

RESPONSE TO COVID-19 GUIDELINES

This guide outlines our strict guidance and precautionary measures that Royal Johannesburg & Kensington Golf Club are taking to help safeguard our members, guests, tenants and staff during the COVID-19 pandemic.

JUNE 2020

Safe Golf
Recognised Business



The information and procedures detailed below are under constant review and will be updated when required. It is very important that we adhere to the guidance provided so that we can enjoy a safe environment for all.

THE PHASED RE-OPENING OF OUR GOLF COURSES & FACILITIES

(Edition 1), JUNE 2020

Introduction

The purpose of this document is to offer the practical regulations, guidance and advice for the re-opening of golf within the COVID -19 pandemic.

The Board and management of the Club regard the safety and well-being of our members, guests, tenants, service providers & staff of the utmost importance. We will continue to strive to provide a safe environment for everyone on our property and encourage all to exercise responsible and safe hygiene practices. We have ensured the actions and measures taken are done so in the best interest of the Club and the members, is lawful, appropriate and remains in-line with government and WHO prescripts.

Golf's bodies in South Africa have worked extremely hard over the past couple of months with the Minister of Sport, in an effort to re-open golf courses. We are extremely grateful to the bodies and we are required to abide by the framework and conditions to re-open golf courses for play. RJKGC achieves this by continuously aligning itself with government regulations, best practices and lessons learned. This would include aligning the organisation with recent regulations and recommendations which arose from the COVID-19 outbreak and the National State of Disaster, as announced by the SA government on 15 March 2020. While executing its activities, the management of RJKGC commits itself to fully cooperate with the SA government in an effort to curb the spread of the disease, flatten the curve and contribute to social and economic recovery within the country.

Please take the time to study this document in detail before returning to the Club. More than ever, now is the time to work together, support each other and limit the impact of COVID-19. Golf is played in a wide, open space and should be a welcome relief from the stress that our country and the world is under at the moment. Sunlight and exercise is highly beneficial to the immune system. As a recreational sport, golf is one of the few activities where close and direct contact with your fellow players are not necessary. In fact, it has "natural social distancing" built in. A round of golf is therefore ideally suited to assist people during these times to interact socially, whilst at the same time, avoiding any direct contact.

Golf RSA - Risk mitigation

FEATURE	LEVEL 3	LEVEL 2	LEVEL 1
PLAYING GROUP SIZES AND TEE-TIME INTERVALS	Play restricted to 4-balls at a minimum of 12 min intervals between the 4-balls	Play restricted to 4-balls at a minimum of 10 min intervals between the 4-balls	Play restricted to 4-balls at a minimum of 8 min intervals between the 4-balls.
BOOKING	In advance, online or by telephone	In advance, online or by telephone	In advance, online or by telephone
TYPE OF PLAY Suggested: Stableford, BB Medal & Match Play	Social golf, closed and open competitions	Social golf, closed and open competitions	Social golf, closed and open competitions
CLUBHOUSE ACCESS	Closed except for pro-shop and toilet facilities.	Pro-shop, toilet facilities, locker room and club restaurant may open (subject to strict guidelines).	Pro-shop, toilet facilities, locker room and club restaurant may open (subject to strict guidelines).
USE OF CARTS ALLOWED	One player/bag per cart unless from the same household (subject to approval upon booking).	One player/bag per cart unless from the same household (subject to approval upon booking).	No restrictions.

FEATURE	LEVEL 3	LEVEL 2	LEVEL 1
RENTAL EQUIPMENT	Club policy. All club-supplied equipment to be sanitized according to procedures.	Club policy. All club-supplied equipment to be sanitized according to procedures.	Club policy. All club-supplied equipment to be sanitized according to procedures.
MANAGEMENT OF SCORING	One scorecard per golfer or electronic scoring. Follow GolfRSA Good Golf Practice guidelines.	One scorecard per golfer or electronic scoring. Follow GolfRSA Good Golf Practice guidelines.	One scorecard per golfer or electronic scoring. Follow GolfRSA Good Golf Practice guidelines.
PRACTICE FACILITIES	Capacity restrictions to be adhered to at warm up areas and practice greens. Refer to GolfRSA Good Golf Practice guidelines.	Capacity restrictions to be adhered to at warm up areas and practice greens. Refer to GolfRSA Good Golf Practice guidelines.	Capacity restrictions to be adhered to at warm up areas and practice greens. Refer to GolfRSA Good Golf Practice guidelines.
CORPORATE GOLF DAYS	Not permitted. Social golf only.	Golf only based on restrictions.	Permitted. Clubs to follow government guidelines for gatherings/catering and related matters.
SCREENING	All incoming persons to be scanned with a no-contact thermal thermometer prior to entry at the access control points. All golfers to be recorded.	All incoming persons to be scanned with a no-contact thermal thermometer prior to entry at the access control points. All golfers to be recorded.	All incoming persons to be scanned with a no-contact thermal thermometer prior to entry at the access control points. All golfers to be recorded.

BEFORE THE ROUND



BOOKINGS
Online or telephone.
Maximum group size



PAYMENT
EFT, Club, Debit
or Credit card



**PACK
YOUR OWN
SANITIZER**



**ARRIVAL
AND WAITING**
Club will advise
time to depart for
the tee box



PUTTING GREEN
Practice social
distancing.
Only players teeing
off in next group

DURING THE ROUND



GOLF CARTS
(single occupancy,
unless from same
household)



**ONLY GO TO
TEE BOX ONCE
GROUP AHEAD
HAS DEPARTED**



**KEEP
YOUR OWN
SCORECARD**
(no sharing)



**2m DISTANCE
ON TEE BOX
AND GREENS**



**2m DISTANCE
ON FAIRWAYS**



**ONLY USE
YOUR OWN
EQUIPMENT**



BUNKERS
(smooth sand with
club/foot)



**DO NOT TOUCH
STRAY BALLS**



**DO NOT TOUCH
FLAGSTICK**



**DO NOT SHAKE
HANDS**



**NO
ALCOHOL**



**SANITIZE HANDS
REGULARLY**

AFTER THE ROUND



**NO
GATHERINGS**



**DEPART
IMMEDIATELY**



**ENTER SCORE
USING HNA APP**

Optional self-screening service

Visit: www.golfrsa.com

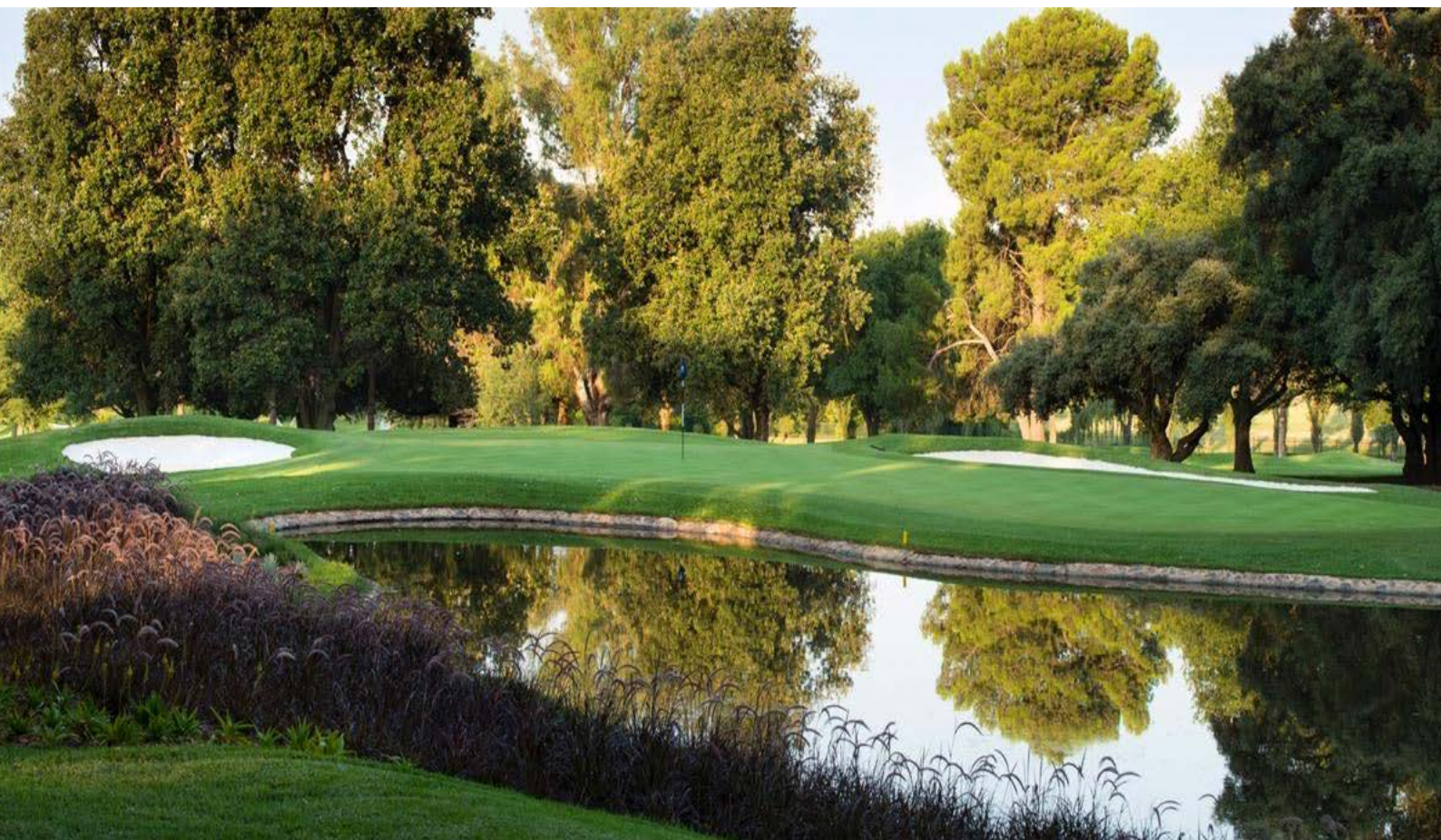
*Resources



HealthDocs Onboarding
for Golf Club Members

1. Download the HealthDocs App for Android [here](#) and for iPhone [here](#).
2. Register on the App (use the reference number your home club will provide) in the Employer/School/Club reference number field.
Enter your SA Player ID number (as reflected on your HNA handicap card) in the Employee/Member number field.
3. Read through the Member Onboarding document for more information on how the HealthDocs system works.
4. Track your health information by self-screening daily.
5. Before leaving your home to play golf, check that your Indicator on the App shows Green. You need to present the home screen of the HealthDocs App at the screening point. If the indicator shows Red, you will not be allowed to enter the club premises.

Need help? Email: marketing@royaljk.co.za



General access

We all have a role in helping prevent the spread of the virus. We must be aware and take responsibility of our own hygiene and daily interaction with other members, guests, suppliers and staff. Please be cognisant and apply social distancing at all times – ‘the measure to increase the space between people and decrease the frequency of contact between people’.

In the initial period following our Club’s re-opening, access to the courses will be limited to just our members for the first 7 days. Members’ invited guests and non-members will be welcomed to the course thereafter, so long as this is in line with the relevant government restrictions. The Club has been fully disinfected and sanitized for re-opening and this will continue to be done every Monday. All daily use products such as carts and surfaces will be disinfected at the close of business each day.

- All persons entering the premises of Royal Johannesburg & Kensington Golf Club do so at their own risk.
- The clubhouse will be ‘closed’ to golfers, but may be accessed for pro shop check in and purchase of groceries.
- Should you have a fever or flu-like symptoms at any stage, please refrain from visiting the Club.
- Face masks are compulsory and to be worn at all times, from entry to exit.
- You are requested to wash and sanitize hands at every opportunity.
- Any person entering the property of Royal Johannesburg & Kensington Golf Club will be required to register, complete the daily questionnaire and have a temperature test recorded at the bag drop entrance.
- Any person whose temperature exceeds 37.9 degrees will be refused entry.
- Follow all signage, rules and regulations set out on the property and contained within this document.
- All patrons will be required to proceed through the registration area located at bag drop.
- At no point should you get within 2 metres of another person.

Let’s play golf

Both East & West golf courses will be played in fourballs using a 1 tee start with 12 minute intervals. Tee times will be available 7am to 3pm (18 hole cut off 12h30). No play will be allowed prior to the stipulated course opening or after the stipulated closing times. Golfers must have a pre-reserved tee time using our online booking platform.

Booking a tee time in advance is compulsory and this can be done via the Club's website or phone call to guest relations from 2 June 2020.

All implementations are to reduce the concentration of people and minimise human contact both on and off the courses. The Club and its courses will be closed on Monday's for deep sanitising.

- All special events, leagues, tournaments, and activities are still postponed until further notice.
- We will run club competitions on Wednesday's, Friday's & Saturdays.
- A virtual prize giving will be distributed the following day.
- Only one person per golf cart, including member owned carts (all club carts will be sanitized daily).
- Member owned carts are required to pay the trail fee.
- The Club will only be available to members for the first 7 days.
- No caddies will be allowed for the first 7 days.
- All Club policies and reservation procedures remain unchanged.
- Leave the flag in the hole. The cups have been modified for simple, contact-free ball retrieval.
- All bunker rakes have been removed – please smooth the sand after completing your shot.
- Don't touch anything unnecessarily.
- Don't shake hands.
- Players are asked to arrive in golf attire and to change shoes at the car.
- All golf equipment should be washed before a player leaves home.
- Golfers should travel to the Club alone, or with a member of the same household.
- Ample car parking spaces are available so please be mindful of where you park to ensure adequate distancing.
- The putting green will be open.
- The driving range will be open (8am – 4pm) with a bay closed in between patrons.
- No teeing up of golf balls on the driving range, to avoid touching the practice balls.
- One bucket/pyramid per person.
- Please arrive at the 1st tee no earlier than 5 minutes prior to your reserved tee time.
- Our golf team will monitor the first tee and practice green to ensure player adherence.
- Rubbish bins and benches are all removed and water points on course are not in use.
- You are encouraged to bring your own water bottle.
- Any player(s) not following directions will be asked to leave the course
- No rental sets will be allowed.
- (HNA) Handicap terminals will remain closed. Please download the handicap application or email scores to golfops@royaljk.co.za

*New self-check-in service

Clubmaster has now introduced a self-check in in service op the APP.

If members have sufficient funds in their club account they will be able to check themselves in on the APP instead of having to stand in the pro shop for check – in

08:53 26%

← Self Check In

*** Clubmaster Payment Gateway Test Club**
Golf Course
Front Section

Date: 2020-06-02 07:48

Sales Item	QTY	Price
PRE PAID 18H	1	125.00
Online Cart Fee	1	200.00

TOTAL 325.00

Current Account Balance: **949.20**

CHECK IN OPENS AT 04:48

CHECK IN **CANCEL**

*** Clubmaster Payment Gateway Test Club**
Golf Course
Front Section

Date: 2020-06-02 07:48

Sales Item	QTY	Price
PRE PAID 18H	1	125.00
Online Cart Fee	1	200.00

TOTAL 325.00

Current Account Balance: **624.20**

CHECK IN OPENS AT 04:48

STARTER SLIP **CANCEL**

NOTE: Golfers are asked to observe social distancing always and resist the temptation to get together in groups regardless of size before or after play.

Check in and Pro Shop services

All players must check in at the Pro Shop or by using the *new self-check in service via clubmaster. before play. Pro Shop operation will of course be subject to the guidelines provided by the government.

- o Please adhere to the signage at all times and respect those around you.
- o 'Sneeze Screens' have been installed at all counters.
- o Only 8 patrons at a time are permitted inside the Pro Shop
- o A two metre exclusion zone is in force at the service desk
- o All items will be available to purchase.
- o Food and beverage items limited to pre-packed rolls / sandwiches, chocolate bars, soft drinks etc.
- o Card payment only, no cash will be accepted (The Credit card machines will be sanitized after each transaction)
- o All golfers will be charged a R30 COVID fee per round.
- o We encourage all members to purchase "pocket" sanitizers for your personal use.
- o The ATM will remain closed.
- o Pro shop will operate from 6am – 3pm.
- o It is suggested that every member keep funds in his or her club card.

Food & beverage

- o Food and beverage items will be limited to pre-packed rolls / sandwiches, chocolate bars, water, soft drinks etc.
- o Food and beverage items will be available for purchase through 9 holes on a grab and go basis. Pre order and payment is preferable.
- o Card payments only, no cash will be accepted (the credit card machines will be sanitized after each transaction).
- o Grocery & pre made meals must be pre ordered (24 hours)
- o Until further notice there will be NO Member discount on food & beverage.



Clubhouse facilities

- Clubhouse access is limited to the Pro Shop, guest relations and toilets only.
- Guest relations will service groceries and takeaway meals.
- Where possible, all applicable areas will have open entrance doors and will be cleaned regularly.
- Locker rooms, patio, restaurant and bar will remain closed until further notice.

Getting home safely

- Post round, players must return straight to their cars.
- Restaurant and bar will remain closed for the foreseeable future.
- Lockers cannot be accessed to store belongings.
- Showers remain closed.
- Hands may be washed and sanitised in the toilets in the locker rooms.
- Ensure clubs and equipment are cleaned thoroughly after use when you return home.

Any player(s) who does not follow the above guidelines will be reported to the Board who have agreed that an immediate suspension will be applied for a minimum of 4 weeks. The courses will be monitored by staff to ensure compliance.

Golf operations

PLEASE NOTE: We are operating with a significantly reduced number of staff. It may take a little longer for our team to assist you and we would appreciate your patience and understanding during this time.

Every measure has been taken to ensure our staff members are able to stay safe when in the workplace.

- All staff have been provided with relevant personal protective equipment (gloves and face masks).
- Staff have been trained comprehensively in the importance of hand hygiene and cough etiquette.
- Hand sanitiser and cleaning solutions are provided at the service desk.
- Staff to always remain at least two metres from customers.
- All work areas and contact points are cleaned and sanitised regularly.

Administration

The office (guest relations) will be open to answer calls from 8am to 3pm, Tuesday – Sunday.

Back office duties are undertaken by a team who will work on site individually and also work remotely, off- premises. The team will communicate via email, face to face, (using self-distancing measures), as well as conference calls to complete tasks that include:

- Member email updates.
- Tee sheet management.
- Member enquiry management.
- Data insights and reporting.
- Planning and management.
- Marketing management.
- Brand and PR management.
- Subscription management.
- IT management.
- Finance & control.

PLEASE NOTE: Players must call or email the golf club with any post round health issues or COVID-19 related queries, at the earliest, possible opportunity. Help us help others and if at any time you are unwell or are showing symptoms, please do not come to the Club until you have sought a doctor's advice.

As of this moment, the Club is not aware of any member or employee who has tested positive for COVID-19. In this regard, all members are requested to inform the CEO immediately, should they become aware of any positive COVID-19 case within the Club community. This information will be dealt with the utmost confidentiality (ceo@royaljk.co.za)

The Greenkeeping team

Our reduced greenkeeping team are isolated on the course for much of the time, with steps taken to minimise the risk of cross-contamination during their shift. Please be mindful of their presence and when needed, allow them to finish and move out of your way before playing your shot.

Contacts

Emergency: Hennie Bredenhan – Head of Health & Safety – 082 898 8735

Emergency: Jayde Rademeyer – Golf & Club Operations – 071 410 7212

Eric Brakhoven – Food and Beverage & Club operations (fb@royaljk.co.za)

Charlotte de Jong – Financial Manager (fm@royaljk.co.za)

Candice Humphrey – Membership & Marketing (membership@royaljk.co.za)

Chris Bentley - CEO (ceo@royaljk.co.za)

www.royaljk.co.za