



The health & safety of our community, our staff and our guests is always our top priority.

Masks are mandatory in all indoor public areas and retail spaces and in outdoor spaces, when posted.

IMPORTANT TRAVEL INFORMATION:

- We believe in responsible and safe travel while staying vigilant and following procedures and protocols developed in consideration of guidance and information shared by the Government of British Columbia.
- If you are travelling to B.C. from another province or territory within Canada, you are expected to follow the same travel guidelines as everyone else in B.C. and travel safely and respectfully.
 - Please familiarize yourself with ALL local regulations and travel restrictions.
 - At this time, Radium Golf Group property access is not permitted if you have been exposed to a known or potential case of COVID-19 within the past 14 days.

How you travel is important to your health and safety, but so is where you travel to. The Radium Golf Group is confident we can safely accommodate our members and guests to service their needs, and as long as demand for our services and facilities exist – we intend to operate as safely and cautiously as possible.

WHAT WE'RE DOING:

- As per new province-wide restrictions and guidelines, face masks or coverings are now required in all shared indoor public areas and outdoor locations with common waiting areas where, keeping a 2 meter / 6.5 feet distance is not possible.

Indoor locations include (but are not limited to):

- All clubhouse areas, hallways, washrooms, golf shops, offices, etc.

Outdoor locations include (but are not limited to):

- Guest services area, cart staging area, driving range, practice greens, parking lot, on course washrooms, etc.

There are some exceptions, based on local laws or guidance and some members or guests may be exempt from the face masks or coverings mandate, including but not limited to:

- Members or guests with medical conditions
- Members or guests who are seated and consuming food or beverages ON PATIOS ONLY – NO INDOOR DINING IS CURRENTLY PERMITTED.
- Members or guests who are seated outdoors and socially distant and
- Children under the age of two (2).

Operations

- All employees must wear an approved mask in all indoor public common areas.

- All public restrooms and shared common spaces are being cleaned regularly by our team members.
- Hand sanitizing stations have been installed in key areas like the entrance points of all facilities.
- Plexiglass, protective screens, signage and physical distancing markers are posted to remind everyone of their part in ensuring safety.
- Guests are required to follow all physical distancing mandatory guidelines by maintaining a distance of 2 meters (6.5 feet) apart.
- High-touch areas are being disinfected continuously throughout the day.
- Implemented '**COVID Workplace Safety Protocols**'. Each team member is trained and has agreed and acknowledged to the terms and conditions as an employee of The Radium Golf Group. Each team member has agreed to adhere to the noted company policies and protocols as outlined by WorkSafeBC to ensure the safety for themselves, colleagues, the employer and our guests.

We continue to closely monitor the direction and recommendations provided from only accredited professional sources such as the Interior Health Authority, BC Ministry of Health, Health Canada, the BC Hotel Association, and the Hotel Association of Canada.

We recommend that our community, our guests, and visitors do so as well. Here are some helpful links:

- [Government of BC province-wide restrictions](#)
- [BC Centre for Disease Control travel advisory](#)
- [BC Provincial Health Officer Order on Gatherings and Events](#)
- [WorkSafeBC.com](#)

CURRENT COVID-19 PROTOCOLS AT THE RADIUM GOLF GROUP

We are truly committed to keeping our community, our staff and our guests safe across all of the various businesses we operate. We are rightfully obligated to ensure the safety and security of our guests, but also for the safety of all of our employees working at our facilities however it is impossible for us to be responsible for every guest and visitor's internal health. Every member, guest and visitor has a duty of care and human responsibility to ensure their own personal health and the health of those travelling with them.

If you or any member of your household are sick, you should not visit any of our properties or facilities. Please stay home, get well soon and plan for a future visit. We will still be here!

Although we are operating differently than usual, we are proud to deliver a high-quality experience across all of our amenities and look forward to welcoming you safely to The Radium Golf Group. To understand all the measures we have taken, please refer to the detailed individual Safety Plans below:

A SAFE PLACE TO PLAY

We have worked through every aspect of our business to ensure we are taking appropriate measures and creating protocols to protect our guests, staff & community, and we are delighted to provide you with a safe place to come and get away.

We've made significant investments into new sanitization protocols to ensure our facilities are fully disinfected and sterilized.

Be assured that we've thought through it all and your golf game will be as safe as possible.

We are compliant with the Order of the Provincial Health Officer Sections 30, 31, 32, and 39 (3) Public Health Act, S.B.C.), WorkSafeBC and NGCOA and Golf Canada.

GENERAL PROTOCOLS:

- Physical distancing and other requirements will be monitored by staff on course.
- Please do not approach staff or violate the required physical distancing of 6 feet or 2 meters.
- Property access is not permitted for Members or Guests who are in self isolation as a result of travel on mass, transit from international travel (14 days), or for anyone who has been exposed to a known or potential case of COVID-19 (14 days).
- Do not come to the course if you are sick or feeling unwell.
- On-site Golf Operations staff will only assist in extraordinary circumstances.
- No personal alcoholic beverages will be permitted. This would be a violation of our liquor license. Zero tolerance measures will be enforced and will result in direct removal from the course and subject to disciplinary actions.
- Clearly marked signs throughout the facility to remind patrons of directional flow, mandatory hand washing protocols, mandatory hand sanitization protocols, and to always maintain 2 meters / 6 feet of distance from one another.
- Preferred methods of payment are flex, debit or credit cards or via registered Member accounts. Although not preferred, we do accept cash.
- Implemented 'COVID Workplace Safety Protocols'. Each team member is trained and has agreed and acknowledge to the terms and conditions and as an employee of The Radium Golf Group. Each team member has agreed to adhere to the noted company policies and protocols as outlined by WorkSafeBC to ensure the safety for themselves, colleagues, the employer and our guests.
- All team members will be focused on COVID-19 protocol adherence and will be making ongoing inspections and audits to ensure that all departments are performing according to our protocols including to ensure business levels are creating lapses in social distancing and adhering to maximum guest levels.

2021 GOLF OPERATING PLAN

BOOKING GOLF TEE TIMES:

- Members and Guests are encouraged to book tee times online by visiting our website or by calling the respective golf shop.

PRE-GOLF PROTOCOLS

- We ask that you please arrive no earlier than 25 minutes prior to your scheduled tee time.

- There will be a Guest Services Attendant to greet you upon arrival beside the Golf Shop where you will be asked to load your own bag(s) on the pre-sanitized golf carts or if walking will be provided a sanitized pull cart of which you will be responsible to load your clubs onto.
- Staff will disinfect the steering wheel, cup holders, seat, washer, roof handles, sand and seed bottles prior to play.
- Each group needs to decide who will be the driver for the entire round and who will be the passenger. You are not to share these responsibilities. Please have a dedicated driver for the entire round.
- We will have on course ambassadors and starters to ensure proper start times and ensure COVID-19 procedures are being followed on course.

ON COURSE PROTOCOLS

- Players must at all times abide by the mandatory physical distancing requirements of at least 2 meters or 6 feet.
- Groups may not join up or play with any more than 4 players.
- Holes will be equipped with an insert placed in to prop up a ball that is in the hole.
- 6" gimmies are encouraged or as group decides.
- On course washrooms are open and new cleaning schedules have been created.
- Hand sanitizing stations are available at on course washrooms.
- Flags are to stay in the hole at all times. Please do not touch the flag poles.
- Replace all solid divots. Sand and seed bottles are on each cart. Each bottle will be pre-sanitized.
- Rakes have been removed from the bunkers.
- There will not be any shotgun events, split tees or modified shotguns offered.
- There is to be absolutely no touching of any kind during play. Should you or your group be caught not practicing physical distancing, you will be removed from the course and will be subject to disciplinary actions.
- Club rentals will be available however, guests are encouraged to bring their own equipment. Clubs will be sanitized after each round.
- For lightning or weather-related delays our first priority is Guest Safety. Please return to your vehicle and wait until our golf team provides an okay to return to play signal.
- Please follow all on and off course signage.
- In the event of an emergency, please call 9-1-1.

PRACTICE AREA:

- The Practice Range will be open with spacing between each stall.
- A sanitization station will be provided beside the range ball dispensing machine.
- Golf operations staff will monitor practice areas to ensure social distancing is maintained.
- Practice balls are sanitized and washed prior to being put into ball dispenser.
- Ball baskets are sanitized after each use.
- Club cleaner stations will be removed.
- The practice putting greens will remain open, however we will be removing the pins and the cups will be modified to avoid guests from touching the cup when retrieving balls.

- Practice golf balls will be removed from chipping green and putting green.

LESSONS AND CLINICS:

- Lessons and clinics are available. These must be booked in advance and social distancing measures will be enforced.
- Instructor and Student are required to wear masks when unable to maintain 2 meters/6.5 feet physical distance.

POST GOLF PROTOCOLS:

- Radium Golf Group golf cart, must be returned to the guest services / cart staging area, located at by the golf shop.
- Groups must not congregate in any area's on property.
- Carts are not to be dropped off, or left, in any other area on property.
- Carts will be sanitized by our staff using detailed cleaning procedures. Each player will be asked to self-remove their garbage from the carts. We ask for your assistance in keeping our staff safe by avoiding the unnecessary handling of personal debris.

FACILITIES OR SERVICES THAT ARE CLOSED OR UNAVAILABLE:

- Club Storage – is not available at this time.
- Club Cleaning – is not available at this time.
- No water bottles or cups will be provided. You should bring your own water bottle or be prepared to purchase from the snack bar.
- Tees will not be provided on carts, at the guest services station or on the driving range.
- Shuttle services will not be in operation.
- Towel service will not be available. We encourage you to bring your own towel.
- On course accessories including: ball washers, garbage bins, benches etc. have all limited to preset areas that are able to be sanitized often.
- On course accessories that are not able to be sanitized often such as bunker rakes have been removed.

For further information, please feel free to visit the following pages for additional resources, outlined orders and protocols.

- [WorkSafeBC.com](https://www.worksafebc.com)
- [Government of BC](https://www2.gov.bc.ca)
- [National Golf Association of Canada](https://www.golfcanada.com)

A SAFE PLACE TO DINE: AS OF MIDNIGHT MARCH 30, 2021 – THERE WILL BE NO INSIDE DINING

Our safe dining experience means you can feel comfortable knowing that we are abiding by the absolute strictest serving and food safety measures in every aspect of our dining. We're still delivering fresh menus and the high-quality experience that we're famous for.

- Masks are required at all times inside any of our indoor spaces, except when you are seated at a table.
- There is a strict no moving between tables policy in place.

At this time, Radium Golf Group property access is not permitted if you have been exposed to a known or potential case of COVID-19 within the past 14 days.

HOURS OF OPERATION:

Springs Clubhouse (opening day to May 1, 2021)

- **Grab and Go Snack Bar Services only** will be available – there will be NO INSIDE DINING AS PER THE PHO RESTRICTIONS. At the time our patio will also remain CLOSED.

Mulligans Snack Bar at The Radium Course

- **Grab and Go Snack Bar Services only** will be available

**Food & Beverage outlets will be open 1 hour prior to the first tee time into the evening each day.
(Operation times will fluctuate based on weather and seasonal times)**

WHEN PERMITTED BY PROVINCIAL HEALTH

WHAT WE'RE DOING:

- Masks are required at all times inside any of our indoor spaces, except when you are seated at a table (when available).
- There is a strict no moving between tables policy in place.
- We monitor the number of patrons and staff present on premise to ensure that the number present does not exceed the maximum number in the approved safety plan.
- Tables are sectioned at 2 Meters (6.5 feet) apart & table seating's are at max 6 capacity per table.
- Plexiglass installed around the bar to protect guests and staff.
- Sanitization stations set up at all entrances and points where surface contact may occur.
- High-touch areas are being disinfected continuously throughout the day.
- All staff are required to wear masks.
- Service will only be provided to guests seated at tables.
- Staff will clear one table at a time and will wash their hands and sanitize directly after they have offloaded dishes. Staff will not clear items from multiple tables when clearing.
- Contactless contamination protocols strictly enforced:
 - 1) Server will seat guests with menu & provide cutlery
 - 2) Contact information is collected for traceability, should the need should arise.
 - 3) Employees will inspect and ensure all item are cleaned and sanitized before given to guest
 - 4) Server to take order and bring drinks and food orders
- We are compliant with the Order of the Provincial Health Officer Sections 30, 31, 32, and 39 (3) Public Health Act, S.B.C.), WorkSafeBC and BC Restaurant Associations Protocols.
- Once tables are cleared, the table and chairs are thoroughly disinfected and sanitized.

For further information, please feel free to visit the following pages for additional resources, outlined orders and protocols:

- [WorkSafeBC.com](https://www.worksafebc.com)
- [Government of BC](https://www2.gov.bc.ca)
- [National Golf Association of Canada](https://www.golfcanada.ca)

EVENTS:

By order of the PHO, all gatherings and events are **suspended** to significantly reduce COVID-19 transmission related to social interactions. The order came into effect November 19, 2020 at midnight and will be kept in place until further notice based on direction from the PHO.

- For certainty, no person may permit a place that is subject to the Food and Liquor Serving Premises Order to be used for an event, including private events, except as provided for in this Order.
- No person may organize or host an event except as provided for in this Order
- [BC Provincial Health Officer Order on Gatherings and Events](#)

Please note this is not a legal document. It will be updated as new information becomes available; however, every golf operator must follow all PHO orders.

Zero Touches, Zero Transfers – Zero Bogeys

Physical Distancing

We ask that everyone PLEASE, PLEASE, maintain Physical Distancing of at least 2 meters / 6.5 feet from all patrons and staff members.

Your Health – Our Health

If you feel any symptoms such as Cough, Headache, Fever or Difficulty Breathing “PLEASE STAY HOME”