

## **Policies & Procedures during COVID-19**

### **Rheinblick Golf Course Policies and Procedures**

(Initial opening plan – Please check back often for updates and changes)

Re-opening date is Thursday 14 May 2020

**Starting 14 May 2020**

**Golf operating hours:**

**Daily 8:00-18:00**

**Earlier golf is allowed with a tee time and golfers check in at the turn.**

**Restaurant start date is Saturday 14 May 2020, Daily 9:30 - 20:00**

**Restaurant will be take out service only for golfers on the course. Players will access the take out service from the restaurant terrace in back of the clubhouse. Pick up and continue to your next hole or the driving range. Please no congregating on the terrace. More detailed information below.**

**Tee time policy:**

- **US ID cardholders and Rhein-Main co-use members may call in for tee times 7 days in advance.**
- **You may also call in on the day of play and fill any available tee time.**
- **Groups/flights of 4 (Foursomes) will be allowed per tee time.**
- **The golf course reserves the right to pair singles and twosomes as needed.**
- **No guest play will be initially allowed. All players must be US ID cardholders or Co-use members (NO GUEST PLAY AT THIS TIME).**
- **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 one day 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 group/flight may check in the players 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 not be substituted at the time of play.**

- When entering the clubhouse for Pro Shop entry, masks must be worn at all times. Bring your mask when coming to the golf course or you will be denied entry.
- Players found entering the parking lot before the allowed time will be asked to leave and may incur a penalty (one week no play).
- **You MUST have a tee time to play golf (see tee times section). Tee times are required every day, including weekdays. No walk-ons are allowed.**
- Players may arrive at the golf course up to 1 hour before their tee time. For example:
  - 9:00 tee time
  - Arrive at the course no earlier than 8:00
  - Check-in, driving Range/practice green from 8:00-8:50
  - Go to the starting tee at 8:50 and tee off on time
- **The locker 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 since we will not be open to the public. If these rules are not followed we will need to have a parking lot entrance monitor to only allow authorized entry. Please help us by following the rules.
- All play will start on the 10<sup>th</sup> tee. Players going to the 10<sup>th</sup> tee to start must social distance. Wear your mask on tees and greens if you cannot maintain the required social distancing.
- We do not have a starter or marshal during this phase of operations. No playing through. Keep up with the group in front of you and do not hit into the group ahead of you. Patience please.
- The Pro Shop will call flights to the starting tee over the loudspeakers. Do not proceed to the starting tee until called or 10 minutes before your tee time.
- The Pro Shop will close at 18:00 daily and all players must be off the course by 20:00. The parking lot will be locked at 20:30.

### **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 forward a hole to get back on pace.
- **Presently, all tee times are for 18 holes only.** This is subject to change.
- 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 10 minutes. The golf course may change this as needed.
- Players who miss their tee time will NOT be put on standby (**there will be no standby list**). If you will not be on time, you will not play that day. 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 the course without a tee time.
- Players shall not tee off prior to their tee time.
- Everyone must be off the golf course by 2000 and off the facility by 2030
- Check in with pro shop on arrival and listen to the public address for starting information.

### Golf Carts

- **Golf carts are available.**
- All cart usage will be single rider (Family exception).
- You will be given a specific cart number for your round that day.
- Carts are first come first served.
- Cart availability may be limited on busy days.

### Driving Range

- The two lower driving range areas will be reserved for players with tee times.
- The upper driving range area by the range shelter will be by reservation for patrons coming for practice only.
- The range mats are just over two meters apart and provide the required social distancing.

- When using the range be aware of and maintain 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 for practice.

### **Rental Clubs**

- Rental clubs are available for junior active duty enlisted only.
- E5 and below will receive free rental clubs for one month after the opening date.

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

- Authorized patrons may enter the pro shop using the policy outlined for all players.
- Shopping will be allowed but be mindful of the four person limit as regular players must enter to check in to play. Complete your shopping quickly.

### **Restrooms**

- **Only on course restrooms are currently available.**
- **There is no clubhouse restroom access for customers.**

### **Annual/Green Fees**

- Annual memberships will be pro-rated for new members and renewals.
- Please call the golf admin (548-5482) and she will email you the proper forms. She will process your payment over the phone. This will expedite your application process and keep the lengthy process out of the pro shop.
- We encourage memberships to lessen the need for cash or credit card transactions.

### **Practice Area**

- **Pitching, chipping and putting greens are open for tee time players.**
- **Non-tee time players must call ahead to make a reservation (Limited).**
- 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.
- Three personal ball maximum to avoid mixing with others golf balls.

### **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 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 covered or removed. Use your own brush and or towel.

### **Annual Locker Rentals/Renewals**

- For renewals, call the golf course admin (548-5482) and she 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.**
- **No congregating in the parking lot.**
- **Golfers must proceed to the parking lot and depart immediately after play.**

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

### **Food & Beverages**

- Start date is Saturday 16 May 2020.
  - Hours of operation: 9:30 - 20:00
  - Restaurant will be take-out only.
  - Enter the terrace and go to the terrace door service counter.
  - Stay on the mind your meter markers. Maintain social distancing.
  - Wear your face covering/mask if needed.
  - Credit card payment may not be available (Please bring cash).
  - Menu is in US dollars with tax. Show US ID card to deduct tax.
  - Payment may be made in USD, Euro or credit card (If available).
  - Menu will be fixed to the terrace windows for viewing.
  - After ordering go to the terrace waiting area on the right side of the terrace. Your order will be brought out to the pick up table.
  - Please pick up your to go order and depart the terrace.
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- Please check back often for updates to all information