



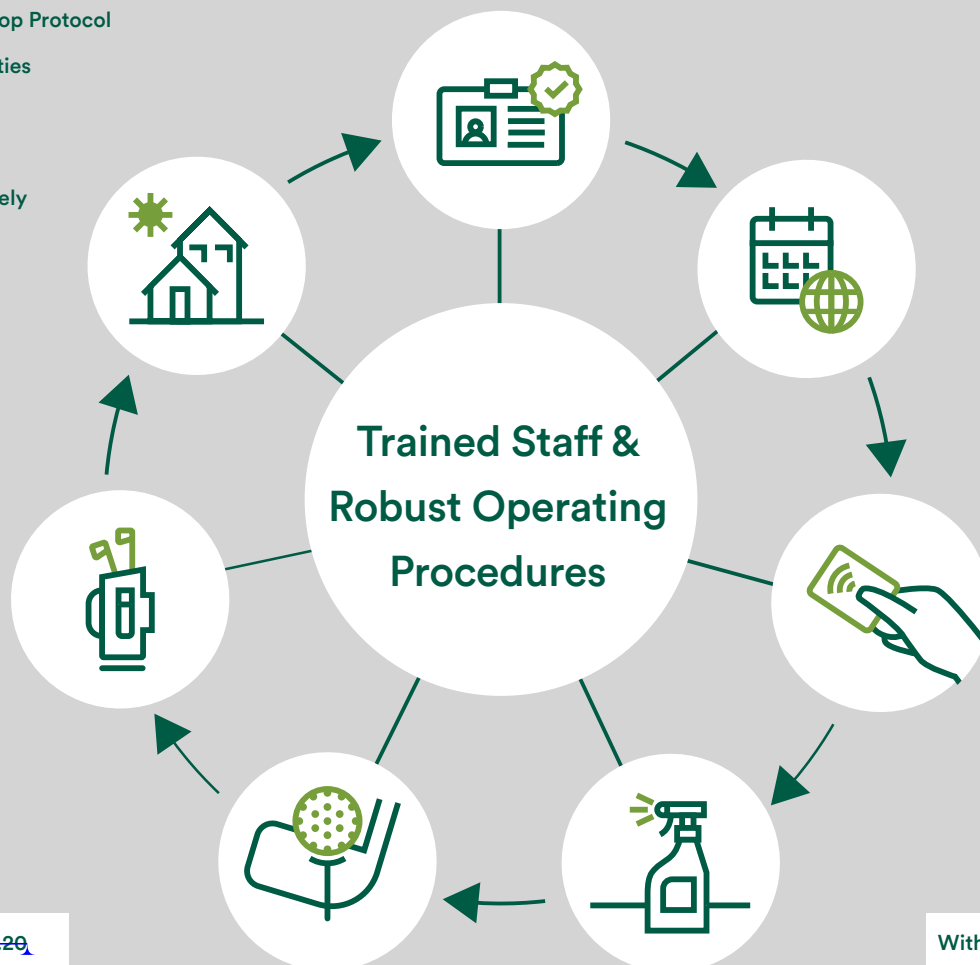
PLAY SAFE
STAY SAFE

A Practical Guide to Golf during COVID-19



Safe every step of the way

- ① Course Access
- ② Booking & Arrival
- ③ Check-in & Pro Shop Protocol
- ④ Links House Facilities
- ⑤ To the First Tee
- ⑥ On the Course
- ⑦ Getting Home Safely



Golf is our business; it is also our passion and we love it. We believe allowing golfers to enjoy a game in a safe environment provides the mental and physical health benefits to improve the wellbeing of hundreds of thousands of enthusiasts across the country.

This practical guide, prepared by our team in consultation with industry and medical experts, outlines the robust, monitored measures Carnoustie Golf Links has taken to help safeguard our staff and customers during the COVID-19 pandemic. For golfers, the measures cover each step of the journey from home to 1st tee and back home again. At the golf courses, these measures are in place from dawn until dusk, seven days a week.

Our measures and procedures are under constant review, updated as advice from government, health authorities and governing bodies evolves in line with the gradual lifting of social restrictions.





① Course Access

Access to the courses is limited exclusively to our staff, season ticket holders and their guests.

To access the course, a player must:

- Be an active Season Ticket Holder (STH)
- Not have been out of the country for 14 days prior to the date of play
- Not be displaying COVID-19 symptoms
- Have a pre-reserved tee time



② Booking & Arrival

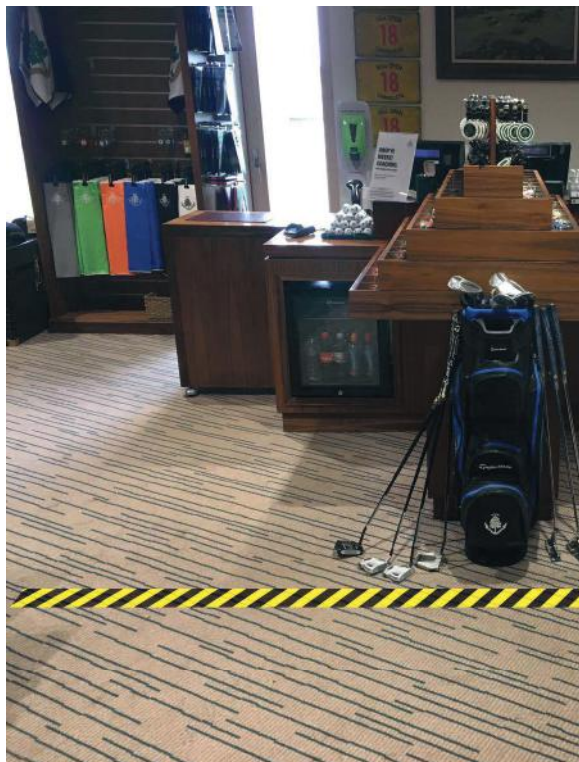
- Booking a tee time in advance is compulsory – by phone
- Reservations will be available 9am -5pm daily on 01241 802270 (#1)
- Payments for upgrades should be made in advance, over the phone on 01241 802270
- There will be no ballot and tee times will be given on a first come basis
- Bookings can be made up to 3days in advance
- An additional phone line (01241) 823631 is available during the hours of 7:45am and 7:45pm to cancel bookings and make a tee time booking after 5pm should they want to go out last minute, on the day only.
- Golf equipment should be washed before a player leaves home
- Golfers should travel to the Links alone, or with a member of the same household
- Ample car parking spaces are available to ensure social distancing
- Arrive at the course no more than 20 minutes prior to reserved tee time
- Observe social distancing always and resist the temptation to mingle
- Locker rooms are closed. Arrange golf attire and change footwear at the car
- Report straight to the Guest Services Desk upon arrival to check-in
- Use only the door facing the first tee of the Championship Course





③ Check-in Protocol

- Mandatory check in at the Guest Services Desk for Championship and Buddon courses.
- Check-in for Burnside will be at the Burnside Starter Box
- Two-metre queue markers at a single Links House entry point and Burnside starter box
- A two-metre exclusion zone at the service desk is in place
- Only one person at a time permitted inside Links House
- Staff will retrieve any items season ticket holders require from their lockers
- Card payment only, no cash accepted at the desk
- Scorecards only available for download from our website;
<https://www.carnoustiegolflinks.com/play/scorecards/>
- Social golf only. There will be no competitive golf at this time





④ Links House Facilities

- Links House access is limited to the Guest Services Desk and toilets
- Hand dryers are disabled, with disposable paper towels provided
- Locker rooms, restaurant, function rooms, simulators and bar are closed
- Sanitised trolleys are available for hire, single person use only
- Players must provide their own golf clubs, hire sets will not be available
- Players to arrive in golf attire and change shoes at the car





⑤ To the First Tee

- Groups restricted to 3-balls at 10-minute intervals, equating to 18 golfers per hour
- Arrive at the 1st tee no more than 5 minutes prior to the reserved tee time
- A 'Social Distancing Marshal' will patrol the car park and the first tee to ensure player adherence to protocol and help avoid group gathering
- Social spacing signage identifies the 1st tee waiting areas and other bottleneck areas
- Any player(s) not following directions will be asked to leave the course and could face further sanctions
- Tee off times strictly observed to ensure minimum 10-minute group spacing





⑥ On the Course

- Physical distancing observed throughout, particularly on tees and greens
- Social spacing signage identifies waiting areas on tee box approaches
- Rubbish bins and divot bins all removed
- Water Fountains removed or covered over
- Bunker rakes removed, players to smooth sand with feet after shot is played
- Flagsticks to remain in the hole and must not be touched
- Holes ~~will~~ have a mechanism that can be operated by your putter for contact free ball retrieval
- Once a hole is completed, the group in front must have exited the tee box before players can progress to the next hole
- Do not double back to play again if a ball is lost, unplayable, or in a penalty area
- Equipment, food, and drink must not be exchanged between players
- Players must not pick up another player's equipment or golf ball
- Players must refrain from handshakes and high fives
- On course toilets will be closed





⑦ Getting Home Safely

- Post-round, players must return straight to their cars
- The Rookery, our Restaurant and bar will remain closed
- Lockers cannot be accessed to store belongings
- Hands may be washed and sanitised in the toilets
- Ensure clubs and equipment are cleaned thoroughly after use
- Players must call or email Carnoustie Golf Links with any post-round health issues or COVID-19 related queries, at the earliest possible opportunity
- Carnoustie Golf Links have an assigned COVID-19 Staff Officer responsible for managing such issues and queries



Ensuring the Safety of our Sta

Golf Operations team

The front of house Golf Operations Team manage all customer-facing facilities. Our extensive measures ensure their safety, along with season ticket holders, guests, and visitors.

- One staff member present at the Guest Services Desk at any one time
- Staff provided with PPE, masks, and gloves, to wear on-site
- Staff comprehensively trained in importance of hand hygiene and cough etiquette
- Hand sanitiser and cleaning solutions provided within Links House
- Staff to always remain at least two metres from customers
- Protection screens have been installed at the Guest Services check in desk
- All work areas and contact points are cleaned and sanitised regularly

Maintenance Team

Greenkeepers are isolated on the course for much of the time, with steps taken to minimise the risk of cross-contamination during their shift.

- Staggered start times to avoid social gathering
- Morning briefings postponed, the Course Manager sends digital work lists to team members
- Hand sanitisers provided for regular use
- Utility vehicles limited to single person use
- Machinery fully washed after use, including the disinfecting of controls

Back Office Team

Back office duties are undertaken by a team mostly working remotely, off-premises. The team communicates via email and conference calls to complete tasks that include:

- Season Ticket Holder (STH) updates
- Tee sheet management
- STH enquiry management
- Data insights and reporting
- Marketing campaign planning and delivery
- Brand and PR management
- Sales planning

