



OPERATIONAL PROCEDURES LIST

August 7th, 2020

Please review the following list of items regarding our operations and sanitation process. Our team is committed to keeping you and your guest's safe during these unprecedented times. Despite these ongoing changes we know you will continue to enjoy the camaraderie, exercise and fresh air the game of golf embraces.

Your Responsibility:

To protect yourself and others:

- **Practice physical distancing (at least 2 metres apart)**
- **Wash hands often with soap and water for at least 20 seconds**
- **Cover coughs and sneezes with a tissue or your elbow**
- **Avoid touching your face with unwashed hands**
- **Avoid travel outside of Canada**
- **Watch for COVID-19 symptoms: cough, fever, shortness of breath, runny nose or sore throat**

Follow mandatory self-isolation requirements:

- **14 days if you recently returned from travel outside of Canada or are a close contact of someone who has tested positive for COVID-19, plus an additional 10 days from the onset of symptoms, should they occur, whichever is longer**
- **10 days minimum if you develop any COVID-19 symptoms, or until the symptoms resolve whichever is longer**

Town of Canmore adopts mandatory mask wearing with new Bylaw (August 7th):

As a result of recommendations made by Alberta Health Services and the adoption of mandatory mask bylaws in the major Alberta cities as well as the Town of Banff, yesterday afternoon the Town of Canmore unanimously passed a Mandatory Mask Bylaw which goes into effect in our area beginning noon this Friday, August 7th. Signage will be posted at the entrances of the clubhouse outlining the new bylaw procedures.

Although businesses are not required to enforce the bylaw, enforcement by the Town of Canmore will be in place. The bylaw department will focus on education prior to the handing out of any tickets, which has been set at \$100.

The implications for all of us here at Stewart Creek is that you will be required to wear a mask or face covering in the public areas of the clubhouse. This includes washrooms, main foyer, staircase areas, golf shop, dining room, lounge and patio until you are seated for F&B service. Masks are not required when outside of the building, in parking areas, practice areas or on the golf course.

The club's [Operational Procedures List](#) for COVID-19 has been updated to reflect the new Town of Canmore bylaw requirements for August 7th.

Booking Tee Times/Reservations:

- All rounds of golf are encouraged to be booked and prepaid online in advance to allow for a **“park and play”** system to maximize physical distancing at check in. Bookings to be made online at www.stewartcreekgolf.com. Walk up and in person bookings are now being accepting.
- All booked players will receive an email notification one day prior to the date of play outlining the updated Stewart Creek COVID-19 Operations Procedures for play.
- Tee time increments have been adjusted to a maximum level of 24 golfers/hour. This will promote proper “social/physical distancing” between groups in the arrival, golfing and departure phases of the golf experience.
- **We ask that all players who have any COVID-19 symptoms to refrain from coming to the golf course. There will be no penalties for cancellations for players exhibiting symptoms.**

Golf Course Arrival:

- **All golfers who have arrived at the facility will be provided access to their golf cart, practice areas and golf course no earlier than 30 minutes before their tee time.**
- Sanitized carts will be staged at the front entrance of the clubhouse ensuring adequate spacing between carts for physical distancing. All carts will have designated player specific cart signs.
- Following your check in with guest services staff, please park your vehicle.
- For players who have not prepaid for their golf, you can proceed to the golf shop to check in. Members and prepaid players are not required to check in at the golf shop.
- Guest services staff will be available to direct players to their appropriate golf carts and to provide pertinent daily information to players. Staff will not be handling golf bags. With assigned cart, please proceed to your vehicle to load your clubs.

- Players who choose to walk the course can do so by either carrying their bag or by using their own personal push/pull cart or electronic caddy. Access to the golf course is limited to 30 minutes before your tee time.

Golf Carts:

- **2 Power carts will be allocated per tee time. Power carts may carry two sets/bags of golf clubs; golfers should maintain appropriate distancing when accessing their bags. Upon request, a face mask will be available.**
- Carts will be power washed after every round and disinfected between rounds ensuring all touch points are sanitized prior to loading.
- Normal cart accessories including sand and seed bottles, ball washers and coolers have been removed from the cart. Sanitized scorecard, pencil and 6 tees will be pre-loaded in the cart. Cart towels are currently not being provided for on course use.
- At the end of their round players will go directly to parking lot to load clubs into their vehicle. Players will drop carts off at designated cart drop area.
- Each cart will be provided with a plastic garbage bag. We ask that all garbage (including used and broken tees) be loaded into the bag and dropped into the garbage bin at the cart drop area following your round.

Clubhouse:

- **The clubhouse will open daily in conjunction with the golf course with limited seating capacity so that we can ensure proper social/physical distancing as directed by Alberta health services. The clubhouse restaurant will be open from 7:30am until 9:00pm.**
- Hand sanitizers have been placed throughout the clubhouse and property for visitor and employee safety.
- Major touch points will be disinfected throughout the day and cleaning schedule maintained for review.
- Table settings will be for single use only and will be sanitized prior to the next seating.
- The main floor washrooms are available for use and we ask that each guest observes proper physical distancing protocol. We recommend one person using the washroom facility at a time.
- Access to the member locker rooms will be permitted for members only. The majority of the seating has been removed for your safety.
- Members club storage, shower facilities, steam rooms and fitness area will remain closed until further notice.

Golf Shop:

- **Golf shop is open and available for player check in and retail purchases. Access to the golf shop will be limited to 8 customers at a time.**
- Credit card and debit card transactions for payment will be the payment forms accepted (**cash will not be accepted**), use tap feature when applicable.
- Staff will be disinfecting POS area at regular intervals throughout day and will disinfect credit card terminal after every use.
- Staff will assist with retail purchases ensuring proper physical distancing. Any merchandise that is handled and not purchased will be steamed and then quarantined for 24 hours prior to resale.
- Merchandise fitting room is available for fittings and will be on a regular cleaning schedule.

Rental Clubs

- Rental clubs are available for use. Players should refrain from using any of the ball pockets on the bag. Rentals can be left on the cart after the round so that they can be cleaned and disinfected.

Driving Range

- Driving range use is limited to players with a tee time and the 3 reserved stalls for member practice.
- Hitting stalls will be spaced with a minimum 12ft gap between stalls. The maximum occupancy of the range is 12 players.
- All bag stands, ball washers, benches/chairs will be removed from the driving range.
- Balls will be stacked in pyramids to allow for "scrape and hit" set up. Teeing up ball is permitted, players are responsible to pick up all their used and broken tees (doing so in a safe manner). All range balls will be washed before being stocked on the driving range.
- For Members Only. 3 hitting stalls have been reserved for practice. Members can access these hitting stalls by using an assigned golf cart. Space is limited to 3 players at any time and sessions are limited to 45 minutes. Access is first come, first served.
- Driving Range hours of operation are currently 7:30am-8:00pm (7:30am-4:30pm on Thursdays due to range maintenance).

Short Game Practice Area & Putting Green

- The short game and putting areas are limited to players with a tee times, and for member practice sessions or golf instruction. Use your own golf balls when at either area.

- The maximum occupancy will be 8 players at any one time at each area. Players are asked to use their own golf balls at both the short game area and the putting green. Priority for the 1st tee putting green use will be given to players “on deck” to tee off.

1st Tee (Finally I get to peg it!)

- To ensure that your Stewart Creek golfing experience starts off in a phenomenal way, our starter will provide you with pertinent golf course information as well as reminding you of your responsibility to maintain physical distance (at least 2 meters apart) while enjoying your game.
- Scorecard, tees and pencil will be pre-loaded on the cart, additional accessories will not be available in bulk form at the 1st tee.
- Tee times for Tuesdays will start on hole #10 (golf course reversal) to allow for maintenance practices.

On Course Golf

- Players should use physical distancing at all times (at least 2 metres apart) while playing.
- All bunker rakes have been removed from play; players are requested to smooth sand with foot after playing shot. Treat disturbed areas in bunkers as ground under repair allowing free relief from disturbed area elsewhere within the bunker.
- Players must not touch flagsticks. An amended cup set up (Pin Caddy) will be used for play. Continuous putting and gimmie circles are recommended.
- Refrain from the traditional handshake after the round; find different ways to express gratitude for each other’s company while ensuring physical distancing (perhaps a tip of the cap)
- 18th hole comfort station and shoe cleaning kiosk have been removed.

Food & Beverage

- The clubhouse restaurant will be open from 7:30am until 9:00pm August 1 –31st.
- Because service will be within the 2-meter physical distancing requirement as set forth by AB Health Services, all service staff in the restaurant will wear face masks.
- Upon arrival to your seat, your server will welcome you and offer you hand sanitizer prior to taking any order for beverages or food.
- A QR scan code has been placed on tables for electronic access of the menu on your phone. Paper menus are available upon request.

- Specific items on the menu will also be designated for the “Take out” service option. Orders can be placed from 1:00pm -7:00pm by calling 403-609-6099 option 5. Pick-up of menu items will run from 4:00pm – 8:00pm.
- The concession at the driving range will be available for guests throughout the day once golf commences. Staff will serve one person at a time with all other guests respecting social/physical distancing.
- Once a person has picked up their concession F&B item, they are to move away from the concession to either the open area at the back of the driving range or to the 10th tee, should they be playing golf.
- On course food & beverage service at hole #5 has been suspended indefinitely.

Post Round

- Cart access to the parking lot area will be provided to allow for efficient unloading of clubs and personal items.
- Players are to drop their garbage and recycling into respective receptacles at the cart drop off station. Key touch points on carts will be sanitized by staff at the cart drop station before being moved to the wash bay for full cleaning and disinfecting.

Lightning & Thunderstorm Protocol

- During inclement weather the golf course will be cleared of play. Golfers will be directed to park their carts in a designated area.
- After cart has been parked, golfers will be asked to head to their vehicle to wait out the storm. There will be no congregating in or around the clubhouse.
- Once it is safe to return to the golf course a staff member will inform and coordinate players as they return to their previous place on the golf course.

Lessons/Club Fittings

- Lesson programs and club fitting sessions are now operating as normal.

Golf Events

Groups of 16 or more players are to be organized as a Stewart Creek group booking and must follow all club procedures for groups. Pre-organizing details will allow the group to flow efficiently through their day while maximizing the physical distancing environment for all players.

Regular Tee Time Format

Arrival & Golf Experience

- Arrival by regular operational protocol, 30 minutes prior to set tee time (with the exception of when guests are planning to have a meal before their round).
- **2 Power carts will be allocated per tee time. A face mask will be available for players riding together but who are not from the same household. We suggest players concerned with mask comfort bring their own personal masks.**
- Pre-organized meal is optional and can be offered in the dining room as a plated service or a la carte. (max 48 guests at once).
- Player tee gifts are encouraged to be placed on carts for each golfer, and are not permitted on dining tables. If gift is to be handed out at registration, the registration table will be outside of the clubhouse, in front of the fireplace or in the foyer. It is encouraged to purchase tee gifting through the club. If a group would like to bring in their own tee gifts, they must be stored, untouched, at Stewart Creek for at least 24 hours prior to presentation.

Post Golf

- After golf events permitted for groups of 48 or less. Pre-organized plated meal is recommended, however, a la carte orders are permitted. Maximum of 6 guests per table. Drinks must be offered as a drink service, no bar set up.
- Prize presentations permitted, provided that the following procedures are met:
 1. Microphone use is limited to one person.
 2. Prizing is recommend to be in the form of Stewart Creek gift cards with prize winners selecting their own prize in the golf shop after their round. If a group would like to bring in their own prizing, it must be stored, untouched, at Stewart Creek for at least 24 hours prior to presentation.
- Guests will be encouraged to wear face masks inside when physical distancing is not possible. (i.e. when talking with other guests not at your table; when using the washroom facilities).
- Players' list to be kept for 2 weeks after event to enable AHS contact tracing and follow-up.

Modified Shotgun Format

In addition to the above procedures for groups, additional modifications as follows are in place for shotgun starts:

Arrival & Golf Experience

- Modified arrival format with guest arrival 1 hour before shotgun start. Guest services will be utilized to accept clubs from guests upon arrival to shuttle clubs down to the range. Staff will be wearing PPE and sanitizing between each bag handling.

- Pre-organized, pre-round Food and Beverage component **must** be hosted by the group to ensure all players are at the club within the required time necessary for the staff to perform proper protocol. Maximum of 6 guests per table. Drink service (coffee, juice, etc.) will be at tables.
- 30 minutes before tee time golfers will be directed to walk down the hill to driving range to access cart with clubs, and initiate warm-up. Only those guests with physical limitations who require assistance down the hill will be offered a shuttle service down to staging area (sanitization procedures in place).
- Upon completion of round players will drop cart at expanded cart drop area. Players to remove all personal items as well as garbage and recycling.

Post Golf

- After golf events permitted for groups of 48 or less. Plated meal **must** be hosted and ordered in advance based on plated dinner group menu options. Maximum of 6 guests per table.
- Drinks must be offered as a hosted drink service, as bar set up is not allowed. To minimize wait time it is recommended that tray passed beverages are pre-organized.

Member Locker Room

- Access to the member locker rooms will be permitted for members only. The majority of the seating has been removed for your safety.
- Member shower facilities, steam rooms and fitness area will remain closed until further notice.

Member Bag Storage

- Member bag storage is now available. Touch points on bags will be disinfected as they are stored as well as when they get staged for play. Although the disinfectant we use is unlikely to damage your bag if you are not comfortable with your bag being sprayed we ask that you refrain from using bag storage. The general flow for carts will remain the same. Carts will be staged in front of the clubhouse prior to your round and carts are to be dropped in the cart drop area in the parking lot post round. **At this time we are not cleaning clubs.**

Thank you for your patience and understanding. Our Stewart Creek Procedural Operations list will be updated weekly as restrictions are lifted. Please check the website at www.stewartcreekgolf.com for regular updates.

Stewart Creek Management