

UPDATED 3/22/2020

Dear Loyal Customers,

As of 3/20, 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 clubhouse. We now have set up our proshop check-in table at the door and the restaurant will be call in and we will bring your order out the door "to-go".

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'll significantly alter our operations and 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. We all know that playing golf can be a great stress relief. We also know that relieving stress and physical activity will boost our immune systems. With the right precautions golf can be an excellent antidote to our increasing fears of the coronavirus. And we believe that aside from being in your own home, the golf course is probably one of the safer places you could be.

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 to use before and after checking 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. If you choose to ride, family and friends can ride together, and we'll allow single golfers to ride by themselves. 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 every morning. Bathrooms on the golf course will be locked.
- **Flagsticks and Holes**- Starting Monday 3/23 we will be lifting 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 flag or putting their hand in the hole.
- **Food & Beverage** – The Shoe Bar & Grill will no longer be in full service. Customers are not allowed in the restaurant. So we are asking people to call ahead and order food and drink "to-go". We will bring the food and drink out to you when you get to the restaurant doors and call us to tell us your are there. We'll ask what condiments you want and provide them with the food. There will be no seating available in the restaurant or any patio area. We encourage you to take your food and drink out on to the golf course with you. 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** – 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.
- **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. It is our intention that if it's touched, we will wipe it with disinfectant.
- **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 groups outside your own and remember "social distancing" of at least 6 feet.
- Please Keep your cellphone in your car or golf bag.
- Get in, get out and keep your visits to the least amount of time as possible. Check in, use the restroom but do it quickly.
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SUMMARY OF CHANGES AS OF 3/22:

- Proshop and Restaurant is closed to customers. All check-in procedures will happen with customers standing outside.
- Please use contactless payment (credit/debit cards)
- Starting 3/23, cups will be raised 2 inches above the green surface to ensure no players are touching the flag or putting their hand in the hole.
- If you want to order food or drink, you must call us at 775-828-6633. We will take your order and deliver it to you outside. Customers will not be allowed in the restaurant.
- NEW HOURS OF OPERATION
 - Proshop Window - 8:30am-5:00pm
 - Restaurant "to go" - 9am-4pm

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