

Back2Golf Operations Playbook for Onward Golf

Objective	To build a comprehensive and medically approved plan that allows golf to be played as a social distancing compatible recreational activity in the United States as we begin recovering from the COVID-19 pandemic. This plan has been developed to help open golf where it is currently closed and keep golf open responsibly.		
Key Strategies	- Developed the operational underpinnings of the plan off the White House and CDC "Guidelines Opening Up America Again" including a specific, three-phased approach to golf that aligns with the broader plan to reopen the economy.		
	- Built a corresponding "Back2Golf Operational Playbook" that provides medically reviewed recommended practices for use at facilities across the country.		
	- Adhere to all state/county/local health official's guidelines and regulations when operators are building implementation plans which may differ from from the Back2Golf Guidelines and Operational Playbook.		
	- Promote aggressively the necessary social distance guidelines specific to golf that lead to good behavior by golfers in every phase.		
	Phase ONE	Phase Two	Phase Three
Chalan Para Hinemlo Planned phases	PCOR2	PCOR3	PCOR4
Description	Individual Play	Restricted Programming	New Normal
Reservations	Advance booking only. Full guest information including contact number and email address of each guest required. Limited teetimes. Cannot book more than 1 teetime. If off-island visitor need to get country coming from in addition to other hotel info.	Advance booking only. Full guest information including contact number and email address of each guest required. Limited teetimes. If off-island visitor need to get country coming from in addition to other hotel info.	New normal reservation system.
Golf Course Setup and Maintenance	Minimal Course Set up and Minimal staff. Holes will be filled to allow for easy ball retrieval, no bunker rakes; trash removed by individual players. Flags should not be touched for any reason. No on course amenities. The player should bring their own water and remove trash upon leaving.	Continue to restrict physical touch points for the golfer on the course. Minimal Course Set up and Minimal staff. Holes will be filled to allow for easy ball retrieval, no bunker rakes; trash removed by individual players. Flags should not be touched for any reason. No on course amenities.	Facility is fully operational. No restrictions. Enhanced sanitation protocols.
Payment / Cash Handling	Cashier station to have Protective screen. Online payments accepted and Credit Cards maybe used with proper social distancing and sanitation between transactions	Cashier station to have Protective screen. Cash and Credit Cards maybe used with proper social distancing and sanitation between transactions.	New normal operations.
Guidelines for Play	Individual play can be permitted with no more than four players per group that either walk or ride alone in properly sanitized golf carts (two-four riders from the same family also permissible if clearly identified). All league, clinic, camps and organized activities will remain suspended.	Normal golf groups are permitted; walking or riding in golf carts are permitted. 2-person per 2 seater and 4 person per 4 seater. Smaller group activity (outings & league play) may be resumed if kept under 50 people with proper social distancing guidelines being followed.	New normal play, tournament play and league play may resume.
Rules	Rules of Golf apply with additional guidance and consideration for the Committee; Temporary measures in place for the Rules of Handicapping and the acceptability of scores played under the Phase 1 guidance.	Rules of Golf apply with additional guidance and consideration for the Committee; Temporary measures in place for the Rules of Handicapping and the acceptability of scores played under the Phase 2 guidance.	Rules of Golf and Rules of Handicapping apply.
On Course Water	Not available. Players must bring own bottled water. No cooler and ice service.	Sealed bottled water. Ice upon request and no cooler service.	Normal service of cooler, ice and drinks provided.
Trash	No trash collection available on site. All players must remove their own trash.	Trash recipticals available at the end of play with strict social distancing required.	New normal trash operations may continue.
On Course Restrooms	Only one person at a time. Cleaning frequency increased and sanitation items provided.	Enhanced cleaning protocol.	New normal restroom availability.
Guest Supplies (Scorecards, Tees, Pencils)	Available in sanitized bags upon request. or not available. Upload onto website for customer to download and bring or make pdf fillable online scorecard. No tees/ballmarkers/pencils provided.	Scorecard and pencil provided per player on cart. Ashtray provided on request. No other accessories.	New normal operations.
Cart Operations	Walking or single riders in a properly sanitized golf cart (two riders from the same family also permissible if clearly identified).	Approved pairings may ride in properly sanitized golf carts.	New normal operations.

Club Storage and Bag Handling	No club storage and staff will not handle bags.	Club storage not available. Staff may assist with golf clubs under proper CDC guidelines. Staff to continue to use personal protective equipment.	Bag Storage and Outside Service Operation resume.
Golf Staffing	The only employees on site will be a management team, essential golf and maintenance staff. Players are responsible for their own safety while on Club property. Adhere to strict social distancing of 6 feet or more from others. Strict adherence to Personal Protective Equipment.	Moderate number of staff on site to facilitate operations. Face covering and social distancing required when indoors.	All Staff returned. No protective gear required.
Golf Shop / Retail Operations	Golf Shops should remain closed and remote check in procedures should be enacted.	Golf Shop may operate at limited capacity as to adhere to social distancing policies. Credit card payment can be an option with proper social distancing can be achieved. Amplification of social distancing messaging, signage and visual floor decals.	Golf Shop is open with no restrictions. New normal procedures for reservations and check in.
Clubhouse	Clubhouses should remain closed. However, restaurants may provide take out food as per local regulation.	Clubhouse may open but will operate at limited capacity adhering to social distancing, cleaning, and staffing safety protocols. Other facility amenities (locker room, practice room, banquet room) may open based on adherence to DHPSS guidelines for such.	New normal operations adhering to any limitations or protocols on gathering, etc. as per state and local regulation.
Clubhouse Food and Beverage Operations	Clubhouse is closed with the exception of take-out food adhering to proper social distancing, preparation, cleaning, and sanitizing protocols for food and delivery.	Clubhouse Restaurant operations open at limited capacity adhering to proper social distancing, cleaning, and sanitizing protocols for food preparation and guest service (done every hour at a minimum). Seating and standing- room capacity operate at reduced capacity according to DHPSS guidelines for restaurant operations.	New normal operations adhering to any limitations or protocols on gathering, etc. as per state and local regulation.
Beverage Carts	Beverage carts are not in use.	Beverage Carts are in use for cashless service with proper social distancing, cleaning, and sanitation protocols in place (done every hour at a minimum). All food items are individually wrapped and served to guests, Beverages in cans or other closed containers only. No self-service items are available.	New normal operations.
Locker Rooms	Locker Rooms are closed.	Locker rooms are available for limited use (restrooms, changing clothes, and assigned locker use, etc.) according to DHPSS guidelines with proper social distancing, cleaning, and sanitation protocols in place (done every hour at a minimum). No towels, amenities provided no showers available.	New normal operations.
Golf Events	Individual Play. No organized events. No shotguns.	Smaller group play allowed at the facility. No shotguns. Groups no larger than 50 players may be held as long as tee times are used.	All Groups allowed. No restrictions.
Clubhouse Events	No organized events or gatherings.	Organized activities may resume with strict social distancing, sanitation & cleaning protocols (done every hour at a minimum) in place adhering to DHPSS guidelines. No buffets, family style, or self-service permitted.	Large gatherings (e.g., sit-down dining, charity events, etc.) operate under state and local guidelines for seating and food service.
Signage	Mandatory signage throughout facility outlining Phase 1 CDC Guidelines.	Mandatory signage throughout facility outlining PCOR 3 Guidelines as issued by DHPSS or other local authority.	No additional signage required.
Sanitation Resorces	Deep cleaning.	Enhanced cleaning.	New normal cleaning procedures.
Center for Disease Control and Prevention	Click for Link to CDC for Sanitation and Social Distancing Protocols		

Helpful resource links:

ClubCar:	Click for Link for Golf Cart Maintenance
E-Z-GO:	Click for Link to Important Recommendations and Safety Tips for Vehicle Sanitation
Yamaha:	Click for Link to Best Practices on Cart Cleaning
CMAA (Club Management Association of	Click for Link to CMAA Club Reopening Resources
USGA:	Click for Link to Rules & Handicapping Guidance
GCSAA:	Click for Link to GCSAA Reopening Guidelines
PGA of America:	Click for Link to Golf Course Maintenance Best Practices
PGA of America:	Click for Link to Teaching & Coaching Best Practices
National Restaurant Association:	Click for Link to NRA's Reopening Guidance