



## **OPERATIONAL PROCEDURES LIST**

**May 10<sup>th</sup>, 2021**

Welcome to Stewart Creek Golf & CC. Please review the following list of items regarding our operations and sanitation process at the club for 2021. As we all continue to navigate through the COVID-19 crisis, 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
- Non-essential travel outside of Canada is discouraged
- 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

**As required by Alberta Health Services and the Town of Canmore, 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.**

### Booking Tee Times/Reservations:

- All rounds of golf are to be booked in advance. Bookings can be made online at [www.stewartcreekgolf.com](http://www.stewartcreekgolf.com). Walk up and in person bookings are not available at this time.
- **Please be aware that tee times can only be booked with members of your own household or your 2 close contacts if you live alone.**
- 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.
- **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. 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 assist players to their appropriate golf cart and to provide pertinent daily information to players.
- 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:

- **All outdoor fitness, recreation and performance activities are prohibited, except with members of your own household or your 2 close contacts if you live alone. Based on these regulations we will be issuing only one cart per twosome and a maximum of 2 carts per tee time.**
- Carts will be power washed after every round and disinfected between rounds ensuring all touch points are sanitized prior to loading.
- Sanitized scorecard, pencil and 6 tees will be pre-loaded in the cart.

- 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 the designated cart drop area. Members of the club will be permitted to leave their clubs on the carts so that they can be cleaned and put back into club storage.

#### **Clubhouse:**

- **Indoor, in-person dining is closed as directed by Alberta health services.**
- **Golf shop will be open daily from 8:00am.**
- **Golf simulator is currently unavailable due to AHS regulations**
- 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.
- Masks must be worn by anyone using the indoor areas of the clubhouse facility.
- The main floor washrooms are available for use and we ask that each guest observes proper physical distancing protocol and wear masks when using. We recommend one person using the washroom facility at a time.
- Access to the member locker rooms will be permitted for members only. 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 5 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. 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 for members who would like to practice.
- Hitting stalls will be spaced with a minimum 2m gap between stalls. The maximum occupancy of the range is 14 players.
- Balls will be stacked in pyramids to allow for “scrape and hit” set up. Teeing up the ball is permitted; players are responsible to pick up all of their used and broken tees (doing so in a safe manner). All range balls will be washed before being stocked on the driving range.
- Members can access the practice area by using an assigned golf cart. Two carts are available on a first come, first served basis.

## **Short Game Practice Area & Putting Green**

- The short game and putting areas are limited to players with a tee time, 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 1<sup>st</sup> tee putting green use will be given to players “on deck” to tee off.

## **1<sup>st</sup> 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 their shot. Treat disturbed areas in bunkers as ground under repair allowing free relief from the 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)

## **Food & Beverage**

- The clubhouse restaurant is closed to indoor, in-person dining at this time. The outside patio is also currently closed.
- The concession at the driving range will be available for take out 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 10<sup>th</sup> tee, should they be playing golf.
- On course food & beverage service at hole #5 will commence on May 13<sup>th</sup>.

## **Post Round**

- Cart access to the parking lot area will be provided to allow for efficient unloading of clubs and personal items.
- Players can 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 currently unavailable as per AHS regulations.

### **Golf Events**

- Group play and recreational, competitive events are currently unavailable as per AHS regulations.

### **Member Locker Room**

- Access to the member locker rooms will be permitted for members only.
- Member shower facilities, steam rooms and fitness area will remain closed until further notice.

### **Member Bag Storage**

- Member bag storage is 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

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

### **Stewart Creek Management**