



# COVID-19 UPDATE

## Managing Change

### To All Members:

The COVID-19 Crisis is an unprecedented and challenging time for all of us. Our Clubs fully support the recommendations and guidelines of Health Canada and our Regional Public Health Experts to stop the community spread of the virus by keeping our facilities closed. This global/nation-wide issue is a first for all of us.

During this time of uncertainty and social stress, I wanted to reach out to communicate with you our position as it stands today. We are taking all appropriate measures to ensure our Club environments are as safe as possible and have implemented plans and training protocols to ensure the health and safety of our staff and guests; Priority #1.

As per the Provincial Government Non-Essential Business Ruling, the golf courses will remain closed to everyone except maintenance staff. As temperatures increase, our workers will be out to continue to prepare and maintain the fairways, greens and roughs to a certain playing level as defined by the Province, so we are ready to go when their announcement allows us to open.

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## Refund Policy

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There has been some discussion amongst our Membership about membership refunds. A mass membership refund policy is new ground, and of all

the golf courses I have been in contact with, no golf course has ever implemented a pandemic refund policy to date. However, I am looking into various scenarios. Still, I cannot commit now as there are too many variables to take into consideration, including the government's announcement Thursday past and as to when social distancing is to be removed or amended.

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## Solutions

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I choose to "Create Solutions, Not Compete." It's all about Customer Service, and each of you, our members are our most valuable customers. My answer may be: call it a "goodwill pandemic pro-rated credit policy." The Highlands regular golf season is seven months, April thru to November. Divide a membership cost by 7 (depending on the length of this isolation policy), to get a monthly figure which I could credit that amount to the next year's Membership or provide credits for services at our Clubs; or a bit of both. I cannot give a cash refund but will apply credit notes. Now, if the course does not open at all, I will transfer the 2020 membership to 2021, and seek assistance from government programs.

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## Green Fees

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The second important issue involving members at both clubs pertains to green fee players and Villa guests at

Calabogie mixing around Members. I have a plan for this that addresses the issue. I will present the policy when the courses open.

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## New Guidelines

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I intend to follow guidelines based on information provided by regulated golf associations.

For both courses, I have compiled a list of rigorous cleaning standards and club personnel operating rules for the golf shop, the clubhouse, rented golf equipment and at Calabogie, the Villa Suites.

For safety, I have listed a set of player standards for the putting practice green, tee decks, course greens, flags, bunkers and more.

All procedures hinge on government and health rules and regulations when the courses are allowed to open. When this happens, I will publicly display and email you a copy of these standards. It does not make sense to print a final ruling now as today's standards may be outdated tomorrow.

**VIEW**

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## FROM US:

- Our goal is to provide “no-touch” processing on arrival.
- On the course, there will be no Player assistants, no bunker rakes, no ball washers, or garbage cans. Large garbage cans will be at the golf shop and bag drop area for you to use after the round. For additional safety, we recommend taking your garbage home with you.
- We will increase the frequency of routine cleaning, sanitation and disinfection of all locations, especially all common high traffic areas and frequently touched surfaces.
- Our pro shop staff will provide clear direction to all golfers and will manage the groups to ensure social distancing on the putting green and first tee.
- The pins will remain in the hole and will be fitted with a raised cup filler to keep your last putt high and easy to retrieve. Part of the “no-touch policy.”
- You can expect a warm greeting as our service staff will be happy to help direct you and assist in the check-in process while maintaining distance.
- We will display appropriate signage outside the pro shop and clubhouse entries outlining the social distancing guidelines.
- Single rider power carts are available on a first-come-first-served basis.
- After each round, our staff will sanitize all pull carts and power carts. We recommend you walk and carry if possible (we would then suggest playing with a half set).
- We will not pair or fill your group with strangers. Singles will be standby only.
- The restaurant and associated seating (patio) remain closed. Prepackaged take away items like sandwiches, trail mix, chocolate bars, chips etc. will be available. Initially, our pro shops will serve all food and drink.
- Calabogie driving range stations have been set further apart, and range balls with be sanitized and cleaned.

## FROM YOU:

- Reserve tee-times online or call the pro shop. If requesting something not pre-paid or when green fee player guests are permitted to play, please provide your credit card information in advance for a “no-touch” check-in.
- On arrival, to check-in, please send only one delegate from your group to the pro shop door. We are limiting the number of customers in the pro shop at one time.
- Be mindful of social distancing by staying at least two or three club-lengths apart.
- Do not remove the flag or touch the cup (we will use raised cups to keep the ball within easy reach). Use a “gimme” method when close to the hole.
- With the ball washers removed, bring a towel to clean the ball.
- Bring hand sanitizer for personal use.
- With the bunker rakes removed, please smooth bunker tracks with the back of your wedge or foot.
- If possible, please walk and carry. Single rider power carts and pull carts will be available for rent.
- Enjoy yourself, but please respect our rules of play during these times and have a fun round.

Why we are allowed to maintain our golf courses....

Just because no one is taking divots or making ball marks doesn't mean the layout can sit and wait for a return to action.

Left untended, a golf course would look like a hay field in just a matter of weeks. That's putting pressure on us to maintain courses at a basic level of conditioning. With limited resources, budgets being tightened and government regulations, that's no easy job.

All work on the grounds that staff are doing must be justified as essential property maintenance to preserve, protect and prevent damage to the property and all precautionary measures must be in place during this critical time; including social distancing, hand washing, workspace cleaning, etc.

I wish to reinforce that it is imperative to only have staff doing what is essential for the golf course property.

We are currently operating with a scaled-down crew and only doing what's necessary to protect the course.

These are not normal circumstances.

During these unprecedented times, the Highlands Golf Courses will continue to prepare to open. We will provide you and our staff a safe and comfortable outdoor experience within the constraints of social distancing and health and safety regulations. For golf at the Highlands to be part of your regular exercise and overall health routine, we all need to work together when allowed to open.

Under current course conditions, we would not have opened the courses as yet, but Calabogie would have likely opened late next week ahead of the Easter holiday. I will keep you in-

formed of course opening opportunities. We will continue to monitor all announcements and updates from our Health Unit Experts and Government agencies. I will keep you up to date as golf-related information arrives. We ask for your continued patience moving forward.

We look forward to having you enjoy some fresh air and exercise at Calabogie Highlands Golf Resort and Pakenhams Highlands Golf Club soon. I suggest that for now, we all follow the advice of the health minister and stay home.

Thank you in advance for your support and patience.

Chris Fleming

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Replies to this announcement update can be mailed to:

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