



**PLAY SAFE  
STAY SAFE**



## Guide to Golf during Covid-19



**1. Booking & Arrival to the golf course**



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**3. Clubhouse Facilities**



**4. To the First Tee**



**5. On the Course**



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Golf is our business and we believe allowing golfers to enjoy a game in a safe environment benefits to improve their wellbeing.

This practical guide, prepared by our team following the indications of the Spanish health authorities, government guidelines and Spanish Golf Federation recommendations, outlines the monitored measures Marbella Golf CC has taken to help safeguard our staff and customers during the COVID-19 pandemic. For golfers, the measures cover each step of the journey from home to 1st tee and back home again.

The golf course opening hours will be as follow for the first 4 weeks from the reopening:

- Monday to Sunday tee times available 10:00 to 14:00 hours (Pro Shop open from 09:30 to 17:30 hours).
- Members preferential tee times Mondays, Wednesdays and Fridays from 10 to 11:30 hours.

Our measures and procedures are under constant review, updated as advice from government, health authorities and governing bodies evolves in line with the gradual lifting of social restrictions.



## 1. Booking & Arrival to the golf course

To access the course, a player must:

- Not be displaying any COVID-19 symptoms.  
If you, or any member of your household has come into contact with a suspected case of COVID 19, you should self-isolate and not attend the golf club for a minimum of 14 days.
- Have a pre-reserved tee time. Tee times available for booking only for the first 4 weeks from reopening.
- Booking a tee time in advance is compulsory – via website or email. Telephone reservations are available between the 20th and 22nd May from 10 to 16:00 hours and after the 25th May during opening hours of the pro shop.
- Tee times every 10 minutes and restricted to 2 balls.
- Have an active Spanish Golf Federation license.
- Arrive to the golf course no more than 20 minutes prior to reserved tee time.
- Observe social distancing of at least 2 meters at all times.
- Store and clean golf equipment at home.
- Ample car parking spaces are available.
- Arrange golf attire at home and change footwear at the car. Locker rooms are closed.



## 2. Check-in and Pro Shop

- Members and guests must wear gloves and masks inside the club house. These will be provided at the entrance together with

disinfection gel dispensers.

- Card payment only, no cash accepted at the till. Payments with cards can also be done over the phone.
- Only one person at a time permitted inside the Pro Shop.
- 2-meter queue markers at the Pro Shop entry point and 1-meter exclusion zone in front of the service desk. Counter equipped with protection screens.
- Rental clubs are not available.
- 1 score card per individual Player. Score cards also downloadable from the club's website or sent by email.
- Social golf only. There will be no competitive golf.



### 3. Clubhouse facilities

- Clubhouse access is limited to the Pro Shop and toilets on the top floor. One person allowed in the toilet facilities at a time. No entry to the bar or downstairs.
- Toilets will have open entrance doors and are cleaned regularly.
- Automatic disinfection gel dispensers located at the entrance to the clubhouse and by the toilets. Disposable paper towels provided.
- Locker rooms, restaurant and bar are closed. Members allowed to retrieve their belongings from the locker and club storage rooms under supervision on a specific time which will be communicated.
- Pre-packed bars and candies available in the pro shop. Please

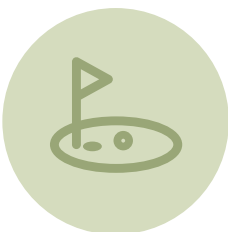
do not hesitate to bring your own refreshments. Buggy bar can be made available with restricted hours later on, if needed.

- Buggies are sanitized before and after usage. They are available for single person use or shared by 2 members of the same household.
- Please pick up your buggy 10 minutes before your tee off time.
- Ball and & cleaners disabled and sand bottles removed from the buggies. Personal bunker rate provided with buggy.



#### 4. Before going to the 1st tee

- Putting green is open, limited to 3 players, with hole liners close to surface so that the ball can easily be retrieved by handling the ball only.
- Driving range will be open for practice from the 1st June. Golf Academy will publish their own protocol.
- Players practicing must observe physical distancing.
- Arrive at the 1st tee no more than 5 minutes prior to the reserved tee time.
- A “Social Distancing marshal” will patrol the car park, first tee and practice green to ensure player adherence to protocol and help avoid group gatherings.



#### 5. On the Course

- Respect the physical distancing throughout the round.

- Do not touch flagsticks, hazard stakes, distance markers, tee logs or any other course aid. Contact-free ball retrieval system available on each hole to lift the ball with the club.
- Rubbish bins, broken tee caddies, bunker rakes, benches and tee divot boxes removed.
- Par 3 holes & hole # 4 are compulsory call up holes to avoid player congestion.
- Play ready golf. Do not allow the group behind to go through.
- Players must not pick up another player's golf ball or equipment. Food, drink or equipment cannot be exchanged between players.
- Players must refrain from handshakes and high fives.
- All golfers must come in from the course 30 minutes prior to course closing time.
- It is forbidden to purchase balls from the ball sellers.



## 6. Getting Home Safely

- Post-round, players must return straight to their cars taking home their own waste from the buggies.
- Lockers cannot be accessed to store belongings.
- Hands may be washed and sanitized in the toilets.
- Ensure clubs and equipment are cleaned thoroughly after use at home.
- Players must call or email the golf club with any post-round health issues or COVID-19 related queries, at the earliest opportunity.

## Ensuring the Safety of our Staff

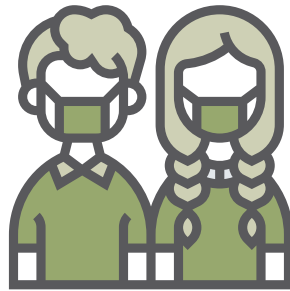


### Pro Shop Team and Marshals

The front of house Pro Shop and Marshals team manage all customer-facing aspects of the golf club. Our extensive measures ensure their safety, along with club members, guests and visitors.

- One Pro Shop staff member present in the Pro Shop at any one time.
- 1 or 2 marshals on duty per day, each with clear tasks and working areas.
- All staff provided with masks and gloves, to wear on-site.
- Service desk protection screens installed in the pro shop. Staff to always remain at least 1 meter from the customers.
- Staff comprehensively trained in the importance of hand hygiene, cough etiquette and sanitizing procedures.
- Hand sanitizer and cleaning solutions provided at the service desk in the pro shop and in the buggy garage.
- All work areas and contact points are cleaned and sanitized regularly and before and after each shift.

## Ensuring the Safety of our Staff



### Maintenance Team

Greenkeepers are isolated on the course for much of the time, with steps taken to minimize the risk of cross-contamination during their shift.

- Staggered start and break times to avoid social gathering.
- Digital work lists to be sent to the team members.
- Hand sanitizer provided for regular use.
- Disposable protective gloves are always available.
- Face masks used as required, particularly during course set up.
- Machines and vehicles limited to single person use only. If a vehicle must be shared between two greenkeepers, they must be masked and gloved.
- Staff avoid gathering in the maintenance yard or having breaks or meals together.
- Machinery and vehicles fully washed after use, including the disinfecting of controls.





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## Guide to Golf during COVID-19 Marbella Golf Country Club



**Address**

Ctra de Cádiz, N-340 Km.188,  
29604, Marbella Málaga



**Email**

[reservas@marbellagolf.com](mailto:reservas@marbellagolf.com)



**Contact Phone**

+34 952 83 05 00