

UPDATED 3/26/2020

Dear Loyal Customers,

On March 20th, the Nevada Governor has issued a statement regarding golf. It states that a golf course can stay open for play but must not allow clubhouse access. That means no players can enter the proshop or restaurant. We now have set up our proshop check-in table set up at our east facing doors with customers standing outside. We will also be offering food and drink items in the same manner out of our south facing doors in the proshop.

We are still currently monitoring the constantly changing developments. We're paying close attention to what our local and state governments are saying. **We plan to stay open until further instructions are given. We are significantly altering our operations to provide a higher level of safety through every human contact point of our service.**

It is still encouraged to get out and enjoy the outdoors, while keeping space (6 feet of social distance) and not congregating in groups of more than 10. Below are the actions we are taking to make that happen.

We know it will be a communal effort to battle this virus but here's our commitment to you:

- **Payment** – Contactless payment is strongly encouraged (credit/debit card). We are set up to have no passing of your card during the transaction and customers will not be touching the pin pad.
- **Check in at the Golf Shop** – Check in will now be at the east facing doors of the proshop. Customers will be checking in while standing outside and will not have access to the proshop. We'll expedite your check in as much as possible. When checking in, please observe the social distancing practice of 6 feet, even while checking in outside. We will offer hand sanitizer at check in. We'll commit to sanitize and disinfect the check in area on a regular basis throughout the day.
- **Walking /Golf Carts and Golf Course** – It is easier to keep "social distance" if you're walking the golf course, so we are **STRONGLY** encouraging it. Tee time intervals have been increased to 10 minutes per group to accommodate social distancing. We will be limited on carts, but if you choose to ride, you must ride by yourself. We will power wash, disinfect and sanitize each cart and all pull carts in between rounds. We'll be removing the sand/seed bottles from each cart. Ball washers on the tee boxes have been removed from the golf course. Rakes have been removed from bunkers. Golfers can pick up their ball in the bunkers and smooth out a spot and replace the ball. We'll mechanically rake bunkers. Bathrooms on the golf course will be locked.
- **Flagsticks and Holes**- We have lifted our cups 2 inches out of the ground. If you hit the cup with your putt, count it as made! This will mean that no players will be touching the hole at all.
- **Food & Beverage** – The Shoe Bar & Grill will no longer be in full service. Customers are not allowed in the restaurant at this time. We will now be serving drinks and snacks out of the proshop south entrance. During this time, we are also relaxing our food and beverage rules and encourage players to bring their own food and drink from home.
- **Driving Range** – Range mats now have more spacing. Balls will be dispensed in the golf shop and the ball dispenser and codes will not be in use. Golf balls and buckets will be cleaned between customers. Please leave your range pail in the bin on the range tee and don't return it to the ball dispenser area. If you are waiting for a mat please observe social distance of 6 feet while waiting.

- **Cleaning and Sanitizing** – We will be offering hand sanitizer at each check in station to be used during transactions. Staff will utilize a heightened frequency of disinfecting high touch areas such as restrooms, doorknobs, counter tops, tables, bar etc.
- **Staff** - Our employees are committed to using best practices including hand washing, non-contact greeting, social distancing and high levels of personal hygiene.

What you can do to help yourself and everyone else at the golf course:

- No high fives or handshakes.
 - Keep your distance from others and use “social distancing” of at least 6 feet.
 - Do Not congregate in groups of 10 or more
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- **HOURS OF OPERATION**
 - Proshop/F&B Window - 8:30am-5:00pm

Please don't tee it up if your feeling sick. We love the game, but don't put someone else at risk.

The health and well being of our customers and employees is our single highest priority. We'll continue to watch the coronavirus pandemic with the intention of doing what's right for the safety of all of us. We truly appreciate your help and understanding during this very difficult time.

Sincerely,
Washoe Golf Course