

Valued Members and Guests,

We hope this letter finds you well. This communication is to update everyone on additional measures being put in place to help combat the spread of the coronavirus (COVID-19). These measures will go into effect today, Tuesday, March 17, 2020. We will continue to monitor as information becomes available and make appropriate decisions in real time.

In accordance with updated guidelines for operating within the service industry recently announced on both the National and State levels, Winter Creek will postpone all social gatherings until May 15<sup>th</sup>, 2020. We will still be open for day to day business, but with several modifications to help keep everyone safe. The essential changes or modifications recommended across the board include limiting gatherings of more than 10 people, social distancing, washing hands thoroughly, staying home if you have signs of illness and enhanced cleaning practices.

**For the foreseeable future the following changes will be made:**

- ***Clubhouse access will be very limited. Golf check in and restrooms only.***
- ***Tee times will be spaced 12 minutes apart rather than 10 to assist with social distancing.***
- ***No dining service will be available inside the Clubhouse. We will offer to-go and curbside pickup orders. Onsite food & drink operations will be on the patio (no seating available).***
- ***Delivery service will be available on a limited basis to the Blanchard area as well as any destinations within 5 miles of the Clubhouse (Additional gratuity required, all delivery orders will require pre-payment).***
- ***Beverage cart service will be available provided business volume warrants it.***
- ***All golf check-in procedures will be conducted in the Clubhouse lobby area.***
  - ***The Golf Shop will be closed indefinitely for shopping. Small items such as golf balls and gloves will be available at check-in.***
- ***There will be no hand rakes for bunkers available.***
- ***All cups on the putting surfaces will be turned upside down to prevent players from having to reach inside the cup to retrieve their golf ball.***
  - ***Please Do Not Remove the Flagsticks.***
- ***Golf cars will still be provided and thoroughly disinfected following each use.***
  - ***Walking is encouraged (discount available).***
  - ***Pencils, scorecards and tees will not be provided on the golf cars.***
- ***All on course water coolers and ball washers will be removed temporarily.***
- ***On course restrooms will be disinfected multiple times each day.***
- ***All staff will wear protective gloves when handling transactions.***

We know these steps may seem drastic, but we have an obligation to you as well as our staff to ensure the safest work and social environment possible. We believe these measures to be necessary in order to provide that environment.

In addition to these measures, we are also asking all employees, members and guests that feel ill or show any signs of sickness to avoid coming to the Club until they have received medical attention.

We still believe our sport to be one of the safer options and a great way to spend time outside, away from large crowds and enjoy some peace and relaxation during these uncertain times. We all have a responsibility to ourselves, our families and each other to do all we can to prevent the spread of this virus. We again ask each of you to assist in our efforts by taking the time to thoroughly wash your hands and practice basic good hygiene.

**Additional processes already in place:**

- ***More frequent cleaning with recommended products in high traffic areas***
- ***Adding hand sanitizer stations***
  - ***(As supplies become available)***
- ***Converting to single use condiment packages***
- ***Sterilizing golf cars daily***
- ***Scaling back any self-service processes***
- ***Asking all members, guests and staff to avoid visiting if ill***

**How you can help:**

- ***Practice social distancing by remaining 6 feet apart at all times***
- ***Wash your hands frequently***
- ***Use available hand sanitizer***
- ***Avoid skin contact with others***
- ***Avoid large crowds and crowded areas***
- ***Stay home if you have any signs of illness***

We thank you in advance for your patience, assistance and understanding as we strive to keep everyone healthy.

Winter Creek Management