



**GOLF OPERATIONS**

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**TRANSITIONAL  
POLICIES & PROCEDURES  
COVID-19**

**November 3<sup>rd</sup>, 2020**

# WELCOME BACK!

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Sun City Texas and the nation at large have been dealt a very difficult hand with the Covid-19 pandemic. In response, we have created transitional policies and procedures to ensure the safety of our residents and staff during this challenging period. The transitional guidelines contained herein will remain in place until we receive an "all clear" directive from the responsible governing authorities. Adherence is required to access our golf facilities.

This document includes guidelines for both the staff and player so as to make sure all are versed in golf operations. Best practice protocols from the Centers for Disease Control, Williamson County, and the Sun City Texas Golf Committee, Director Staff, Board of Directors and golf staff all helped to inform these new rules. These procedures are to keep both residents and staff safe while still enjoying our courses. To reiterate, the following procedures are mandatory.

Please make sure that you have read this document in its entirety. If you have any questions, make sure to contact one of the golf shops for clarification prior to coming to the facility. Failure to adhere to these policies and procedures will result in the immediate termination of privileges or services. Adherence by all is necessary if we are to enjoy a little fun as we continue the fight against this terrible virus.

We're glad to be back open and looking forward to getting back to work. Yes, things will be a little different, but we'll get through it together.

# GENERAL FACILITY INFORMATION

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The following are guidelines and steps being taken to ensure the safety of everyone while at the golf course. As we begin to reopen some of our facilities on a transitional basis it is still an individual choice to participate or not. It must also be understood that choosing to enter or participate in any CA activity or venue you are doing so at your risk. Please take your personal safety and others seriously during this particularly difficult time.

## Rules

- We are open to resident and resident guest play ONLY for a period of time yet to be determined. All resident guests must be accompanied by the resident.
- All players will be charged according to their pass type (i.e. annual, combo or punch card).
- Pay as you go and resident guests will be member charged to their account.
- No rental clubs will be available.
- After completing play, players are to leave the facility and refrain from gathering.
- All Golf Operations staff have been instructed to maintain social distancing standards of no less than 6 feet and to refrain from approaching players.
- Players are required to remain at least 6 feet from staff at all times.
- June 15<sup>th</sup> we will be resuming MGA, WGA and CGA play days subject to Board Approval. Sweeps will begin in July pending successful operations of play days.
- To return lost clubs, please call golf shop and return. We will sanitize and keep in the shops.

**Golf Shops – the golf shops will open on September 7<sup>th</sup> with the following rules**

## **Golf Shop Manager - Sheila Diller**

Email: [sheila.diller@sctexas.org](mailto:sheila.diller@sctexas.org)

- The golf shops are open for shopping only. For any other inquiries please call the golf shop at this time
- Checking in for a tee time or to use the driving range will not be done inside the golf shop at this time. Please see below under “Practice Areas” or “The Tee Sheet and Tee Times” sections for the current procedures.
- You must wear a face mask to enter the golf shop.
- **Staff members are required to wear a face mask when in the golf shops even behind Plexiglas.**

- Upon entering the golf shops, please use hand sanitizer provided before doing anything else.
- Please refrain from touching as much stuff as possible while in the golf shop.
- Payment will be done by member charge or manually entered credit card. No cash transactions at this time.
- If you would like to do a return or exchange, you must speak with the Golf Shop Manager, Sheila Diller at Legacy Hills. All returns will be held for 3 days before returning to the golf shop floor.
- Capacity Limits by Golf Shop

Legacy Hills – 10 people max  
 White Wing – 6 people max  
 Cowan Creek – 8 people max

### **Practice Areas**

- The practice areas are restricted to residents and resident guests only.
- The putting green and chipping areas will be open with cup-less flag sticks. Do not touch or move the flag sticks
- If social distancing is not adhered to we will shut down the practice areas entirely.
- Driving Range – The driving ranges will open on June 15<sup>th</sup> with the following guidelines.

Please be courteous to others and follow the directions of the range attendant. Failure to do so will result in being asked to leave the range or further action if necessary.

1. The range will be open 30 minutes prior to the first tee time and will close at 3:00 pm to allow staff time to pick, sanitize and restage for the following day.
2. Slots will be limited and kept at a 10 foot spacing.
3. All accessories will remain removed from the driving range.
4. The driving range will be available for warm-up no more than 30 minutes prior to the players tee time.
  - The players will receive a small basket, if there is still time before the players tee time they may hit more.
5. The driving range will be available for standalone practice on a space available basis.
  - The player practicing will be given a small basket.
  - If demand is low they may hit more, but will be asked to leave if demand increases.
  - If demand is high you must stop after the small basket and come back at a later time if you would like to practice more.

## The Tee Sheet and Tee Times

- Even though the golf shop opens on June 15<sup>th</sup> players will continue to check in with the starter no earlier than 5 minutes prior to their tee time.
- Please review your tee time information the night before and confirm that only those players who intend on playing are on the tee sheet. Demand will be high, so be courteous to your fellow golfers.
- Tee times will be in 8 minute intervals or in a shotgun format.
- Shotgun Start Procedures
  - Driving range and all practices areas closed prior to play
  - Players should go straight to their hole no earlier than 15 minutes prior to start time.
  - First tee shot should be struck at time of shotgun start, i.e. 8:00 am or 1:00 pm
  - Immediately following the completion of the round players should leave the golf course
  - Check in will be performed during play by the starter going around the golf course and checking each group
  - Players needing a rental cart should pick their cart up no earlier than 30 minutes prior to the shotgun start and head to their holes no earlier than 15 minutes prior.
  - If a player has any questions, they should contact the golf shop prior to coming onto the golf course property
- We ask that players come on property no earlier than 30 minutes before their tee time to prevent gathering.
- We ask that players come to the #1 Tee no earlier than 5 minutes before their tee time to prevent gathering.
- Walk-up tee times are not permissible. Day of play tee times may be obtained by calling the golf shop prior to entering the golf course and no later than 30 minutes prior to the desired tee time.
- All tee times must be made in advance and confirmed, either online or over the phone prior to entering the golf course.
- Any adjustments to existing tee times (for example, linked groups which must change their players) must be made the day before, either online or over the phone.

## On the Course

- **In order to minimize wear-and-tear on the course**, only two (2) carts in each group will be permitted off the cart path in an effort to maintain turf health.

Players must discuss and agree upon a methodology to achieve this requirement at the beginning of the round. Options include:

Option 1 – Players will determine before leaving the tee box which two carts are allowed off the cart path for that particular hole. Only those two carts will be allowed off the path for the remainder of that hole.

Option 2 - On a shot-by-shot basis, players will determine which two carts are allowed off the path. Frequent communication and cooperation between players is expected before each shot to ensure that only two carts are off the path for that shot.

Unacceptable options include:

1. Waiting for your turn in the fairway - If you are not the player selected to leave the path for that shot, you should walk to your ball and not wait for you playing partners to return to the path.
2. More than two carts in the fairway at a time.

Proceeding in a manner that attempts to undermine the intention of the rule and therein provides undue traffic on the courses is unacceptable. Players who ignore or forget these requirements must be held accountable by the other players in their group about the allowable options. We want to retain the 4 cart availability, but will be forced to revoke this access if the above rule is not followed and we see a negative impact turf in health.

- Per the Governor: At this time 2 players may ride in the same golf cart without restrictions, but it is not required.
  - Disability flag holders retain the access granted by the flag, however they are not exempt from the “2 carts off the path per hole” rule. All players must adhere to the 2 cart rule.
- Scorecards will not be available; we encourage you to use your phone or another device. Scorecards are available on the Sun City Website on the Golf page.
- Remove your tee from the teeing surface when done and do not pick up a tee that is not yours.
- Bunkers may be played out of with lift, smooth and place. You can mark your ball, smooth the area under your ball and replace it to play your shot.
- All golf course accessories will be removed or disabled on the golf course, including ice coolers, water coolers, bunker rakes, sand buckets and ball washers.
- Do not use your bare hand to activate or deactivate the Tee Sentry/Warning Lights. Use an object that has not been touched or cannot transmit the virus.
- Water fountains and vending machines will be unplugged and or disabled for use.
  - Do not touch the pin; it must remain in the cup at all times.
- All individuals must adhere to social distancing of at least 6 feet at all times, even at the end of your round (do not shake hands or customarily bump fists). *It is permissible to do air fives and air fist bumps with explosions from at least 6 feet apart.*

To receive a Sun City golf cart the following steps must be taken:

1. The player must call the golf shop to request a golf cart the day before.
2. Once on property you may grab your cart and report to the first tee at your tee time.
  - All residents needing carts will be charged the resident rental rate.
- Carts will be sanitized and staged to eliminate staff contact.
- Golf carts will only be available to residents and resident guests without carts and they must be turned in by **sunset** due to the time required to sanitize.
- Players are required to remove and throw away any trash in appropriate trash receptacles.
- Players are to return the golf carts in the designated return area and leave the key in the cart.

## **Restrooms**

- All restrooms on the golf courses are now open.
- Restrooms will be sprayed down with bleach solution as frequently as possible.
- Please wash your hands upon entering the bathroom and wash your hands when done.
- Hand sanitizer is highly recommended before and after using the restroom. Unfortunately, due to the difficulty in procuring Hand Sanitizer, you will need to provide your own.

## **Walking**

*Walking will be allowed with the following restrictions:*

- You are allowed to catch a ride between holes or at any time during the round if permitted by the driver of the cart.

# GOLF SHOP ATTENDANT

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## Opening and Closing Procedures

*All opening and closing procedures remain the same with the additions below:*

### Morning Shift

- After you open the shop, sanitize your hands.
- Sanitize everything you will and might touch throughout the day.
- Once you have completed sanitizing, begin your normal procedures.

### Afternoon Shift

- First sanitize your hands and wipe down everything you will or might touch.
- Begin your normal procedures.
- When closing the shop or ending your shift, re-wipe down all areas.

## Restrooms and Restroom Breaks

*Wash and sanitize hands consistently!*

- Legacy Hills - Leave restroom doors open at all times to reduce the touching of surfaces.
- White Wing and Cowan Creek - If you leave the golf shop to use the restroom, wash your hands and after reentering the golf shop, sanitize your hands again.

## Check-In and Operational Procedures

*All procedures remain the same with the following changes or restrictions:*

- The golf shops are open.
- The starter will relay players checking in with the golf shop.
- **Players using other resident's rounds must check in in the Golf Shop.**
- Communication with players and outside service attendant will be done by phone, radio or intercom.
- We are open to resident play and resident guests ONLY for a period of time yet to be determined. You will be informed when this changes.
- All transactions will be done by member charge or by ringing up their pass type. Credit cards may be used and entered manually. **Shopping/Gift Cards can be taken with a wipe and wiped down before use. If funds remain on the card, re-wipe with a wipe and place on the counter for the customer to retrieve.**



- See Golf Cart Procedures in “General Facility Information” for the method in which a player can receive a golf cart.

# OUTSIDE SERVICE ATTENDANT

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## General Procedures

- Please use your cell phone to clock in and out. Ensure you know how to do this before reporting for work. We will let you know if this changes.
- At the beginning of your shift sanitize the radio you will be using for the day and make sure it remains in your possession until the end of your shift.
- No ice or water on the course.
- Coolers, sand bottles, scorecards and pencils removed from carts.
- Maintain social distancing at a minimum of 6 feet at all times.

## Opener - Starter position

- Stage 10-12 carts in staging area.
- Ensure the keys that will be used for the staged carts came from the sanitization bucket designated for them.
- Get the tee sheets from the golf shop like normal.
- Sanitize the restrooms as frequent as possible by spraying down door handles, toilet handles and faucet handles.
- Remain 6 feet from others at all times.
- Confirm the member # of the player checking in and relay players that check in to the golf shop.
- Inform all players that they must adhere to social distancing at all times. Failure or refusal is unacceptable and the person will be asked to leave property.
- Any issues at all should be reported to the golf shop and management staff.

## Golf Carts

*See Golf Cart Procedures in "General Facility Information" for the method in which a player can receive a golf cart.*

- Fill staging area with ample carts so as not to have to refill during shift.
- Golf carts are only available to residents with a tee time and picked up no more than 30 minutes before their tee time.
- Sand bottles, coolers, scorecards and pencils are to be removed from the golf carts.
- Any area that may be touched is to be sanitized after each use.

- Due to the amount of time involved with sanitizing golf carts, all Community Association golf carts need to be returned by 7 p.m.
- Keys that have been in use must be soaked in a sanitizing solution.
- Golf carts need to be rotated all the way through before reusing.

