

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

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

Updated Tuesday 28 July 2020

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

**Daily 7:00-20:00**

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

**Restaurant Operating hours: 9:30 - 20:00**

**The restaurant is open for indoor and outside Terrace sit down dining as well as take out. Customers may access the restaurant from the main entrance and the clubhouse terrace. All customers must use the hand wash stations prior to entering and wear their face coverings until seated. You must wear your face covering any time you leave the table. You must fill out the customer contact form before ordering. Use the exit lane towards the main parking lot when departing. You **MUST** depart the restaurant from the Terrace. The main entrance is only for Pro Shop and clubhouse entry.**

**The halfway house will be open Wednesday through Sunday 11:00 - 17:00 for on course service between the front and back nine. On Monday and Tuesday on course service is made from the main bar.**

**Take it with you. No stopping to eat in the middle of your round of golf!**

**Please see the web page and the last page of this info paper for more information.**

- 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.**
- Partner Club members may make a tee time 3 days in advance. Guest play is allowed when playing with an authorized ID cardholder.**
- 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.
- **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.**
- Customers may come to the golf course to practice or patronize the restaurant without a reservation. You must continue to social distance.
- **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. 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.
- Starters and Marshals are the on course authority. You must follow the direction of these staff members. Keep up with the group in front of you. You should allow faster flights to play through.
- Do not proceed to the starting tee until 10 minutes before your tee time.
- The Pro Shop will close at 20:00 daily. Golf cart return must be by 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.
- Check in with pro shop on arrival.

### Golf Carts

- **Golf carts are available.**
- Two rider carts are now 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 20:30 in the evening.

### 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 are just over two meters apart and 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.
- 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**

- **Course toilets are available at hole #11 green and #6 tee.**
- **Clubhouse toilets are open.**

### **Annual/Green Fees**

- 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.**
- 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 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.**
- **Please maintain social distancing in the parking lot.**

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

### **Food & Beverages**

- Hours of operation: 9:30 - 20:00
  - Restaurant indoor dining and outside Terrace sit down dining is open in addition to take out.
  - Use the hand wash station and enter at the main or terrace entrance.
  - Wear your face mask until seated.
  - Stay on the mind your meter markers. Maintain social distancing.
  - Credit card payment is available (Cash payment preferred).
  - 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 cards available from the wait staff.
  - You must complete a customer information card to receive service.
  - Please use the exit lane towards the main parking lot when departing.
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- Take out service (Grab and Go).
  - Halfway house is open Wednesday through Sunday 11:00-17:00.
  - On days or times when take out is from the bar please use the waiting area seats after ordering. Depart after pickup.
  - You must proceed to the next hole if you are playing golf after receiving your order. No stopping to eat during your round.
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- Remember no personal coolers on the golf course.
  - No glass containers on the golf course.
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- Please check back often for updates to all information