



Introduction

The following guidelines have been created to assist Banff Springs Golf Club members in preparing for, and playing golf during Phase I of opening the Fairmont Banff Springs Golf Course during COVID-19. The guidelines are based on the direction provided by Alberta Health Services, consistency with the overall resort and best practices from other clubs.

This document will be reviewed on an ongoing basis as new Phases are released and guidelines relaxed or tightened.

We appreciate not every regulation will be popular. Be assured the choices are a result of an extensive review and planning process and have taken into consideration the health and safety of members, guests and staff.

We appreciate your support in adhering to the guidelines and helping us keep the game and our facility safe during the 2020 golfing season.

If you have any questions or clarifications, please do not hesitate to contact us.

Steven Young
Director of Golf, Fairmont Banff Springs

General:

The following information will be posted on the Banff Springs Member web site and available on the Banff Springs Golf App for reference.

We encourage all members to download (free from google play or the App store) the Banff Springs golf app and to use our KIPSU texting program (number to text on carts) during your round for communication purposes.

If you have COVID-19, COVID-19 symptoms, are self-isolating, have returned to Canada in the last 14 days or have travelled outside Canada in the last 14-days you will not be permitted at the facility.

All golfers will be asked to:

- Wash hands and use hand sanitizer as necessary
- Practice social distancing (6 feet) between you and others at all times

- Respect the signs and instructions of staff at the facility.
- Bring their own hand sanitizer for use in areas where no hand sanitizing station is available

All persons entering the Clubhouse will be required to wear a mask while inside.

Reservations

- Booking a tee-time in advance is compulsory. Please use the club website to decrease call volumes.
- Alberta Health Services requires all players to be properly recorded on the tee sheet to enable contact tracing if necessary and entrance to the facility.

Arrival

- Access to the course is limited to staff, club members and guests with pre-booked tee-times, Range session or lesson.
- Arrive at the course 15 minutes prior to your reserved time. If you wish to visit the golf shop or snack bar prior to play you may arrive 20 minutes prior to your reserved time. If you arrive earlier, you will be asked to sit in your car until that time.
- Everyone must check-in upon arrival. A greeter will then perform a screening check comprising of a non-invasive temperature check (must be under 100.4 F) and short questionnaire.
- When arriving by foot, bicycle or being dropped off, after talking to the greeter proceed to the upper parking lot and wait in the space provided until 15 minutes ahead of your tee time.
- Locker rooms are closed. Arrange golf attire and change footwear at your car or in the waiting area for bikers/walkers.
- The washrooms in the Clubhouse restaurant are open. Access through the front door.
- The starter will call groups to the first tee 5 minutes before their tee time. Guests are expected to be ready to go to the tee at that time.
- All members are required to show their membership card to the starter.
- Members should bring their own water bottles to the course. A water fill station is located in the lower hallway of the Clubhouse.

Check-in and Retail Shop

- The retail store will be open with Entry from the Deck doors only (no access from inside Clubhouse).
- A maximum of 4 guests will be permitted in the Retail shop and must use social distancing markers to wait in line.
- People interested in purchasing product from the Retail shop will be permitted to try it on, however, we do ask our guests to sanitize their hands prior to handling any product.

Golf Carts

- Power Cart rentals must be used by one individual only, unless being shared by members of the same household. Due to this regulation we will be limiting the number of cart passes. Individual cart rentals will be based on daily availability.
- The following items will not be provided (or made out of service) on golf carts
 - Club & Ball washer cleaners

- Coolers (exception: these will be given out with purchases at the snack shack).
- Sand Seed Bottles
- Divot Tools
- Ball Markers
- Golf Tees
- Golf carts will be cleaned and sanitized after every use.

Practice Facility

- Practice facility opens 15 minutes before the first tee time and closes at 5:30pm daily.
- People wishing to warm up prior to their round may use the practice facility 15 minutes prior to their tee time in the designated mats for the course they are playing.
- People wishing to use the practice facility exclusive of a tee time must pre-book a mat for 30 minute increments.
- People must line up at the main entrance to the practice facility and an attendant will escort you to your mat with golf balls to use. Please follow the directions for exiting.
- Every second mat has been removed to create a 6 foot gap between mats.
- Mats and dividers will be cleaned and sanitized once during the day and once after close at night
- Golf Balls will be washed with soap and disinfectant before being put back into use
- All practice greens will be open. Maximum four persons on any putting green at a time. Maximum one person using the practice chipping or bunker greens at a time. Golfers must use their own balls when practicing at any of the practice greens.

On the Course

- Physical distancing must be observed throughout play with special attention paid at tees and greens and with other groups ahead and behind you.
- Scorecards will be available from the starter along with pencils.
- There are no water stations on course.
- The on-course washrooms will be available during play.
- Ball washers on course have been removed
- Bunker rakes have been removed. Players should smooth the sand with their feet then place their ball in the bunker prior to their shot.
- Benches have been covered and should not be used
- Flagsticks are to remain in the hole and must not be touched. A device has been put on each flagstick to allow easy removal of your ball using your putter.
- 9th tee snack bar phone will be covered. Guests will be encouraged to use KIPSU to request food.

Post Round

- Players looking to practice after playing must check with the starter on deck to determine how they should proceed to get in que for their next experience.
- Any person who has a second round booked will proceed to the starter on-deck following completion of their first round for direction on what to do prior to their second round.
 - Where possible the tee time will be adjusted to get the group off within 15 minutes.

- If there will be a delay before their second tee time, the cart will be parked in a designated area until their tee time arrives.
- Persons should depart the course within 15 minutes of completing play.

Other Circumstances

Rental Clubs

- Rental Clubs are available for use. They cannot be shared and will be disinfected after each use.

Club Storage

- All stored clubs will be put out in the morning for use by the golfer. After being removed from the club storage area they will only be touched by the golfer except when being returned to their stall
- After a member finishes use of their clubs, they will be left in the designated 'club storage golf bag return' area located adjacent to the upper putting green behind the Arrival greeter.
- A staff member will use gloves that are sprayed with disinfectant to pick up the bag and return it to their stall in the club storage building
- Golf Clubs will not be washed.

Food & Beverage

- The Clubhouse restaurant is closed. Food and beverage is available from the Snack bar.
- A beverage cart will circulate on course when business levels allow.

Evacuation

- All persons who arrived by vehicle will be asked to park their carts behind their car and wait for play to resume in their cars.
- All persons who walked/biked will be brought into the clubhouse area and social distanced (6 feet apart) while waiting out the storm.

Frost Delay

- When a frost delay occurs guests will be asked to return to their cars and await instructions.
- All persons who walked/biked will be brought into the clubhouse area and social distanced (6 feet apart) while waiting to start.

Operational Flow Overview:

Due to COVID-19 regulations the facility will operate differently than usual. Please read below for a quick overview of how the facility will function this year.

Upon arrival you will notice the round-a-bout (around the island putting green) will be closed and you must drive straight towards the clubhouse. There will be a greeter there who must check you in.

After the greeter permits entrance, you may pull forward and remove your golf bag leaving it in a holding area while you park and change. If you are planning to use the practice facility you may go straight to a parking spot and take your clubs to the practice area.

If using a golf cart, please allow an attendant to advise what cart to place your clubs on. Staff will not be touching golf bags arriving with golfers. All golf carts will remain stationary in the round-a-bout until it is time for the golfer to go to the first tee.

If you purchased club storage, your golf bag will be waiting for you in a designated area or placed on a golf cart, if you have a cart pass, for your arrival. Staff using gloves and hand sanitizer will complete this.

The Upper parking lot adjacent to the Clubhouse will be 'no parking'. This is to allow vehicles with persons requiring a second screening to wait in and house chairs and bike stands for individuals who are dropped off, run/walk or bike down to the Clubhouse. Individuals who run/walk or bike are still required to check in with the arrival greeter before advancing to this area.

Individuals wishing to practice must book 30 minute practice sessions with reservations by phone and arrive at the facility in the same manner noted above.

Whether warming up prior to your round or going for a practice session everyone must go to the main entrance of the range and wait for our range attendant to take you to your mat and provide you with golf balls.

There are 4 mats reserved for the Stanley course and 4 mats that are reserved for the Tunnel course reserved for the next tee time to use for warm-up (approximately 5 minutes). There 4 public mats booked out for 30 minutes at a time.

The range flow is one way. We ask that you use the appropriate exit to leave the range to keep the main entrance from congestion. If you go right on the range you exit by the normal cart parking area and if you go left you exit by the teaching shack.

Upon completion of your round, you are asked to drive your cart to the cart return area located in the lower parking lot. You may go to your vehicle first to deposit your equipment and belongings.

If you have purchased club storage, there is a holding area behind the arrival greeter (beside the island green) where you will deposit your clubs. The staff will return your clubs to their storage stall using gloves and hand sanitizing.