

Big Fish Golf Course

Course Opening Guidelines

Honorable Tribal Governing Board, Citizens of the Hayward Community, Members, Employees, and Guests of Big Fish, what follows are the steps being taken to ensure guest and employee satisfaction, and safety during these tough times. We will try to make the course as accessible as possible to all who want to play. Thank you for your support during these times! We plan on opening on Friday, April 24th at 10 am! The golf shop will be closed at this time. We look forward to seeing each of you!

*Hours of golf course operation: 9 am to 6 pm, subject to change.

Cart Usage

- Power carts are not allowed on the course, per the governor's order
- Push carts will be available to all who want to use one during their round, free of charge
 - They will be sanitized to be sure the spread of COVID 19 will not happen
- Guests will be allowed to take their own push carts on the course with them

Golf Holes

- Holes will be raised to ensure that golfers will not be touching them
- The golf ball will bounce off the hole and require zero contact between the golfer and the actual hole
- Pins will remain in the holes, but golfers will not be required to touch them

Tee Times

- Guests can either book a tee time online or call in the golf shop and book and pay over the phone
- There will be no interaction between staff and patrons
- Tee times will be spaced 10 minutes apart, this will allow sufficient separation between groups
 - We may look to push to 15 minutes apart if we get too busy
- We will be requiring all guests to make tee times and pay before they go out
- Members will call in and make tee times as well
- Please limit play to no more than four (4) in a group
 - We need to limit the spread of the virus
 - Use common sense when golfing
- We will be outlining how to book tee times online for anyone who does not know

Employee Safety

- All staff that is to clean off anything at the course will be encouraged to wear gloves provided by the course
- It will be recommended that we all wear masks and gloves, although this cannot be mandatory
- Items/areas being cleaned regularly to protect inside workers will include iPads (point of sale), telephone, computers, laptops, bathroom surfaces, tables/counters, product coming in, etc.
 - Strict orders to clean this using safe cleaning materials will be followed
- Grounds crew members will be required to wear at least gloves and recommended to wear masks when working
- Grounds crew equipment will be sanitized as necessary
- **6 feet from each other will be enforced**

Benches and Vending Machines

- After further consideration, we have decided to eliminate benches on the course
 - This represents a liability issue if one of our valued members or guests gets the coronavirus
 - Benches cannot be monitored like vending machines or push carts, so this represents an issue from the start
- We have talked to our coke vendor and are getting a vending machine for use at the course
 - We will have this located by the golf shop and it will be loaded with various drinks such as Powerade and water
 - It will be cleaned as necessary during all operating hours of the day

Cleaning Solution on Course

- Providing we can get hand sanitizer; we will have hand sanitizer as much as possible on the course
- Please refrain from touching anything at the course

Bunkers

- Bunker rakes will be removed from the course
- Please try to either rake the bunkers back with your foot to level the sand for golfers following our group

Scorecards and Pencils

- After further consideration, we have decided that score cards and pencils will be eliminated for the time being

- We need to eliminate all touchpoints where necessary
- There is an online scorecard where guests can see yardages

Proper Signage

- Proper signage about COVID 19 will be positioned on the course at strategic points such as the golf shop door, the first tee, the tenth tee, etc.
- Signage will be laminated to protect against the inclement weather
- It will be the duty of the guest to follow these guidelines

Guest Check in Process

- One person from each group will come up to the golf shop, but stay 10 feet away from the facility when it is 10 minutes before their tee time
- The golf shop attendant will give the go ahead for the group to go out and play
- Guests NEED to arrive at least 20 minutes prior to their tee time to get checked in by the golf shop staff
- **Please stay away from others and don't congregate around the golf shop before or after your round**
 - Once you are finished with your round, it is recommended you leave the facility as soon as possible.

Guest Guidelines

- Please arrive to your tee time at least 20 minutes early to prevent a backup at the first tee
- In your group, please have one person pay for the group instead of all members calling in separately
 - This may pose a problem for groups, but we will become overwhelmed with phone calls if we have four people call back to back with card information
- Whenever possible, please book your tee time online
 - This will guarantee you a tee time and speed up the check in process

Our Response

- We want to provide a very safe experience for guests while being transparent
- Reducing all touchpoints for guests will be critical in stopping the spread of coronavirus
- After further consideration, we have decided to reduce touchpoints such as scorecards, pencils, and benches on the course.

Ultimately, we care about your safety!!!