



GOLF OPERATIONS

TRANSITIONAL

POLICIES & PROCEDURES

COVID-19

April 28th, 2020

WELCOME BACK!

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

The following are guidelines and steps being taken to ensure the safety of everyone while at the golf course.

Rules

- We are open to resident and resident guest play ONLY for a period of time yet to be determined.
- Only staff are allowed in the golf shops.
- 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 tournaments, competition, instruction or like activities will be permitted during the county-wide Stay Home, Stay Safe order.
- 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 10 feet and to refrain from approaching players.
- Players are required to remain at least 10 feet from staff at all times.
- There will be no play days or tournaments for MGA, WGA, CGA, Zoomers or non-resident tournaments until such activities are approved by the Board.

Practice Areas

- The practice areas are restricted to residents and resident guests only.
- The putting green and chipping areas will be open without cups or flags.
- The driving range will remain closed until further notice.
- If social distancing is not adhered to we will shut down the practice areas entirely.

The Tee Sheet and Tee Times

- Due to the golf shop remaining closed to all but staff, players will 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.
- Players are not allowed in the golf shop and will check in with the starter at the first tee.

- Tee times will be in 10 minute intervals.
- Tee sheet will be restricted to a single tee format.
- We ask that players come on property no earlier than 20 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 much change their players) must be made the day before, either online or over the phone.

On the Course

- Only one person may ride in a golf cart at any time, unless the riders of the cart live together in the same household.
- Foursomes will be allowed, however, only 2 carts are permitted off the path at a time. If you are not in one of the carts in the fairway you should leave your cart on the path and walk to your ball for that shot. You should not wait for the other carts to leave the fairway and then proceed on to the fairway. This is in an effort to keep the current conditions as long as possible by limiting cart traffic.
- Disability flag holders retain the access granted by the flag, however they are not exempt from the “2 carts off the path at a time” 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.
- 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, smoothen 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.
- The cups will be altered to prevent retrieving the ball from the bottom of the cup.

- All individuals must adhere to social distancing of at least 10 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 10 feet apart.*

Sun City CA Cart Rental

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.
 2. The golf shop staff will let you know what number you may take once you arrive and a staff member will key up the cart at that time.
 3. 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 normal member 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 7 p.m. 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

- Restrooms will be open at the following locations only:
 - Legacy Hills – The caddy shack next to the putting green.
 - White Wing – The restrooms behind Mulligans restaurant.
 - Cowan Creek – The restrooms at the turn on #1 & #10.
- 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 must begin and end your round walking.
- You cannot catch a ride between holes or at any time during the round.
- You must carry your own clubs or use a push cart. You cannot keep your clubs on another person's cart.

- If you begin the round walking and feel you cannot complete the round for whatever reason, you'll need to do the following:
 - Step aside from play and call the golf shop.
 - Do not catch a ride with a player other than your spouse or a member of your household.
 - A member of the staff will bring you a golf cart so that you can drive in yourself unless there are extenuating circumstances, of which you must discuss with the golf shop staff.

GOLF SHOP ATTENDANT

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 shop attendant, management and on-duty outside service staff are allowed in the golf shop **ONLY**. Golf shop is to remain locked throughout the day.
- The starter will relay players checking in with 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 taken over the phone if absolutely necessary.
- See Golf Cart Procedures in "General Facility Information" for the method in which a player can receive a golf cart.

OUTSIDE SERVICE ATTENDANT

General Procedures

- There will be 3 shifts per day: Opener (6 a.m. – 1 p.m.), Marshal (10 a.m. – 3 p.m.), Closer (1 p.m. – close).
- 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 10 feet at all times.

Restrooms and Restroom Breaks

Certain bathrooms will be open outside for players. You are free to use them, but if you would prefer to use the inside restrooms please see below.

- Legacy Hills – Contact the golf shop attendant over the radio and let them know you need to use the restroom, they will let you in.
- White Wing – Use the Mulligan's restroom.
- Cowan Creek – Contact the golf shop attendant over the radio and let them know you need to use the restroom; they will let you in.

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 every 30 minutes or as frequent as possible by spraying down door handles, toilet handles and faucet handles.
- Remain 10 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 20 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 bleach solution.
- Golf carts need to be rotated all the way through before reusing.

