



COVID-19 Protocols and Procedures  
**PHASE ONE**  
May 15, 2020

Further amendments may be announced as and when allowed by Provincial authorities. Please familiarize yourself with these protocols prior to coming to the Club.

### **Part 1 – Before Arrival**

- Tee-Times will be required for golf.
  - Online Tee time booking is now available, 5 days in advance starting at noon, or by calling the Golf Shop at 705-721-5831. All member and/or guest names must be provided to secure a tee time.
  - Power-cart reservations will be allowed at the same time as tee-time booking to ensure availability of power-carts for those who require a cart to play. **We encourage those that can walk, to please walk so that carts are more likely to be available for those that need them.**
  - If you are booking for less than 4 golfers. you may be paired up with other members.
  - Outside of 24 hours from the desired booking day, A single may book into existing twosomes or threesomes. Inside of 24 hours, a single player may reserve a tee time by calling the Golf Shop.
- Tee times will be 10 minutes apart to ensure physical distancing.
- Until further notice, Tee times will be available as follows:
  - Weekday: 8:00 am – 7:00 pm
  - Weekend & Holidays: 8:00 am – 7:00 pm

### **Part 2 – Arrival**

- Members enter property off of Wilson Drive
- Members stop at Driveway Checkpoint
  - **For those who are dropping off or picking up** (parents, couriers, suppliers, take-out customers): No waiver necessary. Proceed to designated spot for pick-up/drop off. Do not exit vehicle.
  - **For those who are playing golf:**
    - A verbal attestation questionnaire/Waiver will need to be completed before you will be allowed to proceed up the hill. Should you answer Yes to any the questions, you will be denied entry to Vespra Hills Golf Club.
    - Staff will confirm that a tee-time is in place.
    - For returning Members, Staff to re-confirm attestation questions remain valid (no travel, no symptoms, etc.) each time a member comes.
    - Staff will confirm that all players have read and understand the protocols.
- Members will be instructed to proceed directly to the Parking Lot, ensuring they do NOT drop Clubs at Bag-Drop

- Members will be instructed to **arrive no more than 30 minutes before their tee time** to avoid congestion at the Golf Shop or Cart Staging Area.

### **Part 3 – Parking**

- Cars to be parked facing consistent direction to avoid two drivers' side doors being next to each other.
- Members to bring clubs from their vehicle, and put on golf shoes in car.
- Pull carts and Power carts will be staged in parking lot (in specific locations to allow for physical distancing while putting clubs on cart)
- Staff attendant will not be handling member's golf equipment but will direct Members how to load their clubs and which carts to use.
- Power carts will be assigned according to booked tee times. Only 1 rider will be allowed per cart unless both riders are from the same household.
- Members to proceed to Golf Shop Staging Area with their cart / clubs for further instruction

### **Part 4 – Pre-Golf**

- Members stop at Golf Shop Staging Area (Front of Golf Shop)
  - Golf Shop Checkpoint staff will direct Members where to go, based on their needs, as follows:
1. ***All Access to the Clubhouse is by appointment only by calling Nancy - Buchanan at 705-721-3303 x 221 :***
    - All access to the Clubhouse will be through the Lower Doors. Only one person will be allowed to enter the Clubhouse at a time.
    - A Clubhouse Checkpoint will be set-up at the Office in the Clubhouse
    - Members will confirm where they wish to go in the Clubhouse and be directed by the Clubhouse Checkpoint staff at the Office.
  2. ***To access the Washrooms:***
    - No washrooms in the Clubhouse will be available. Washrooms will be available in the Golf Shop.
  3. ***To access the Locker Room:***
    - Members may access their locker once, to obtain anything they need from inside it. Members should empty their locker at this time to ensure they have the belongings they require until the locker rooms re-open.
    - They will be accompanied by a locker room attendant to ensure that touchpoints are minimized within the locker room.
    - Cleaning of areas touched (lockers, locks, etc.) to be done by Locker Room attendants.

- Once Members have accessed any/all areas within the Clubhouse that they need, they will exit using the specific exit doors in the Valley View Lounge (as marked).

4. To access ***the Golf Shop:***

- Access to the Golf Shop is restricted to 3 Members at a time.
- “Curbside pickup” will be available for those who would like to purchase without entering the Golf Shop.
- Please coordinate any purchases from the Golf Shop window, online, or by phone.
- All payments will be processed directly to your Vault account and receipts will be e-mailed.

5. To access ***the Practice Facilities:***

- **Members may not access the driving range or chipping green to warm-up until further notice.**
- The putting green is open.
- Physical distancing must take place in all locations.
- Members will need to use their own golf balls

6. To access ***the Tee:***

- Your Group will be announced over the P.A. as to where you are in the queue. “In the Hole” – Begin to prepare. “On Deck” – Your group is up next and can proceed to the waiting area. “On the Tee” – Proceed to the first tee.

## Part 5 – Golf

- Members will be directed to the first tee.
- Only one person will be allowed per golf cart, unless they live in the same household.
- No playing through groups ahead, unless facilitated by a Play Coordinator
- No rakes for the bunkers
- Our on-course Play Coordinator will monitor high traffic bunkers and smooth sand when feasible.
- The ball will not go into the hole as per usual; the cups will be filled with a pool noodle so that the ball doesn’t drop all of the way. There will also be a two foot “gimmie” circle around the hole to further reduce touch points.
- Golf Shop handicap computer will not be available for entry of scores but Members should enter them themselves on the Golf Canada website at [www.golfcanada.ca](http://www.golfcanada.ca) or via the Golf Canada App
- Flags are not to be touched and/or removed.
- No sand and seed bottles

- Limited number of waste baskets on the course.
- Course washrooms will be open and sanitized frequently (subject to Provincial guidelines)
- Personal food and beverage are allowed on the course; no personal alcoholic beverages to be allowed.
- Golf Shop Snack Bar will be available by using our online ordering app. Only a limited BBQ menu will be available to start the season.

## **Part 6 – Post-Golf**

- Access to the Clubhouse post-golf will follow the same protocols as pre-golf; see above.
- There will be no loitering allowed following golf. Members may access the Golf Shop as necessary, pick up take-out food as available, then will need to vacate the premises.
- Carts may be dropped off in the designated spot in the parking lot for sterilization; they will be cleaned and sanitized by an employee before they are returned to the pick-up spot.
- Members will take their clubs back to their cars and exit.
- There will be no club cleaning available and no towels available for on-course use.
- There will be additional garbage cans available in the parking lot for members to dispose of their garbage. Do not leave any garbage in your cart.

## **Part 7 – Other**

- Until further information is available:
  - Tee Times required
  - Practice facilities are closed except the putting green. (no “drop-in” use)
  - Food & Beverage offerings limited to prepared food taken “to-go” and take-out.
  - Food & Beverage may be pre-ordered from the Snack Bar while on course in order to alleviate congestion at the Golf Shop.
  - Staff to wear masks and gloves wherever appropriate
  - Hand Sanitizer to be made available at all checkpoints throughout process, and widely available throughout facility (washrooms, Starting Area, Golf Shop, etc.)
  - Patience will be required on all fronts to get us up and running and used to the “new normal”.

**AMENITIES****AVAILABILITY****GOLF SHOP**

Golf Shop Retail

Limited Availability

Washrooms

Available

Snack Bar

Take Out / On Course

**ON COURSE**

On Course Washrooms

Available

Starter

Available

Players Assistance

Available

Rakes

Not Available

Ball Washers

Not Available

Garbage Cans

Available

**PRACTICE AREA**

Putting Green

Available

Chipping Green / Short Game

Not Available

Range

Not Available

Instruction

Not Available

**OTHER**

Power Carts

Limited Availability

Pull Carts

Available (non-reservable)

**AMENITIES****AVAILABILITY**

Bag Drop &amp; Storage Service

Not Available

Club Demos

Not Available





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