



## **2020 Season Information – COVID-19**

Preparations are currently underway for a staggered opening for the 2020 season to optimize safety protocols.

Here are the steps we are taking to provide the safest and most enjoyable golf environment for everyone. Please note these policies and procedures are subject to change at any time and follow all Alberta Health Service (AHS) and recommendations set out by National Allied Golf Association (NAGA).

Our golf course will be opening in **3 Phases** due to Covid-19 and recent the flooding events which do not allow all 27 holes to be open for opening day of the season. We will open the course in succession with Fox Tail opening first this Friday, followed by Black Bear, then Big River opening last.

### **Opening Schedule**

#### **Phase 1 – May 8**

Fox Tail 9 Opens - Members and Season Passholder Play Only (No member guest play)

#### **Phase 2 - Date TBA** (Estimated May 15 when clubhouses will be permitted to be open)

Black Bear Opens- Members & Guests, and those who have pre-purchased packages or green fees

#### **Phase 3 - Date TBA** (Estimated May 20 or earlier) Public Green Fee Play

### **Tee Time Bookings**

**Phase 1** - MEMBER /SEASON PASSHOLDER ONLY play will be available

#### ***Advance booking privileges for Members/ Season Passholders will begin May 7 @ 9:00 am***

ALL tee time reservations must be made online through your Chronogolf login, or the Fort McMurray Golf Club Mobile App. In the case you do need to call in, we have limited staff in the clubhouse answering the phone and may not be able to answer all your calls to get your desired time, so please be patient if you do call.

For our Corporate Members, please call the pro shop to make arrangements for tee times and to make arrangements pick up your corporate passes. Those Corporate members choosing the individual green fee passes may not have online booking privileges set up.

Walk-ons for tee times will NOT be accepted at this time (pre booked tee times are mandatory) as per AHS regulations.

Those who arrive at the course without a tee time will unfortunately be turned away at the gate. These individuals will then be asked and make a reservation either online, or by calling by the pro shop directly to book before facility access is granted.

Tee times will be set at 10 minutes apart to ensure proper spacing of the course.

### **No Show Policy**

This policy will be strictly adhered to again in 2020. Most especially when we have such limited tee times with only 9 holes open to start. Members, guests and public that do not show up, and do not cancel their tee time in the allotted time will be charged the green fee rate of \$109 +tax to their club account and/or have booking access blocked.

### **Golf Carts Rentals**

Golf carts will be limited to MAXIMUM one person (1) per cart\*. All golf carts will be cleaned and sanitized prior to use.

\*If 2 individuals reside in the same residence then they will be permitted in the same cart. Identification may be required. This cart would be then identified with a flag added to the cart to ensure others are aware that dual riders is approved.

Golf Carts will be prioritized in the following order due to limited availability:

1. Members/Passholders who have purchased an annual cart seat with their membership
2. First come first basis

Other - Sand and Seed bottles have been removed from the carts and ball washer and club cleaners have been immobilized.

CART PATH ONLY – Golf course is cart path only at this time, as there are areas that appear dry but are still wet from recent flooding.

### **Scorecards**

Scorecards and pencils will not be placed on the golf carts at this time. We are asking those to use the Fort McMurray Golf Club Mobile App to keep track of your scores. This can be downloaded from the app store by searching Fort McMurray Golf Club.

Scorecards can be provided by special request at check in only but are not recommended. Scorecards and pencils have been removed from #2 tee boxes of all the courses.

### **Check-in Policy**

Upon arrival please speak to the Outside Service Employee at the kiosk located beside the putting green.

You will then be assigned your cart if required, directed which group to follow, and given a rundown of changes and rules and regulations set forth for the 2020 season.

NO BAG DROP service is available at this time, you are required to load and unload your items on the golf carts.

CLUB STORAGE – Members club storage is still being offered at this time. Please bring your clubs down anytime Friday onwards to arrange storage if desired.

Cleaning service is unavailable. When your round is completed, please drop off your clubs at the return area at the back of the clubhouse for those who are storing clubs this season.

Please do not arrive more than 15 minutes prior to your tee time for golf. This will help limit the number of people in the parking lot and around the clubhouse building.

Please be at the first tee and teeing off at your specific tee time when it is safe to do so.

### **Pro Shop Purchases & Payment for Services Upon Arrival with Clubhouse Closed**

With the clubhouse closed at the current time, **we recommend ensuring your club account is set up for charging privileges**. This will allow our outside staff to radio inside for items requested from the pro shop and deliver them to you on the tee box. This would include items such as daily buckets of range balls, your cart seat for the day, bag of tees, gloves, a new Callaway Maverik driver or a dozen balls.

If you do not have an account set up yet – please email our Financial Controller Linda Fidler at [linda.fidler@fortmcmurraygolfclub.com](mailto:linda.fidler@fortmcmurraygolfclub.com) or call (780) 743-5577 ext. 6

### **Clubhouse Restaurant / Patio**

Currently is closed until further notice due to provincial Covid guidelines.

### **Legacy Dodge Pit Stop / Beverage Carts**

Legacy Dodge Pit Stop has been reconfigured for the 2020 season and has two (2) different offerings.

**Call in Orders** - Calling in your orders is recommended by phoning (780) 743-5577 Ext. 2 and these orders will receive priority over walk up take-out orders. When calling to order - please place only one order for your entire group.

Signage with the phone numbers will be placed as a reminder at the 9<sup>th</sup> tee box of each of the nines. Pick up for these items will be available from the pass-through window located on the right front of the building which. The Fort McMurray Golf Club Mobile App will have a “pop up reminder” on the 9<sup>th</sup> tee.

**Walk-Up** - For those wishing to enter the Legacy Dodge Pit Stop, access for walk up traffic will be limited to one patron at a time in the building. Please follow signage and physically distancing markings to ensure. Inside has been reconfigured with sneeze guards and safety dividers.

**Beverage Carts** - Will be available to provide on course services when AHS guidelines allow for this service. Please follow social distance guidelines when ordering.

### **ProShop Access**

Pro shop is closed. Merchandise can be charged to your account and delivered to you the first tee.

Custom fitting appointments and golf lessons and coaching can be arranged by calling the proshop.

### **Practice Facility**

Range - The driving range is now open.

Driving Range - Every second stall is currently closed to ensure proper physical distancing. Range priority will be available to those with tee times only.

Range Basket Return - Please return to the basket return area only. This will ensure baskets can be cleaned and sanitized by our staff before being put back into rotation for use.

Putting Green – Currently Closed.

Practice Only - Members who would like to practice, without having a tee time, will need approval from the attendant prior to doing so to get a “practice session time”, to ensure availability and not to interfere with those warming up prior their scheduled round of golf.

### **On Course and Other Measures**

We have removed and limited as many possible touch points as possible throughout the property to ensure the safety of our guests.

Benches – Have been removed throughout the property so that they are not usable or marked as closed.

Bunker Rakes - There will be no rakes in the bunkers. The bunkers are to be played as Ground Under Repair – or you can choose to play it as it lies. If choose to play it – or retrieve your ball from the bunker, please smooth your marks with by foot.

On Course Washrooms Closed - Washrooms at the Legacy Dodge Pit Stop are the only washrooms available on the property. So please plan accordingly. Cleaning and sanitization schedule have also been increased in this area.

Ball Washers – Have also been removed. We suggest using a damp towel to clean your golf balls.

Cups/Flagsticks – Cups will have devices placed in the bottoms so golf balls will not fully enter the hole. Please always refrain from touching the flagstick.

Garbage's and Recycling Bins - Are available on the course, and the recommendation is to place them in the bins without touching or leave items until the end of your round.

Sand and Seed - These bottles have been removed from the carts.

### **After Your Round**

Please return your power cart to the designated cart drop off area by the putting green.

Garbage and recycling bins will be available in the designated cart drop off area.

Please COMPLETELY empty your cart of all personal belongings and garbage and place them in the proper bins.

Please avoid excess socializing in the parking lot after your round.

### **General Information and Procedures to Remember**

If you have travelled outside of Canada, you are not permitted at our facility until you have self-isolated for a minimum of 14 days

If you are showing symptoms of COVID-19, please do not come to our facility. Call your doctor, local public health or call 8-1-1

If you live in a household with someone who has COVID-19 or is showing symptoms of COVID-19, please do not come to our facility

Please always practice social distancing (6ft apart from each other) NO handshaking, NO hugging etc.

Cleaning and sanitization schedules have been increased throughout the entire facility.

Having extra sanitizer with you is recommended in case you do accidentally encounter items someone else may have touched. The pro shop will be stocking approved sanitizer (made in Alberta) in 296ml bottles that should arrive by mid-May. These are the perfect size to have in your golf bag which will retail for \$10 and will last quite a long time.

Anyone not in compliance with these policies and procedures will be at risk of having their membership privileges suspended or revoked.

### **Let's Play Golf!**

This may seem like quite a few new rules and changes over years past. And you are correct – there is a ton of them, and they are all in place to ensure the safety of everyone.

We are fortunate to be allowed to be out golfing and these protocols helped ensure golf was the first activities to get the “green light” from Alberta Health Services as it can be done safely.

Please enjoy your time on the course, and remember to always **Be Smart, and Golf Apart.**