

## Policies & Procedures during COVID-19

### Rheinblick Golf Course Policies and Procedures

Updated Friday 18 December 2020

#### **Golf operating hours:**

**Pro Shop/Golf course Dec- Weekdays 9:00-16:00, Weekends 8:00-16:00. Jan-Feb- Weekdays 9:00-17:00, Weekends 8:00-17:00.**

**You must make a tee time. Play is currently limited to twosomes or up to foursomes for family.**

**CHANGE: Beginning Thursday, 24 December we will return to 9 hole tee times. Unfortunately the demand for tee times has been so high and we must provide an opportunity for more of our players to access the course. Players may still play 18 holes but must check with the pro shop after 9 holes to see if there is an opening. We will continue in this format during the twosome limitation. We apologize for the inconvenience. Please call the pro shop if you have further questions.**

**Restaurant Operating hours: Tues-Fri 11:00-17:00, Sat-Sun 9:00-17:00. More restaurant info at the bottom of this instruction sheet.**

**Restaurant is currently only open for take out service. Grab and Go for all authorized customers and golfers on the course.**

- **US ID cardholders and Rhein-Main co-use members may call in for tee times 4 days in advance.**
  - **You may also call in on the day of play and fill any available tee time.**
  - **Groups/flights of 2 (Twosomes) are currently mandated.**
  - **The golf course reserves the right to pair singles as needed.**
  - **Partner Club members have limited access. Call the Pro Shop for information. Guest play is allowed only when playing with an authorized ID cardholder/ co-user.**
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- **There are reserved tee times for Active Duty military. Let the golf course know if you are Active Duty military when you call. Active duty reserved times are released for all others two days prior if unfilled.**

## General Info

- **All players must check in with the Pro Shop on arrival. US Annual green fee and GC Rhein-Main members of the same flight may check in the player/s in their tee time. You may not substitute players in your group. This must be done by the Pro Shop prior to the day of play. No show players will only be substituted by the golf course.**
- **When entering the clubhouse masks must be worn at all times. Bring your mask when coming to the golf course or you will be denied entry.**
- **You MUST have a tee time to play golf (see tee times section). Tee times are required daily, including weekdays. No walk-ons are allowed.**
- **Customers may come to the golf course to practice without a reservation. You must continue to social distance.**
- **Club Storage rooms require the wearing of masks.** There is a four person limit in the locker rooms at a time. Violations will incur a penalty.
- We must control all personnel entering the facility. Please help us by following the rules.
- Wear your mask on tees and greens if you cannot maintain the required social distancing.
- Keep up with the group in front of you. You should allow faster flights to play through. There are no starters/marshals in the winter off-season.
- Proceed to the starting tee 10 minutes before your tee time.

## Tee Times

- Tee time call-in during operating hours. No email requests for tee times will be made or replied to.
- Tee time call in numbers:
  - **548-5485 or civ 0611-143-548-5485**
  - **548-5486 or civ 0611-143-548-5486**
  - **If the line keeps ringing when you call please stay on the line. These lines are continually monitored during business hours and the ringing will occur when the line is in use. The clerks will answer your call as soon as the current call is complete.**

- DO NOT use the facility contact tab on the MWR Wiesbaden website to make a tee time. The golf course will not monitor or reply to tee time requests via this email connection.
- Everyone will play in the tee time group/flight as scheduled. All groups must maintain pace of play or will be asked to skip a hole to get back on pace.
- Each person's name must be given to reserve a tee time. These persons must be the ones that show up to play. You may not substitute players without coordinating with the Pro Shop before the day of play.
- Tee Times are every 8 minutes. The golf course may change this as needed.
- Please call the pro shop if you will not make your tee time. Players will be monitored for uncanceled no-shows and may be penalized from making future tee times.
- If one or more players does not show the group/flight will continue play.
- Walk on golf is not available. Do not come to play without a tee time.
- Players shall not tee off prior to their tee time without pro shop approval.
- Check in with pro shop on arrival.

### Golf Carts

- **Golf carts are available.**
- Two rider carts are authorized.
- High risk for COVID-19 golfers will be allowed a single rider cart.
- You will be given a specific cart number for your round.
- Carts are first come first served.
- Cart availability may be limited on busy days.
- Carts must be returned no later than 30 minutes after closing.
- During wet weather carts must remain on the cart path.

### Driving Range

- All driving range areas are open for use.
- A section may be closed for golf instruction clinics and youth training.
- The range mats provide the required social distancing. Please be mindful of the required social distancing.

- Players will be given warning reminders and if they cannot comply will be required to leave the course.
- Do not remove balls from the range. Use your own balls on practice greens.

### **Rental Clubs**

- Rental clubs are available for rent.
- Please clean your rental clubs after use at the club cleaning area prior to turning them in.

### **Pro Shop Process and Shopping**

- Authorized patrons may enter the pro shop using the policy outlined for all players. Use the social distancing markers on the flooring.
- Currently retail sales are closed. We are working a web based retail Click and Collect operation. We will advertise this service when available.

### **Restrooms**

- **On course toilets are currently closed for the winter.**
- **Clubhouse toilets are open with 2 person limits. Mind your distance.**

### **Annual/Green Fees**

- New annual green fees are currently not being offered. The new season begins 1 April 2021 and we will begin accepting memberships on 1 March 2021.
- Our membership drive begins 1 March 2021 and March is free golf month for US ID cardholders.

### **Practice Area**

- **Pitching, chipping and putting greens are open.**
- Maintain social distancing and only use your own equipment.
- Wear your mask if social distancing is difficult to maintain.
- **No range balls are allowed on the practice greens.**

### Golf Course

- All rakes have been removed – You may lift, clean and place your ball. Level sand with foot or clubhead. Traps will be raked by course maintenance before play once each day.
- NO TOUCHING the flagsticks, they are to remain in the hole at ALL TIMES. The holes have been modified to aid in easy removal of your ball.
- The ball washers have been removed. Use your own brush or towel.

### Annual Locker Rentals/Renewals

- For renewals, call the golf course admin (548-5482) and we will email you the correct form. This process will be completed via email and telephone when possible.
- New locker rentals need to come in to complete the process. However it is best to call the admin office, 548-5482 to get the form filled out first.

### Club Cleaning Area

- Club Cleaning area - 1 person at a time limit.
- Brushes have been removed so bring your own cleaning brush/towel.
- Air and water hoses have been removed.
- Electric shoe cleaners have been removed.

### Pro shop

- 4 Customer limit.
- Mind the meter markers must be used.
- Single entry, single exit.
- Credit card preferred.

### Additional Information

- Restrooms and lockers will meet FMWR disinfecting criteria daily.
- **Contracted cleaning service team will arrive every morning and disinfect all contact surface areas in the building.**
- **Please maintain social distancing in the parking lot.**

## **Cem's Restaurant and Bistro**

### **Food & Beverages**

- Hours of operation: Tue-Fri 11:00 - 17:00, Sat-Sun 9:00 - 17:00
- Restaurant indoor dining and outside Terrace sit down dining is currently closed.
- Use the hand sanitizers and enter at the main or terrace entrance if ordering take out.
- Wear your face mask while indoors.
- Stay on the mind your meter markers. Maintain social distancing.
- Menu is in US dollars with tax. Show US ID card to deduct tax.
- Payment may be made in USD, Euro or credit card.
- Menu available at the bar.
  
- Please follow the entrance and exit sign directions.
  
- Take out service (Grab and Go).
- When ordering take-out, comply with the distancing markers on the floor. Depart after pickup.
- You must depart after receiving your order. No stopping to eat in the terrace area.
  
- Remember no personal coolers on the golf course.
- No glass containers on the golf course.
- Do not congregate in the parking lot for food and drink.
  
  
- Please check back often for updates to all information