



## **COVID-19 POLICY & PROCEDURES**

At Lakeview Hecla Golf Course, our staff have been working to prepare the golf course for the 2021 Season, and to develop and implement operational procedures and plans that conform to the Government's COVID-19 control measures.

***The following is a list of safety measures implemented and enforced at our facility to comply with Provincial regulations regarding the opening of outdoor recreation facilities and golf courses.***

By making a tee time reservation, you agree to the listed terms and conditions below and attest that you and your playing partners are not experiencing any symptoms of the COVID-19 virus. If you experience any COVID-19 symptoms prior to your tee time reservation – you must stay home and cancel your tee time reservation.

Common COVID-19 related symptoms can include Fever, Dry Cough, Nasal Congestion, Runny Nose, Sore Throat and Diarrhea.

**PHYSICAL DISTANCING of 2M/6FT is required AT ALL TIMES while on the property.** This includes but is not limited to the following areas: the parking lot, pro shop, and all playing areas of the golf course, particularly on the tee box and greens.

**PROVINCIAL LEGISLATION is enforceable under PUBLIC HEALTH ORDERS while you are on the property, Penalties and Fines apply.** Anyone breaching or failing to comply with physical distancing protocols or any of the policies listed below will be subject to removal from the facility and may be banned until all such policies have been removed.

### **FACILITY ACCESS & OPERATIONS:**

Food and beverage will be available in the pro shop with a limited menu for grab and go.

- **Masks are required in all indoor spaces.**
- The Beverage Cart will operate based on traffic volume.
- The washrooms beside the pro shop will be open with enhanced cleaning and sanitization procedures.
- Portable toilets will be available on the course.
- A limited number of customers are permitted in the **Pro Shop** at a time, traffic is one way only and physical distancing markers are indicated on the floor.
- Advance tee time reservations are required. Tee times may be made on line or by phone. Call (204) 279-2072
- Bookings of 2, 3 and 4 golfers will be allowed, twosomes will be paired up during busy times. Single players will only be accommodated if there is space with previously booked twosome or threesome.
- Power carts & pull carts will be sanitized after every use.
- Hand Sanitizer stations are available in the Pro Shop; they **will not** be provided on the golf course so please bring your own personal hand sanitizer for use on the course.
- Tap Credit / Debit method is preferred payment for all transactions.

## **ARRIVAL AT THE GOLF COURSE:**

- Players should arrive no more than 30 minutes before their round. All individuals will be checked in and receive a COVID-19 screening as well. Anyone who fails the screening will not be permitted entry and is required to leave the property.
- Please use the bag drop area in the loop prior to parking to make loading your golf bag on a cart easier. Carts will not be allowed in the parking lot
- Only four customers are permitted in the Pro Shop at a time, if there are 4 people in line please remain outside until it is safe to enter.
- Please follow the floor arrows, stand on the physical distance indicator to check in and exit the Pro Shop safely.
- Please ensure the group in front of you has left the tee box before making your way there, all groups must wait until their assigned tee time before teeing off – **no exceptions!**
- A scorecard and pencil will be made available 1 per group upon request.

## **AFTER COMPLETING YOUR ROUND:**

- All power and pull cart rental equipment must be returned immediately to the appropriate return area.
- Please remove any refuse and deposit into garbage can in the return area. This will allow our staff to properly clean and sanitize the equipment quickly for the next customer.

### **• THINGS TO KEEP IN MIND:**

- Physical distancing if 2M/6FT is required at all times, this includes with all staff interactions as well.
- Personal/Physical contact with any person before during or after your round is prohibited.
- All high touch areas on the course have been removed - ball washers and bunker rakes.
- The flag must remain in the cup at all times; a spacer has been added to make the golf ball easy to retrieve without touching the flag.
- Only touch your own personal items and golf equipment.
- Consider lifting your ball in the bunkers, raking the sand with your foot or club and replacing your ball as near as possible to its original location and play on.
- Consider making all putts inside 3ft gimmies.
- These are the current rules and regulations and will be amended as directed by the Provincial Health Authorities. They are being enforced for your safety and that of our staff, their families and the general public.

We thank you for your patience and understanding during this extraordinary time. Our staff is working diligently to provide the best possible experience for our customers in an unprecedented situation. We look forward to seeing you very soon.

Sincerely,

Lakeview Hecla Golf Course Management and Staff