

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 4** playbook was updated by the national allied golf associations on **June 10, 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. Under the guidelines for BACK2GOLF Hawaii Phase 2 **limited group sizes** are approved (by activity) until new modifications are approved by state and county leaders. Please refer to guidelines below for group sizes. Additionally, as the Governor and Mayor make modifications an updated document 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.
- Scorecards, pencils, tees, towels and sand bottles **may** be placed or attached on golf carts **or** available on request. Staff **must** wear gloves when handling these items; to players, placing them on carts or prepackaging them before use. All unused scorecards, pencils and tees **must** be discarded from the cart after the round. Sand bottles and towels **must** be sanitized after round and before use by another player. As a reminder, during COVID operations, these items **must** not be available for self-service by player.
- On course water **should** be available with regular sanitization procedures.
- 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.
- 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.
- 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.
- Players who request a single cart **must** identify with the CDC's criteria of older adults and people of any age who have serious underlying medical conditions. A complete list of criteria of individuals at high-risk for severe illness from COVID-19 can be found on this [CDC website link](#).
- 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 for group sizes indoors and outdoors.
- 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. As a guideline it's recommended 50% of room capacity. 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 services **must** follow all State and County regulations. The order **should** be placed, with customer name on the item(s) outside the golf shop or at a designated pick up point.
- 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.