice facility space available to abide by the social distancing guidelines. Family members recommended to stay away.	All teaching and coaching is allowed on site. No restrictions. Certain Youth activities allowed to return with proper social distancing.
PGA of America:	Click for Link to Teaching & Coaching Best Practices		
Cart Operations	Walking or single riders in a properly sanitized golf cart (two riders from the same family also permissible if clearly identified).	Approved pairings may ride in properly sanitized golf carts. 2 pp allowed in SC & NC regardless of household See Competitions Section below for additional competition-related guidance.	New normal operations.
Club Storage and Bag Handling	No club storage and staff will not handle bags.	Club storage not available. Staff will assist under proper CDC guidelines. Staff to continue to use personal protective equipment.	Bag Storage and Outside Service Operation resume.
Rental Clubs	Not available.	Enhanced disinfecting protocol of high-usage and high- touch areas and items after each use. Spray bag handle prior to delivering rental bag.	New normal operations.

Caddies	No personal caddies. Forecaddies allowed only with strict	Modified caddie service which could include walking and	Caddies resume new normal operations.
Caddles	social distancing measures in place.	with appropriate measures being taken.	Caddles resume new normal operations.
Golf Staffing	The only employees on site will be a management team, essential golf and maintenance staff. Players are responsible for their own safety while on Club property. Strict adherence to Personal Protective Equipment.	Moderate number of staff on site to facilitate operations. Some staff allowed to remove protective gear. See Competitions Section below for additional competition-related guidance.	All Staff returned. No protective gear required.
Clubhouse		Clubhouses may open but should operate at limited capacity adhering to social distancing, cleaning, and staffing safety protocols. Restaurants and bars may operate with diminished standing-room occupancy, where applicable and appropriate. Standalone gyms may continue to be open if they adhere to strict physical distancing, cleaning, and sanitation protocols (done every hour at a minimum). Other facility amenities (locker room, tennis, pool, etc.) may open based on adherence to state and local health authority guidelines. Bars and gyms to remain closed in NC See Competition-related guidance.	New normal operations adhering to any limitations or protocols on gathering, etc. as per state and local regulation.
CMAA (Club Management Association of America):	Click for Link to CMAA Club Reopening Resources		
Clubhouse Food and Beverage Operations	Clubhouse is closed with the exception of take-out food adhering to proper social distancing, preparation, cleaning, and sanitizing protocols for food and delivery.	Clubhouse food & beverage operations open at limited capacity adhering to proper social distancing, cleaning, and sanitizing protocols for food preparation and guest service (done every hour at a minimum). Seating and standing- room capacity to operate at reduced capacity according to local and state guidelines. NC restaurants limited to 50% capacity See Competitions Section below for additional competition-related guidance.	New normal operations adhering to any limitations or protocols on gathering, etc. as per state and local regulation.
National Restaurant Association:	Click for Link to NRA's Reopening Guidance	r	
Halfway House	Halfway House is closed.	Halfway House is open for cashless service with proper social distancing, cleaning, and sanitation protocols in place (done every hour at a minimum). All food items are individually wrapped and served to guests, Beverages in cans or other closed containers only. No self-service items are available. See Competitions Section below for additional competition-related guidance.	New normal operations.
Beverage Carts	Follow state ABC and local health Authorities regulations to determine if beverage carts are allowed. Understand the local requirements and definitions for 'take-out' food.	Beverage Carts are in use for cashless service with proper social distancing, cleaning, and sanitation protocols in place (done every hour at a minimum). All food items are individually wrapped and served to guests, Beverages in cans or other closed containers only. No self-service items are available. Follow state ABC and local health Authorities regulations to determine if beverage carts are allowed. Understand the local requirements and definitions for 'take-out' food. See Competitions Section below for additional competition-related guidance.	New normal operations.

Locker Rooms	Locker Rooms are closed. No shoe service.	Locker rooms are available for limited use (restrooms, changing clothes, and assigned locker use, etc.) according to local and state guidelines with proper social distancing, cleaning, and sanitation protocols in place (done every hour at a minimum). No towels, amenities provided nor are showers available. No touch shoe service available with drop-off and pick-up only. No locker service. See Competitions Section below for additional competition-related guidance.	New normal operations.
Fitness Classes	Outdoor workout activities allowed with proper social distancing and no more than 10 people.	Outdoor workout activities allowed with proper social distancing and no more than 50 people. 25 pp for NC	New normal operations.
Pool	Pools are closed.	Pools are limited to individual workouts with social distancing. NC pools limited to 50% capacity	New normal operations.
Tennis	Click for Link to USTA Tennis & Pickleball Operations & Reco	mmendations	
Golf Events	Virtual events are permitted based on appropriately spaced tee times. No staff administration of events and no pre or post gatherings. All scoring is done digitally. Individual Play only. No shotguns.	Smaller group play allowed at the facility. No shotguns. Groups no larger than 50 players may be held as long as tee times are used. It is important to note that the 50 player limitation refers to gatherings (ex. Scoreboard area, Clubhouse, Registration, etc.). As long as an event organizer can have protocols in place to ensure that people do not have gatherings of 50 or more, then these groups can conduct a golf event with a larger field size as long as it via tee times. 25 pp for NC See Competitions Section below for additional competition-related guidance.	All Groups allowed. No restrictions.
Clubhouse Events	No organized events or gatherings.	Organized activities may resume with strict social distancing, food preparation, food service, sanitation, and cleaning protocols (done every hour at a minimum) in place adhering to state and local guidelines. No buffets, family style, or other self-service food permitted.	Large gatherings (e.g., sit-down dining, charity events, etc.) operate under state and local guidelines for seating and food service.
Rules	Rules of Golf apply with additional guidance and consideration for the committee; Temporary measures in place for the Rules of Handicapping and the acceptability of scores played under the Phase 1 guidance.	Rules of Golf apply with additional guidance and consideration for the committee; Temporary measures in place for the Rules of Handicapping and the acceptability of scores played under the Phase 2 guidance.	Rules of Golf and Rules of Handicapping apply.
USGA:	Click for Link to Rules & Handicapping Guidance		
Youth Activities (Camps, Clinics, Team Practices)	No Junior Golf programming.	Youth activities may resume with less than 50 total in an event (parents, coaches and kids all counted). 25 pp for NC See link to Youth Activities Addendum for a list of recommended considerations.	New normal for daily, tournament and league play.
Youth Activities Addendum:	Youth Activities Addendum: Click for Link to Youth Activities Addendum		
Sanitation Resources	Deep cleaning.	Enhanced cleaning.	New normal cleaning procedures.
CDC:	C: Click for Link to CDC's Reopening Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes		and Homes
Center for Disease Control and Prevention	Click for Link to CDC for Sanitation and Social Distancing Pro	<u>tocols</u>	

NOTE: NC exceptions listed above apply to competitions as well listed below

COMPETITION	Phase ONE	Phase Two	Phase Three
Competition: Risk Assessment	No competitions.	Conduct risk assessment to determine if competition should be held. See link to Competitions Addendum at bottom of page for	New normal operations.
Competition: Waivers	No competitions.	additional competition-related guidance. Recommend legal counsel be consulted regarding whether and who waivers should be used for.	New normal operations.
Competition: Player Limitation	No competitions.	It is important to note that the 50 player limitation refers to gatherings (such as gatherings around scoreboards, clubhouse, registration, etc.). As long as an event organizer can have protocols in place to ensure that people do not have gatherings of 50 or more, then these groups can conduct a golf event with a larger field size as long as it via tee times). One group shall not pass another.	New normal operations.
		Review common areas, especially areas of congestion, to maximize the ability for social distancing (such as removing roping and staking that is normally used to funnel/direct player flow).	
Competition: Golf Course Setup and Maintenance	No competitions.	Many options are available as it relates to how bunkers, flagsticks and the hole are addressed. Each of these options is likely to have a different effect on scoring. For example, in normal conditions players rarely encounter an unkept bunker during a competition. However, if bunker rakes are removed, this could lead to undesirable outcomes even if players in previous groups are being mindful to smooth the sand with their feet after playing from that bunker.	Facility is fully operational. No restrictions. Enhanced sanitation protocols.
		There is no single "right way" forward in the current environment, rather it is recommended Committees consider the options and select what they think will work best for them given their own unique circumstances. To view various options available and how the Rules of Golf apply to each, click the USGA link at the bottom of the page.	
Competition: Guidelines for Play	No competitions.	Shotguns prohibited. Ensure social distance is observed, and consider implementing a code of conduct to penalize players who deliberately disregard social distancing. To limit congestion, limiting field size and starting from one tee only is recommended. Also, consider the expanded spacing of starting times (12 minutes for groups of 3 and 15 minutes for groups of 4).	New normal for daily, tournament and league play.
Competition: Golf Shop / Retail Operations	No competitions.	Limit all use of golf shop and retail operations to maintain social distancing guidelines. If social distancing can not be maintained, golf shop access should be prohibited and all registration fees should be completed prior to the competition. Any golf shop certificates/prizes should be mailed after conclusion of event.	Golf Shop is open with no restrictions. New normal procedures for reservations and check in.

Competition: Player Supplies (Scorecards, Tees, Pencils)	No competitions.	Recommendations below seek to limit common touch points. Tees, pencils and ball-markers and sharpies will not be available. Players must bring their own equipment. Electronic scoring is recommended. If physical scorecards are used a modified system is recommended. See link to Competition Addendum at bottom of page for additional options.	New normal operations.
Competition: Practice Facility	No competitions.	Recommend utilizing a window of time players may access practice facilities before their round based on their starting times to limit congestion. Recommend prohibiting the use of practice facilities after the round to encourage all players to depart once their round and scoring obligations are complete. See link to Competitions Addendum at bottom of page for additional competition-related guidance.	New normal operations.
Competition: Cart Operations	No competitions.	Consider encouraging or mandating that players use carts to expedite course evacuation plans if severe weather is a possibility. If carts are not required or if all players cannot be accomodated, because caddies may be limited (see Caddies below), push carts should also be available for players unable or unwilling to carry their own bag.	New normal operations.
Competition: Caddies	No competitions.	To minimize congestion, consider prohibiting caddies. If walking will be required (that is carts are not allowed for the competition), push carts should be available for players unable or unwilling to carry their own bag. If caddies are permitted, encourage players to bring their own caddie. Caddies should touch the player's equipment only, and should not touch the flagstick, bunker rakes or any other objects on the course.	Caddies resume new normal operations.
Competition: Golf Staffing	No competitions.	Competition and club staff should wear appropriate protective gear when working in conditions that does not allow them to social distance with others (such as service roles (e.g., F&B), starting, scoring and while giving a ruling that does not allow for social distancing).	All Staff returned. No protective gear required.
Competition: Clubhouse	No competitions.	Limit use of clubhouse or other buildings except when necessary, such as in a course evacuation, take-out food and beverage or restrooms. All individuals should wear appropriate protective gear when social distancing cannot be maintained.	New normal operations adhering to any limitations or protocols on gathering, etc. as per state and local regulation.
Competition: Clubhouse Food and Beverage Operations	No competitions.	Recommend players and caddies bring their own food and beverage. If limited food and beverage services are offered consider including in cost of competition to limit the need for additional transactions. All individuals should wear appropriate protective gear when social distancing cannot be maintained.	New normal operations.

Competition: Halfway House No competitions. If limited food and beverage services are offered consider additional transactions. All individuals should ware adjoining transactions. New normal operations. Competition: Beverage Carts No competitions. If limited food and beverage services are offered consider including in cost of competition to limit the need for additional transactions. New normal operations. Competition: Locker Rooms No competitions. Recommend indicat cases to locker norms for mamber scccss only. All individuals should ware appropriate protective gar who social distancing ganot to maintained. New normal operations. Competition: Locker Rooms No competitions. If the competition involves non-members, consider limiting locker norms are only retraom facilities locked in clubulation discreption facilities of balational gaidance. Relee of Golf and Rules of Handicapping apply. Competition: Rules No competitions. All player information orethan appla				ļī
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Competition: Evacuation	No competitions.	All players should be notified in advance of the evacuation plan before arrival (encourage players to print out the plan or plan to use in digital form as necessary). Additional time should be allowed for players to evacuate and proceed to their designated shelter where social distancing can be maintained. Player vehicles should be considered as an option. Digital messaging is the recommended method to communicate with players during any suspension as well as sharing the plan for resumption. Additional time should be allowed for players to return to	New normal operations.
Competition: Starting	No competitions.	position before resuming play. Recommendations below seek to limit common touch points. All information should be communicated to players before arrival (encourage players to print out themselves or plan to use in digital form). Tees, pencils and ball-markers and sharpies will not be available. Players must bring their own equipment. If electronic scoring is being used, starter should maintain social distance at all times. If paper scorecards are used, starter should ensure protective gear and sanitizer is used before giving each marker a scorecard. See link to Competitions Addendum at bottom of page for additional competition-related guidance.	New normal operations.
Competition: Scoring	No competitions.	Scoring should be staged in an area where social distancing can be maintained and common touch points can be kept to a minimum. When possible, it is recommended this be done outside. Electronic scoring is recommended as this does not require any shared objects and social distancing can be easily achieved.	New normal operations.
Competition: Playoff	No competitions.	Consider not exceeding groups of three. Ensure social distance is observed near teeing areas, greens and clubhouse prior to and after the playoff. If possible, consider alternative methods for breaking ties (e.g. scorecard playoff). Guidance can be found in the Committee Procedures within the Official Guide to the Rules of Golf; Section 5a(6) - How Ties Will Be Decided.	New normal operations.

Competition: Scoreboard/Award/Prize Ceremony	No competitions.	Players should be encouraged to depart the property after their round is completed and their score is returned. Online scoring/leaderboards are recommended. Physical scoreboard (whether paper or digital screens such as a TV) not recommended to prevent gatherings. Prize ceremonies are not recommended; all prizes should be mailed.	New normal operations.
Competition: Referees and Volunteers	No competitions.	Referees and volunteers should maintain social distancing at all times, unless a referee is involved in a ruling where this cannot be maintained. In such a ruling, it is recommended that the referee wear a cloth facial covering. Referees: Recommended that players be provided a phone number to contact a referee for Rules questions. If referees are to be present, consider limiting how many are utilized and whether a Rules hotline could be a better alternative. Volunteers: Recommend a limited number of volunteers must be limited based on state and local guidelines. See link to Competitions Addendum at bottom of page for additional competition-related guidance.	New normal operations.
Competition: Spectators	No competitions.	Spectators should be prohibited or, if allowed, must be limited based on state and local guidelines.	New normal operations.
Competition: Other Transportation	No competitions.	Shuttle carts, including parking valets and competition- related shuttles are not recommended.	New normal operations.
Competition: Junior Golf Competitions	No competitions.	May be limited based on state and local guidelines.	New normal operations.
	<u>Click for Link to USGA Rules & Handicapping Guidance</u> <u>Click for Link to Competitions Addendum</u>		