



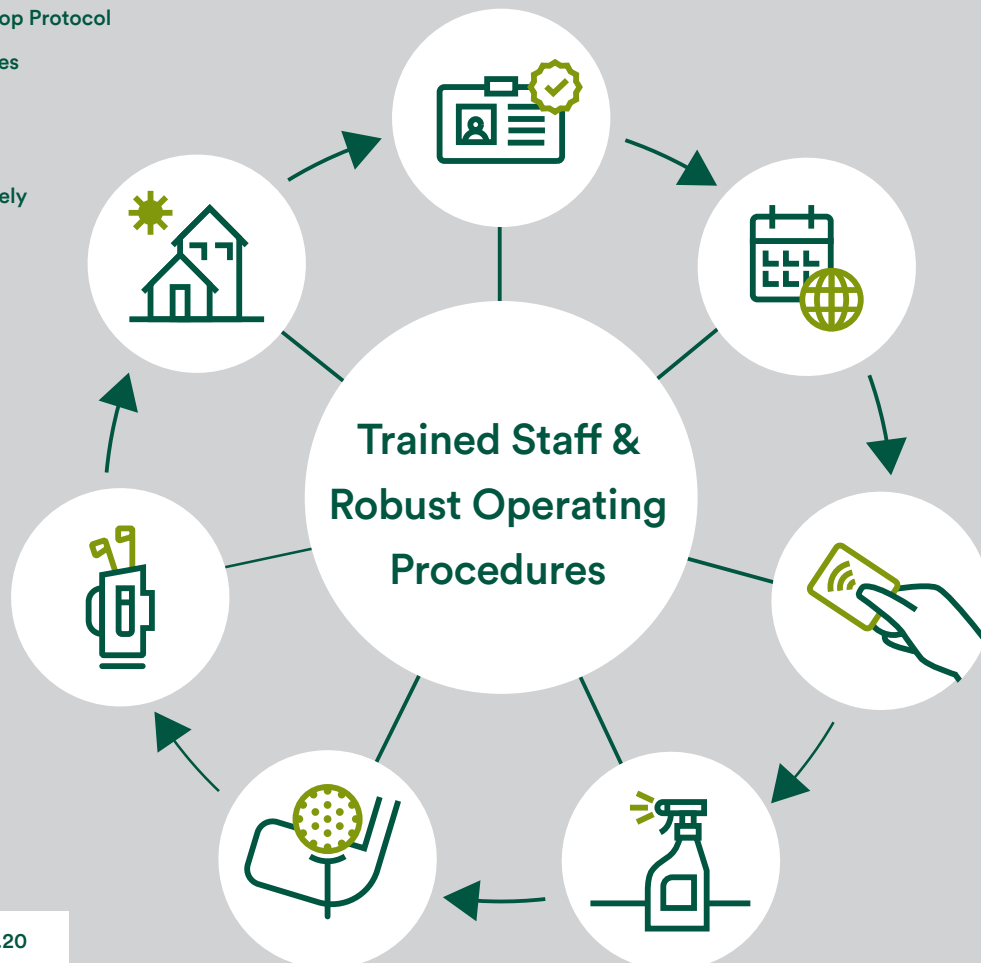
PLAY SAFE  
STAY SAFE

# A Practical Guide to Golf during COVID-19



Safe every step of the way

- ① Course Access
- ② Booking & Arrival
- ③ Check-in & Pro Shop Protocol
- ④ Clubhouse Facilities
- ⑤ To the First Tee
- ⑥ On the Course
- ⑦ Getting Home Safely



Golf is our business; it is also our passion and we love it. We believe allowing golfers to enjoy a game in a safe environment provides the mental and physical health benefits to improve the wellbeing of hundreds of thousands of enthusiasts across the country.

This practical guide, prepared by our team in consultation with industry and medical experts, outlines the robust, monitored measures Carr Golf has taken at clubs we manage or maintain to help safeguard our staff and customers during the COVID-19 pandemic. For golfers, the measures cover each step of the journey from home to 1st tee and back home again. At the golf courses, these measures are in place from dawn until dusk, seven days a week.

Our measures and procedures are under constant review, updated as advice from government, health authorities and governing bodies evolves in line with the gradual lifting of social restrictions.



## ① Course Access

In the initial period following a club's re-opening, access to the courses managed by Carr Golf is limited to our staff, club members and members' guests. Non-members without a host will be welcomed to the course in due time, in line with the easing of government restrictions.

To access the course, a player must:

- Be an active member, or an invited member guest
- Not have been out of the country for over 14 days
- Not be in self-isolation and not required to cocoon
- Not be displaying COVID-19 symptoms
- Have a pre-reserved tee time



## ② Booking & Arrival

- Booking a tee time in advance is compulsory – via website, app, or phone
- When restrictions are eased, visitors will be encouraged to book and pre-pay online
- We require all players to provide a phone number and email address to enable contact tracing
- All golfers will be made aware of our measures prior to their visit
- Golf equipment should be washed before a player leaves home
- Golfers should travel to the club alone, or with a member of the same household
- Ample car parking spaces are available to ensure social distancing
- Arrival at the course no more than 20 minutes prior to reserved tee time
- Observe social distancing always and resist the temptation to mingle
- Locker rooms are closed. Arrange golf attire and change footwear at the car
- Report straight to the Pro Shop upon arrival to check-in





### ③ Check-in and Pro Shop Protocol

- Mandatory check in at the Pro Shop for all golfers
- Two-metre queue markers at a single Pro Shop entry point
- Only one person at a time permitted inside the Pro-Shop
- A two-metre exclusion zone at the service desk
- Staff will retrieve any items members require from their lockers
- Essential golfing items will be available to purchase, gathered by staff on request
- Food and beverage items limited to pre-packed sandwiches, bars, and drinks
- Wear protective gloves provided when using self-service coffee machines
- Card payment only, no cash accepted at the till
- Scorecards only available for download from the club's website
- Social golf only. There will be no competitive golf





## ④ Clubhouse Facilities

- Clubhouse access is limited to the Pro Shop and toilets
- Toilets will have open entrance doors and are cleaned regularly
- Hand dryers are disabled, with disposable paper towels provided
- Locker rooms, restaurant, function rooms and bar are closed
- Sanitised trollies and buggies are available for hire, single person use only
- Players must provide their own golf clubs, hire sets will not be available
- Players to arrive in golf attire and change shoes at the car





## ⑤ To the First Tee

- Groups restricted to 3-balls at 12-minute intervals, equating to 15 golfers per hour
- Putting greens are open, limited to 3 players, with holes filled in and tee pegs used as targets. Players practicing must observe physical distancing
- Arrive at the 1st tee no more than 5 minutes prior to the reserved tee time
- A 'Social Distancing Marshall' will patrol the car park, first tee and practice green to ensure player adherence to protocol and help avoid group gatherings
- Social spacing signage identifies the 1st tee waiting areas
- Any player(s) not following directions will be asked to leave the course
- Tee off times strictly observed to ensure minimum 12-minute group spacing
- Divot bags removed from circulation
- Caddies are not allowed on the course





## ⑥ On the Course

- Physical distancing observed throughout, particularly on tees and greens
- Social spacing signage identifies waiting areas on tee box approaches
- Rubbish bins and divot bins all removed
- Ball washers removed or covered over
- Bunker rakes removed, players to smooth sand with feet prior to shot
- Par three holes are compulsory call up holes to avoid player congestion
- Flagsticks to remain in the hole and must not be touched
- Hole cups inverted for simple, contact-free ball retrieval
- Once a hole is completed, the group in front must have exited the tee box before players can progress to the next hole
- Do not double back to play again if a ball is lost, unplayable, or in a penalty area
- Equipment, food, and drink must not be exchanged between players
- Players must not pick up another player's equipment or golf ball
- Players must refrain from handshakes and high fives
- All golfers must walk in from the course 30 minutes prior to sunset





## ⑦ Getting Home Safely

- Post-round, players must return straight to their cars
- Restaurant and bars will remain closed
- Lockers cannot be accessed to store belongings
- Hands may be washed and sanitised in the toilets
- A staff member will be on-site until 30 minutes past sunset
- Ensure clubs and equipment are cleaned thoroughly after use
- Players requested to log their round in the HSE COVID-19 contact tracing app
- Players must call or email the golf club with any post-round health issues or COVID-19 related queries, at the earliest possible opportunity
- Each Carr Golf managed club has an assigned COVID-19 Staff Officer responsible for managing such issues and queries





## Ensuring the Safety of our Staff

### Pro Shop Team

The front of house Pro Shop team manage all customer-facing aspects of the golf club. Our extensive measures ensure their safety, along with club members, guests, and visitors.

- One staff member present in the Pro Shop at any one time
- Staff provided with PPE, masks, and gloves, to wear on-site
- Staff comprehensively trained in importance of hand hygiene and cough etiquette
- Hand sanitiser and cleaning solutions provided at the service desk
- Staff to always remain at least two metres from customers
- Service desk protection screens have been installed
- All work areas and contact points are cleaned and sanitised regularly

### Maintenance Team

Green Keepers are isolated on the course for much of the time, with steps taken to minimise the risk of cross-contamination during their shift.

- Staggered start and break times to avoid social gathering
- Morning briefings postponed, the Head Greenkeeper sends digital work lists to team members
- Hand sanitisers provided for regular use
- Disposable protective gloves are always worn
- Face masks used as required, particularly during course set up
- Utility vehicles limited to single person use
- Staff to avoid gathering in the machinery compound and canteen
- Machinery fully washed after use, including the disinfecting of controls

### Back Office Team

Back office duties are undertaken by a team working remotely, off-premises. The team communicates via email and conference calls to complete tasks that include:

- Weekly member email updates
- Tee sheet management
- Member enquiry management
- Data insights and reporting
- Marketing campaign planning and delivery
- Brand and PR management
- Sales planning

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