

PROCEDURES FOR REINTRODUCTION TO THE GAME AND BUSINESS OF GOLF

These procedures have been approved for Hawaii Golf Courses to re-open business during **Hawaii Golf Phase ONE**. The BACK2GOLF playbook was developed by the national allied golf associations using the White House and CDC "Guidelines Opening Up America Again." The Playbook is a specific three-phase approach to help reopen Hawaii's golf industry and are subject for approval by state and county agencies.

Hawaii Golf Phase ONE (HGP-1) reopening, is a hybrid plan of the National CDC Playbook's Phase ONE and Phase TWO as highlight in the attached PDF. HGP-1 covers minimal golf operations and activities in groups of 10 or less. As the Governor and Mayors make weekly modifications an updated document detailing **Hawaii Golf Phase TWO (HGP-2)** will be shared.

The procedures listed below address state and county concerns regarding touch points which all operators will need to review prior to reopening. Our back to golf program will be done in multiple phases and working in collaboration with local health agencies. For the purpose of this document the following definitions are provided for clarity.

- **MUST** – means the item, task or activity is a requirement.
- **SHOULD** – is considered a best practice to be followed during operations.
- **RECOMMENDED** – is a best practice that is suggested to be followed during HGP-1 of operations.

PROCEDURES BY OPERATING AREA DURING HAWAII GOLF HAWAII GOLF PHASE ONE (HGP-1)

GOLF CART OPERATION PROCEDURES

- Golf carts, *if allowed* by the facility, **must** be power washed and disinfected **AFTER** each round. Steering wheels, seats, arm rests, cup holders, ball washers, sand bottles and bottle holders, package openings and baskets gear directional levers and switches, keys and key tags must be disinfected prior to any use.
- Hand carts/trolleys, *if allowed* by the facility, are to be sanitized with disinfectant and **AFTER** each round.
- Usage of tees, towels, coolers **should** be removed from golf carts during Hawaii Golf Phase ONE. of back to golf.
- On course water limited availability. No self-service items.
- Scorecards and pencils **should** not be placed or attached on golf carts and will be issued on request from golf staff. Staff **must** wear gloves when handling these items to players or prepackaging them.
- Records **should** be maintained regarding the disinfection, sanitizing and proper cleaning or each golf cart. It is **recommended** a sticker be placed, in a visible location, with the date and time the golf cart has been sanitized and disinfected or identifiable by colored tape on front support pillar of the roof.
- A disinfectant station **must** be designated inside the golf cart storage area.
- Should a staff member use a golf cart for a work-related purpose the one person per cart rules will apply.

OUTSIDE SERVICES STAFF PROCEDURES

- Cart Storage area and Bag room areas **should** be cleaned and disinfected frequently.
- All outside service staff **must** wear disposable gloves and safe facial masks or coverings. If a staff person makes hand contact with a customer or visitor in any manner, the gloves **must** be disposed immediately.
- Golfers shall place their own golf bags on their golf cart. Outside services staff **should** not touch golfer's golf bag or equipment at any time. There will be no bag drop stations or locations on site during Hawaii Golf Phase ONE.
- Staff **must** not provide transportation to any golfer or visitor during Hawaii Golf Phase ONE.
- Equipment storage **should** be suspended, and all golfers **should** take their equipment home with them.
- Staff members shall refrain from shaking hands, or any bodily contact, with golfers and visitors.
- No staff member **should** handle any customer's equipment.

PRACTICE RANGE

- The practice range will be open for warm-up and extended practice sessions. Use of any practice area **must** be restricted to 10 or less people during Hawaii Golf Phase ONE. Strict social distancing **must** be enforced.
- Instruction on an individual basis and club fitting by appointment only is approved during Hawaii Golf Phase ONE and strict social distancing is **required**.
- Hitting stations on the practice range **must** be arranged to maintain safe social distancing. Each hitting station **should** be 8 to 10 feet wide and each station **must** be six feet apart from each other.
- All other practice areas such as chipping greens and practice sand bunkers may be open but are restricted to 10 or less people practicing social distancing during Hawaii Golf Phase ONE.
- Practice balls **should** be thoroughly cleaned with soap, bleach or disinfectant after being picked from the range.
- All range staff attendants **must** wear disposable gloves and facemasks.
- Rental clubs and demo equipment will be available during Hawaii Golf Phase ONE. Strong sanitization practices **must** be taken after each use.
- Range balls **must** be distributed by an attendant or a ball dispenser machine. All buckets must be disinfected **AFTER** use and balls left behind after the player finishes **must** be picked up by the attendant and washed and disinfected Hawaii Golf Phase ONE.
- Golfers are responsible for cleaning their own equipment.
- Practice ball containers must be washed, sanitized and disinfected.

GOLF COURSE PROCEDURES

- Tee times **must** be limited to 12-minute intervals during Hawaii Golf Phase ONE.
- It is **recommended** facilities modify operating hours while the Emergency Order remains in effect.
- Other than maintenance staff or golf course control staff, only golfers should be on the golf course. For private courses there will be guest play **should** be restricted by golf course during Hawaii Golf Phase ONE.
- Play is **limited** to groups of four, or less, and social distancing of at least 6-feet **must** always be maintained during the round.
- A member of the golf staff **should** be on the first tee and monitor the start of play. The designated staff person **must** wear a mask and disposable gloves and maintain a social distance of at least six feet or more from the next person and no body contact. The staff person shall remind the golfer(s) of the safety practices during the round and the procedures to follow after the round is completed.
- Scorecards and pencils will be available on request and shall be taken from the property by the golfer(s) at the completion of their round of golf.
- All play on the golf course will start at hole # 1 to eliminate cross-over and to maintain safe distancing.
- It is **recommended** golfers should walk during the initial phase of reintroduction with the exception of ADA requirements.
- If golf carts are allowed by the facility (and are available), one golf cart will be issued per person. Two riders per cart is allowed for immediate family (defined as spouses, children or grandparents of children). If the cart is shared with immediate family all golfers must handle their own equipment.
- Hole liners on the putting greens shall be modified, such as raised above the level of the putting surface or approved industry products to assist players from removing their ball.
- The flagstick **must** not be removed from the hole for any reason by a golfer.
- All rakes **must** be removed, and golf ball washers **should** be covered or taken down from use.
- If the sand in a bunker is disturbed and affects the lie of a golf ball, golfers **may** pick up their golf ball and smooth the sand with their foot or hand. The golf ball **should** be replaced as near as possible to the original lie, in the bunker without penalty.
- On course food and beverage services shall be limited to take away only. All operating guidelines for snack bars or beverage carts **must** comply with county and state food safety regulations. Food service staff **must** wear a mask and disposable gloves and maintain the safe distance and with no bodily contact with the customer.
- The practice putting green may be open and all hole markers (flags) **must** be removed. Hole liners should be modified or raised above the level of the green to deflect golf balls. Industry approved modifications are acceptable to prevent golfers from coming in contact with the cup liner.
- Golfers may use the putting green, for a maximum of five to ten minutes and prior to play. Extended practice on the putting green is approved during the Hawaii Golf Phase ONE. Golfers **must** use their own golf balls and be at the least six feet or more away from the next golfer and practice strict social distancing.
- Restrooms on the golf course will remain open for single occupancy. Staff **should** clean and sanitize every two hours while open and sanitize prior to opening and closing daily. A chore sheet in the restroom to show the times of the day the restroom was cleaned is **recommended**.

GOLF SHOP AND CLUBHOUSE OPERATIONS

- Mandatory signage throughout facility outlining Hawaii Golf Phase ONE guidelines is **required**.
- Clubhouses **should** be closed and not available for entry by golfers during Hawaii Golf Phase ONE.
- Access to locker rooms is prohibited and no shoe cleaning services will be available during Hawaii Golf Phase ONE.
- Restrooms may be available for use as long as cleaning and sanitizing procedures are met. A chore sheet in the restroom to show the times of the day the restroom was cleaned is **recommended**.
- Golf Shops should determine a responsible limit on the number of golfers that enter. All golfers **must** wear a facemask inside the golf shop.
- It is **recommended** only one person in the group should enter the shop to check in and golfers must maintain at least six feet or more from others under strict social distancing.
- It is **recommended** facilities send an email the day before the guest arrives notifying them of their golf reservation, facility guidelines and reminding them of the safety and health best practices and expectations when they play golf.
- Staff member(s) should work in their own ten-foot square space from other staff members and **must** wear a facemask and disposable gloves and shall not make any bodily contact with the customer.
- The golf professional staff person on duty shall have *limited* duties including answering the telephone, emails, processing golf time requests and payments. This staff person may process special orders and will have the responsibility to place and account for the golfers needs as defined by guidelines.
- All fees and costs **should** be paid in advance through on-line sources. If online payment is not possible, similar guidelines for operating in-doors (like restaurants) shall be in place to ensure social guidelines are enforced.
- All surfaces shall be wiped down, with disinfectant at least every two hours.
- Tables and chairs **should** be removed to prevent golfers from sitting and congregate.
- If Clubhouse food and beverage is available, the service **shall** be take-away only. The order **should** be placed, with customer name on the item(s) outside the golf shop or at a designated pick up point. Food and beverage must **not** be consumed on property or in the public operations area. Consumption on the golf course is permissible during the round.
- All seating areas **shall** be removed or cordoned off to eliminate gathering and keep the risk of contamination away.
- It is **recommended** to keep the facility website UPDATED with the most current information and expectations for access and safety guidelines.

MODIFIED PROCEDURES FOR BACK2GOLF HAWAII | THE GAME AND BUSINESS OF GOLF

These procedures have been approved for Hawaii Golf Courses to continue operating under **Hawaii Golf Phase TWO**. The BACK2GOLF version 3 playbook was updated by the national allied golf associations on **May 18, 2020** with approval from the White House and CDC "Guidelines Opening Up America Again." The Playbook is a specific three-phase approach to help reopen Hawaii's golf industry and has been approved by state and county agencies.

Hawaii Golf Phase TWO (HGP-2) reopening, is a hybrid plan of the National CDC Playbook's Phase ONE and Phase TWO as highlight in the attached PDF. Under these guidelines for BACK2GOLF Hawaii groups of 10 or less are approved until new modifications are approved by state and county leaders. Therefore, as the Governor and Mayors make modifications an updated document detailing **Hawaii Golf Phase TWO (HGP-2)** will be issued.

The procedures below address state and county concerns regarding touch points which all golf course operators and players will need to follow. The BACK2GOLF Hawaii plan will be done in multiple phases and working in collaboration with local health agencies. For the purpose of this document the following definitions are provided for clarity.

- **MUST** – means the item, task or activity is a requirement.
- **SHOULD** – is considered a best practice to be followed during COVID operations.
- **RECOMMENDED** – is a best practice that is suggested to be followed during HGP-2 of COVID operations.
- **MAY** – means the action or activity is permissible with proper PPE and CDC social distancing practices.
- **PPE** – refers to Personal Protective Equipment.

PROCEDURES BY OPERATING AREA DURING HAWAII GOLF PHASE TWO (HGP-2)

GOLF CART OPERATION PROCEDURES

- Golf carts, *if allowed* by the facility, **must** be disinfected **AFTER** each round. Steering wheels, seats, arm rests, cup holders, ball washers, sand bottles and bottle holders, package openings and baskets gear directional levers and switches, keys and key tags must be disinfected prior to any use.
- Hand carts/trolleys, *if allowed* by the facility, **must** be sanitized with disinfectant and **AFTER** each round.
- Tees, towels, coolers **should** continue to be removed from golf carts during Hawaii Golf Phase TWO.
- On course water **should** be available with regular sanitization procedures.
- Scorecards and pencils **should** not be placed or attached on golf carts and will be issued on request from golf staff. Staff **must** wear gloves when handling these items to players or prepackaging them.
- Records **should** be maintained regarding the disinfection, sanitizing and proper cleaning of each golf cart. It is **recommended** a sticker be placed, in a visible location, with the date and time the golf cart has been sanitized and disinfected or identifiable by colored tape on front support pillar of the roof.
- A disinfectant station **must** be designated inside the golf cart storage area.

OUTSIDE SERVICES STAFF PROCEDURES

- Cart Storage, Bag Room and common work areas **should** be cleaned and disinfected throughout the day.
- All outside service staff **must** wear disposable gloves and safe facial masks or coverings.
- Outside services staff **may** assist with handling of golf bags and player equipment, so long as CDC guidelines are followed and **must** wearing personal protective equipment. Gloves **must** be worn while handling equipment and **should** be sanitized or replaced after contact. It is still **recommended** golfers place their own golf bags on their golf cart.
- Bag drop stations or locations on site **may** reopen during Hawaii Golf Phase TWO.
- Staff **must** not provide transportation to any golfer or visitor during Hawaii Golf Phase TWO.
- Equipment storage **may** reopen.
- Staff members shall refrain from shaking hands, or any bodily contact, with golfers and visitors.

PRACTICE RANGE

- The practice range and putting green will be fully open for extended practice sessions. Unrestricted usage of these areas during Hawaii Golf Phase TWO so long as strict social distancing is enforced. Hitting stations on the practice range **must** be arranged to maintain safe social distancing. Each hitting station **must** be six feet apart from each other.
- All other practice areas such as chipping greens and sand bunkers **may** be open without restrictions so long as good social distancing is practiced during Hawaii Golf Phase TWO.
- Instruction on an individual basis and club fitting by appointment only is approved during Hawaii Golf Phase TWO and strict social distancing is **required**. Small Group clinics **may** resume based on practice facility space available and instruction **must** follow CDC social distancing guidelines of group of 10 or less.
- Practice balls **should** be thoroughly cleaned with soap and disinfectant after being picked from the range.
- All range staff attendants **must** wear disposable gloves and facemasks.
- Rental clubs and demo equipment will be available during Hawaii Golf Phase TWO. Strong sanitization practices **must** be taken after each use.
- Range balls **should** be distributed by an attendant or a ball dispenser machine. All buckets must be disinfected AFTER use and balls left behind after the player finishes **must** be picked up by the attendant and washed and disinfected Hawaii Golf Phase TWO.
- Golfers are responsible for cleaning their own equipment.
- Practice ball containers must be washed, sanitized and disinfected.

GOLF COURSE PROCEDURES

- Tee times **must** be limited to 9-minute intervals during Hawaii Golf Phase TWO.
- It is **recommended** facilities modify operating hours while the Emergency Order remains in effect.
- Other than maintenance staff or golf course control staff, only golfers should be on the golf course. Non-playing riders are permissible during Hawaii Golf Phase TWO, so long as, they are offering assistance or CARE to the player they are accompanying.
- For private courses guest play **should** be restricted by golf course during Hawaii Golf Phase TWO.
- Normal golf groups are permitted during Hawaii Golf Phase TWO. This would include up to six (6) players in a group. Social distancing of at least 6-feet **must** always be maintained during the round.
- Play may be operated as a double tee start while maintaining a controlled common area for safe distancing
- A member of the golf staff **should** be on the tee or within the controlled space to monitor the start of play. The designated staff person **must** wear a mask and disposable gloves and maintain a social distance of at least six feet or more from the next person and no body contact. The staff person shall continue to remind the golfer(s) of the safety practices during the round and the procedures to follow after the round is completed.
- Scorecards and pencils will be available on request and shall be taken from the property by the golfer(s) at the completion of their round of golf.
- Play may be operated as a double tee start while maintaining a controlled common area for safe distancing.
- It is **recommended** golfers should walk with the exception of ADA requirements.
- If golf carts are allowed by the facility (and are available), two riders per cart is **allowed** for immediate family or significant other (defined as spouses, children or grandparents of children).
- If a golf cart is shared with two riders from **different households** (either on the course or in use by staff), both riders **must** wear facial covers while in the cart. The driver or operator **must** remain in control of the cart throughout the round or until sanitized for the next operator.
- A facility **must** offer both shared and single cart options to players or staff who do not feel comfortable sharing a cart.
- Hole liners on the putting greens **should** be modified using approved industry products to assist players from removing their ball. The flagstick **must** not be removed from the hole for any reason by a golfer
- On the practice putting green hole liners should be modified using approved industry products to assist players removing their ball and hole markers (Flags) **must** be removed from the practice green. .
- All rakes **must** be removed, and golf ball washers **should** be covered or taken down from use.
- If the sand in a bunker is disturbed and affects the lie of a golf ball, golfers **may** pick up their golf ball and smooth the sand with their foot or hand. The golf ball **should** be replaced as near as possible to the original lie, in the bunker without penalty.
- All operating guidelines for snack bars or beverage carts **must** comply with county and state food safety regulations. Food service staff **must** wear a mask and disposable gloves and maintain the safe distance and with no bodily contact with the customer.
- Restrooms on the golf course shall remain open for single occupancy. Staff **should** clean and sanitize every two hours while open and sanitize prior to opening and closing daily. A chore sheet in the restroom to show the times of the day the restroom was cleaned is **recommended**.

GOLF SHOP AND CLUBHOUSE OPERATIONS

- Mandatory signage throughout facility outlining Hawaii Golf Phase TWO guidelines is **required**.
- Clubhouse Operations may resume under Hawaii Golf Phase TWO. All CDC guidelines **must** be followed and approval from local state and county agencies is required.
- Limited access to locker rooms and shoe cleaning services is recommended during Hawaii Golf Phase TWO if approval from local state and county agencies is provided.
- Restrooms may be available for use as long as cleaning and sanitizing procedures are met. A chore sheet in the restroom to show the times of the day the restroom was cleaned is **recommended**.
- Golf Shops should determine a responsible limit on the number of golfers that enter. All golfers **must** wear a facemask inside the golf shop.
- Retail operation **may** resume and must follow all state and county guidelines. Golf Course operators **should** refer to Retail Merchants of Hawaii guidelines and National Retail Merchants best practices.
- It is **recommended** facilities send an email the day before the guest arrives notifying them of their golf reservation, facility guidelines and reminding them of the safety and health best practices and expectations when they play golf.
- Staff member(s) should work in their own ten-foot square space from other staff members and **must** wear a facemask and disposable gloves and shall not make any bodily contact with the customer.
- The golf professional staff person on duty shall have *limited* duties including answering the telephone, emails, processing golf time requests and payments. This staff person may process special orders and will have the responsibility to place and account for the golfers needs as defined by guidelines.
- All fees and costs **should** be paid in advance through on-line sources. If online payment is not possible, similar guidelines for operating in-doors (like restaurants) shall be in place to ensure social guidelines are enforced.
- All surfaces shall be wiped down, with disinfectant at least every two hours.
- Tables and chairs **should** be removed to prevent golfers from sitting and congregate.
- If Clubhouse food and beverage is available, the service **shall** be take-away only. The order **should** be placed, with customer name on the item(s) outside the golf shop or at a designated pick up point. Food and beverage must **not** be consumed on property or in the public operations area. Consumption on the golf course is permissible during the round.
- All seating areas **shall** be removed or cordoned off to eliminate gathering and keep the risk of contamination away.
- It is **recommended** to keep the facility website UPDATED with the most current information and expectations for access and safety guidelines.
- Trash receptacles **may** return on courses and at the end of the round. Staff **must** follow CDC Guidelines in handling such items while wearing personal protective equipment.



Local Tour

COVID-19 Protocol Overview

U.S. Kids Golf is enacting the following protocols in order to keep our Local Tour events safe for players and families. We ask that the players and their parents/caddies review before participating.

Before you arrive

- ★ Everyone must obey the social distance rule of maintaining a minimum of six feet at all times. This includes the registration area, putting green, driving range, golf course, scoring, and through the completion of the round.
- ★ Please arrive **NO MORE than 30 minutes before** your scheduled tee time.
- ★ Players and caddies that use carts must adhere to a single-rider per cart in order to maintain social distancing standards. Only family members from the same household are permitted to ride together.
- ★ Instead of a traditional hug or handshake before or after your round, we recommend a friendly nod, a tip of your cap, or a simple wave as a form of greeting or sportsmanship.
- ★ Bring your own tees, pencils, ball-markers, and divot repair tools as we will not supply these until further notice.

Arriving at the course

- ★ Upon arrival, please verbally notify a Local Tour staff member at the registration table you are present while maintaining social distancing guidelines.
- ★ During your warm-up on the putting green, chipping green, and driving range, make sure you continue to practice social distancing guidelines.
- ★ Blank scorecards can be found on the website under [Local Tours/Course Setup](#) for players to print at home. You will use that scorecard to keep each player's score in your group. Yardages will be emailed out each week by your Local Tour director for the upcoming event.
- ★ If your ball comes to rest in a bunker, the player is permitted to lift, clean, and place their ball within one club length, no closer to the hole. The ball must remain in the bunker. The player may smooth the bunker before placing the ball.
- ★ Rakes will have been removed from bunkers at most courses. However, if a rake is present, please don't use it. Once a player hits their ball out of the bunker, the player should do their best to smooth the sand with their feet.
- ★ Under the Rules of Golf, players are permitted to leave the flagstick in the hole while putting. At this time, all players **MUST** leave the flagstick in. ***The first offense constitutes a warning. A two shot penalty will be given for each subsequent offense.***
- ★ Upon completion of your round, the group will head to the general scoring area. Players will verbally agree to the hole-by-hole scores for each player. After agreeing, the marker will sign the scorecard and submit to the Local Tour staff. We will verify totals with each player, sign the card, and then place in the box. The player **WILL NOT** sign their own scorecard.

After your round

- ★ After scoring is complete, do not gather at the clubhouse or any other common area.
- ★ At this time, we will not conduct traditional awards ceremonies. Results and points will be posted online only, and no written scoreboard will be available onsite. All medals and trophies will be available for you at the next event, please arrange directly with your Local Tour director.
- ★ All ties for first place will be broken via a scorecard playoff. Procedures for breaking ties can be found on our website under [Player Info/Playoff Policy](#).
- ★ In the event play is suspended, you are directed to evacuate to your car in the parking lot. Your Local Tour director will provide updates via email and social media.

Other important precautions for players and parents

- ★ If you are sick or at risk, please stay home.
- ★ At this time, we are asking only players and caddies to attend events.
- ★ Please bring your own water, as water won't be supplied.
- ★ Wash your hands frequently. If you can't wash them on the course, use hand sanitizer.
- ★ Avoid touching your face, including your mouth, nose, lips or eyes.

U.S. Kids Golf will continue to act in the best interest of our tournament families, as our top priority is the safety of our players, parents, staff, volunteers, and coaches.

