

Back2Golf Operations Playbook (CPGA revisions highlighted)

Version 5.0- Keeping Golf Open Responsibly

November 20, 2020 CPGA Version updated 11.20.2020

Objective	To work as Allied Golf Organizations in building and maintaining a comprehensive and medically approved plan that allows golf to be played as a social distancing compatible recreational activity in the United States as we continue to recover from the COVID-19 pandemic. This plan has been developed to help keep golf open responsibly.		
Key Strategies	<ul style="list-style-type: none"> - Developed the operational underpinnings of the plan off the White House and CDC "Guidelines Opening Up America Again" including a specific, three-phased approach to golf that aligned with the broader plan to reopen the economy. - 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 guidelines specific to golf that lead to good behavior by golfers in every phase including updates that have been provided from operators across the country. 		
Disclaimer	<ul style="list-style-type: none"> - 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. - As the situation surrounding COVID-19 is evolving 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. - Please note that while the intent is to move forward through each phase, it may be necessary based on health conditions or poor behavior by golfers to take a step backwards. 		
Guidelines	<p>Throughout the pandemic, the sport has allowed people a responsible way to recreate and a much needed distraction from the mental fatigue COVID has caused. Golf has served as an activity that is outdoors, easily played under social distancing guidelines, with operators that have modified and unified to provide a responsible environment to enjoy the much needed physical activity. As golf facilities work through the three phases of Back2Golf, it is vital to do so in a responsible manner that protects the entire golf community. In collaboration with our Allied Golf Organizations, medical professionals and in alignment with the Center for Disease Control (CDC), this comprehensive plan allows golf to be played while observing recommended social distancing guidelines.</p> <p>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.</p> <p>For safe and responsible operation, state and local guidelines should be followed related to group sizes and golf cart operations. Wearing a facial covering (as required by locality) and installing partitions in golf carts has proven successful.</p>		
	Version 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, Signage, Beverage Carts & Golf Events	
	Version 3.0- Released 5/18/20	Addition of Competition guidelines, updated golf events and youth programming	
	Version 4.0- Released 6/10/20	Addition of PGA Jr. League guidelines, changes to Phase 2 in the following categories: Payment/Cash Handling, Cart Operations, Club Storage and Golf Events.	
	Version 5.0- Released 11/20/20	Group size and golf cart operations should be directed by state and local guidelines. Prescribed guidelines for gathering size has been removed. Phasing for Competitions has been removed and general guidance related to competitions has been outlined.	
	Phase ONE	Phase Two	Phase Three
Description	Individual Play	Restricted Programming	New Normal
Golf Course Setup and Maintenance	Minimal Course Set up and Minimal staff. Holes will be filled or adapted to allow for easy ball retrieval, no bunker rakes; trash removed by individual players. Flags should not be touched for any reason. No on course amenities. The player should bring their own water and remove trash upon leaving.	Minimal Course Set up and moderate staff with staggered shifts as appropriate. Holes will be filled or adapted to allow for easy ball retrieval, bunker rakes can be utilized if hands are sanitized immediately after use; trash removed by individual players. Flags may be touched if hands are sanitized immediately after use. No on course amenities. See Competitions Section below for additional competition-related guidance.	Facility is fully operational. No restrictions. Enhanced sanitation protocols.
	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.

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 with social distancing guidelines being followed. NC: Outside gatherings limited to 50 pp or less around scoreboards, clubhouse, registration, etc. See Competitions Section below for additional competition-related guidance	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.	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.	Online payments preferred . Cash and Credit Cards may be used with proper social distancing and sanitation between transactions.	New normal operations.
Practice Facility	Practice facilities may be open with people practicing strict social distancing and face coverings should be used as directed local restrictions on individual lessons and groups should comply with local gathering limitations. Enhanced practice ball sanitation protocol.	Practice facilities may be open with people practicing strict social distancing and face coverings should be used as directed local restrictions on individual lessons and groups should comply with local gathering limitations. Enhanced practice ball sanitation protocol. NC: Outside gatherings limited to 50 pp or less.	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. Facial cloth covering is not mandated as long as social distancing is followed.	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		The highlighted text below applies to Phase 2:
Cart Operations	Follow use of facial coverings and number of passengers mandated by the local health officials and government restrictions.	Follow use of facial coverings and number of passengers mandated by the local health officials and government restrictions. If a divider shield is installed in the cart, no facial covering is required for passenger or driver. See Competitions Section below for additional competition-related guidance.	NC: Two people are permitted to ride together in a cart if they live in the same household without a facial cloth covering. If two people who do not live in the same household are sharing a cart, a facial cloth covering is required. SC: If not from the same household a facial cloth is strongly recommended, but not required. New normal operations.
Club Storage and Bag Handling	No club storage and staff will not handle bags.	Club storage is 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 social distancing measures in place.	Modified caddie service which could include walking and with appropriate measures being taken.	Caddies resume new normal operations.
Carry the Game and the Western Golf Association:	Click here for link to Youth Caddie Program Guidelines		

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 should remain closed. However, restaurants may provide take-out food as per state and local regulation. Standalone gyms can be open if they adhere to strict physical distancing, cleaning, and sanitation protocols as well as state and local guidelines. Other outdoor wellness and programmed activities that adhere to social distancing and other state and local guidelines may apply.	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. NC gyms limited to 30% capacity 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. NC Bars may operate at 30% of outdoor capacity, or 100 guests, whichever is less. 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.
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			
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 adherence to state/ local guidance on group size	Outdoor workout activities allowed with proper social distancing and adherence to state/ local guidance on group size. NC: Outside gatherings limited to 50 pp or less.	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 & Recommendations		
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. Shotguns allowed with strict social distancing and staging that eliminates the potential for large gatherings. Adherence to state and local guidance on gathering size is required (such as gatherings around scoreboards, clubhouse, registration, etc.). Operators should use tee times in order to limit competitor interaction. Staging: Carts are spaced out a minimum of ten feet apart. Single Riders in a cart or approved local exceptions (same family, same arrival car, etc) for two riders. -Facial Coverings are recommended (and may be required depending on the locality) for all participants and staff where other social distancing measures are not possible. Maximize pathways between participants to allow social distancing while preparing for play. -No gathering points for registration or awards ceremony. Functions may be held with social distancing protocol and local F&B guidelines adhered to. Any awards presentation should follow the local government guidelines at that time. -All common touch point items are pre placed on the golf cart (Scorecards, Pencils, Tees, etc.) -Practice facility follows local guidelines and strict social distancing that must be monitored by a staff member. -Arrivals of participants are not be prior to 30 minutes before tee time (limit practice time). -Carts have a designated return point for participants that strictly monitors social distancing and avoids gatherings. NC: Outside gatherings limited to 50 pp or less around scoreboard, clubhouse, registration, etc. See Competitions Section below for additional competition-related guidance.	All Groups allowed. No restrictions.
Back2Golf Click here for link to Back2Golf Event Checklist			
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 adherence to state and local gathering guidelines at an event (parents, coaches and kids all counted). NC: Outside gatherings limited to 50 pp or less. See link to Youth Activities Addendum for a list of recommended considerations.	New normal for daily, tournament and league play.
Youth Activities Addendum:	Click for Link to Youth Activities Addendum		
CDC:	Click for Link to CDC's Considerations for Youth Sports		
PGA Jr. League	Click for Link to PGA Jr. League Guidelines		
Sanitation Resources	Deep cleaning.	Enhanced cleaning.	New normal cleaning procedures.
CDC:	Click for Link to CDC's Reopening Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes		
Center for Disease Control and Prevention	Click for Link to CDC for Sanitation and Social Distancing Protocols		

NOTE: Exceptions listed and highlighted above apply to competitions as well listed below.

COMPETITION	Competition Recommendations
Competition: Risk Assessment	Conduct risk assessment to determine if competition should be held. See link to Competitions Addendum at bottom of page for additional competition-related guidance.
Competition: Waivers	Recommend legal counsel be consulted regarding whether and who waivers should be used for.
Competition: Player Limitation	It is important to follow the state and local guidance related to gathering size (such as gatherings around scoreboards, clubhouse, registration, etc.). Event organizer should have protocols in place to ensure that people do not have gatherings that exceed local requirements, 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.
Competition: Golf Course Setup and Maintenance	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). 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. 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	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).
Competition: Golf Shop / Retail Operations	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.
Competition: Player Supplies (Scorecards, Tees, Pencils)	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.
Competition: Practice Facility	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.
Competition: Cart Operations	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 accommodated, because caddies may be limited (see Caddies below), push carts should also be available for players unable or unwilling to carry their own bag.
Competition: Caddies	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.
Competition: Golf Staffing	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).
Competition: Clubhouse	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.

Competition:

Clubhouse Food and Beverage Operations

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.

Competition: Halfway House	<p>Recommend players and caddies bring their own food and beverage.</p> <p>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.</p>
Competition: Beverage Carts	<p>Recommend players and caddies bring their own food and beverage.</p> <p>If limited food and beverage services are offered consider including in cost of competition to limit the need for additional transactions.</p>
Competition: Locker Rooms	<p>Recommend limited access to locker rooms for member access only. All individuals should wear appropriate protective gear when social distancing cannot be maintained.</p> <p>If the competition involves non-members, consider limiting locker room access to members only, except when locker rooms are only restroom facilities located in clubhouse.</p>
Competition: Rules	<p>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.</p> <p>For additional guidance related to Rules (including both Handicapping Rules and Rules of Golf), click the USGA link at the bottom of the page.</p>
Competition: Pre-Arrival/Registration/Gifts	<p>It is recommended that events set a time limit on how early a player may arrive to the golf course prior to their tee time. All player information normally collected and shared during registration or when a player arrives on-site needs to be done electronically prior to player arrival, and should include all rules information, evacuation plans and other documents that would normally be provided to players). Encourage players to print out themselves or plan to use in digital form.</p> <p>No registration or distribution of gifts should be done on-site. If on-site registration is required, digital check-in should be used and should be done outside. If indoor registration cannot avoided, all doors and windows should be open to allow free air flow through the area. Social distancing with corresponding signage should be present to avoid gatherings.</p> <p>If gifts are provided, they should be mailed.</p>
Competition: Evacuation	<p>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).</p> <p>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.</p> <p>Digital messaging is the recommended method to communicate with players during any suspension as well as sharing the plan for resumption.</p> <p>Additional time should be allowed for players to return to position before resuming play.</p>
Competition: Starting	<p>Recommendations below seek to limit common touch points.</p> <p>All information should be communicated to players before arrival (encourage players to print out themselves or plan to use in digital form).</p> <p>Tees, pencils and ball-markers and sharpies will not be available. Players must bring their own equipment.</p> <p>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.</p> <p>See link to Competitions Addendum at bottom of page for additional competition-related guidance.</p>
Competition: Scoring	<p>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.</p> <p>Electronic scoring is recommended as this does not require any shared objects and social distancing can be easily achieved.</p> <p>However, many options are available as it relates to scoring and the return of scorecards. 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.</p>
Competition: Playoff	<p>Consider not exceeding groups of three.</p> <p>Ensure social distance is observed near teeing areas, greens and clubhouse prior to and after the playoff.</p> <p>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.</p>
Competition: Scoreboard/Award/Prize Ceremony	<p>Players should be encouraged to depart the property after their round is completed and their score is returned.</p> <p>Online scoring/leaderboards are recommended. Physical scoreboard (whether paper or digital screens such as a TV) not recommended to prevent gatherings.</p> <p>Prize ceremonies are not recommended; all prizes should be mailed.</p>

Competition: Referees and Volunteers	<p>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.</p> <p>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.</p> <p>Volunteers: Recommend a limited number of volunteers must be limited based on state and local guidelines.</p> <p>See link to Competitions Addendum at bottom of page for additional competition-related guidance.</p>
Competition: Spectators	<p>Spectators should be prohibited or, if allowed, must be limited based on state and local guidelines.</p>
Competition: Other Transportation	<p>Shuttle carts, including parking valets and competition-related shuttles are not recommended.</p>
Competition: Junior Golf Competitions	<p>May be limited based on state and local guidelines.</p>
<p style="text-align: right;">USGA:</p>	<p>Click for Link to USGA Rules & Handicapping Guidance</p>
<p style="text-align: right;">Competitions Addendum:</p>	<p>Click for Link to Competitions Addendum</p>