

## Member/Public Email Communication - Sample Template

Below is a sample email template that you can use to communicate with your members and the golfing public. This email is meant to provide an overview of the safety protocols that you have in place at your golf course. We encourage you to provide a more thorough listing on your website and link to that page from this email. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

On behalf of the entire team at *(GOLF COURSE)*, we want to thank everyone for their patience and support during this challenging time. As we move towards the reopening of our golf course, we want to take a minute to update you on the protocols that we have put in place to help ensure you and our staff remain safe.

We have adjusted our operations to adhere to physical distancing requirements and have worked to limit physical contact between golfers and staff. Ultimately, we are relying on everyone to do their part and help make the golf course a safe place to play and work. If you have recently returned from travel or are feeling unwell, please refrain from visiting the golf course. Information on regional COVID-19 guidelines can be found here. *(LINK TO PROVINCIAL, TERRITORIAL OR MUNICIPAL GUIDELINES)*

While a full list of our protocols can be found here *(LINK TO COVID-19 PAGE ON WEBSITE)*, below are some key things to keep in mind.

**Tee Times** – Tee times can be booked through our website or via phone. We have adjusted our intervals to facilitate physical distancing measures. All golfers must have a tee time. We will not be accepting walk-ons for the foreseeable future. *(FILL IN WITH YOUR OWN DETAILS – HOW TO MAKE A TEE TIME, NUMBER OF GOLFERS PER GROUP, OPTIONS TO PAY FOR GREEN FEES)*

**Facilities** – At this time, our Pro Shop and Clubhouse are closed to all golfers. Staff will be on hand to assist with curbside merchandise purchases and to-go food orders. Washrooms are available throughout the golf course. We have also positioned hand sanitizer stations throughout the facility, and we encourage all golfers to use them. *(FILL IN WITH YOUR OWN DETAILS – WHICH FACILITIES ARE OPEN, WHICH ARE CLOSED, HOW PEOPLE CAN ACCESS FOOD AND PURCHASE GOLF EQUIPMENT, AVAILABILITY OF WASHROOMS)*

**Arriving at the Golf Course** – In order to limit the flow of people, we ask that you arrive 20 minutes before your tee time. Once at the golf course, you will be met by a staff member that will direct you through our different staging areas and eventually onto the 1st tee. We ask that you follow the direction of our staff and refrain from mingling with other golfers while on site. This staff member will also assist in arranging for power carts, pull carts and other necessary equipment. *(FILL IN WITH YOUR OWN DETAILS – PROCESS TO GO FROM CAR TO 1ST TEE)*

**On the Golf Course** – We have made several changes on the golf course to limit the number of physical contact points. In addition to removing all rakes and ball washers, we have cordoned off benches. While flagsticks remain in, we have adjusted the holes to prevent the golf ball from having to be removed after a putt. While we understand that some of these changes alter how the game is played, we encourage you and your group to adjust accordingly. The safety of all golfers and staff is our primary concern.

On-course washrooms will remain open and will be regularly serviced by our team. Soap and hand sanitizer will be available in each washroom.

Marshalls will be out on the golf course ensuring that people are adhering to the proper safety protocols. They are also available to answer any questions that you may have*. (FILL IN WITH YOUR OWN DETAILS – ON-COURSE SAFETY PROTOCOLS, THE AVAILABILITY OF STAFF)*

**After Your Round** – Once you have completed your round, we ask that you drop off power carts and pull carts in the designated drop-off area and leave the facility immediately. Please do not mingle with other golfers after your round. Leaving immediately ensures the highest safety for you, our staff and others. *(FILL IN WITH YOUR OWN DETAILS – WHAT TO DO AFTER A ROUND)*

We understand that the response to the COVID-19 is changing rapidly and we will continually update our safety protocols at the direction of local health officials. Watch our website (LINK TO COVID-19 PAGE ON WEBSITE) and social media channels *(LINK TO SOCIAL MEDIA CHANNELS)* for updates and new information.

Brighter days are ahead. While we must adhere to strict safety guidelines now, there will hopefully come a day in the future when we can enjoy our golf course like we once did. In the meantime, our team is committed to providing you with the best, and safest, golf experience possible.

Should you have any questions, concerns or feedback, please reach out to *(INSERT NAME AND CONTACT INFORMATION)* directly. We value your feedback.

\We look forward to seeing you soon,

NAME

CONTACT INFORMATION