

Updated Spring 2021

Please review the following information before visiting Heron Lakes. We have procedures in place to help protect the health of our staff and guests. Please adhere to our social distancing measures: please remain at least 6' from others everywhere on property. **A face mask or face covering is required anytime 6' of distance cannot be maintained. This includes all indoor and outdoor areas.**

#### **Booking a Tee Time** (2 options):

- Online: Booking online is the preferred method, so we can limit the number of phone calls in the golf shop.
  - *Note: if you book online, you still need to pay at the course or over the phone. Online payment for tee times is not currently available.*
- Call in: Please note, however, you may experience delays as our phone volume is higher than normal.

#### **Paying your Green Fee** (2 options for credit card payments – we are not accepting cash at this time):

- Pay at Check-in: There are 2 check-in stations (golf shop doorway, and golf shop window). Both stations are set up to provide safety to staff and customers by providing a window between the staffer and customer. Customer will insert credit card directly into the credit card machine, providing a “no-touch” payment solution.
- Pay over the phone: call before you arrive, or call from the parking lot and we can accept your credit card payment over the phone. Please make sure you know your tee time, this information is imperative to our staff in accepting a phone payment and checking you in.

#### **Golf Cart Use** (carts are available on a first come, first serve basis).

- Please wear a mask if sharing cart with someone who doesn't live in your household.
- Carts will be cleaned and sanitized between each use.
- Carts can be rented for tee times up through 6pm. No carts are available after this time.
  - Late afternoon golfers: carts must be returned to the clubhouse by dusk.
- Cart towels will NOT be provided – even on rainy days. Bring your own cart towel.

#### **Driving Range**

- Purchase a range token from the golf shop (tokens are sanitized after each use).
- Collect a range basket and proceed to the ball machine (baskets are sanitized after each use).
- Range stalls have been spread out to create better social distancing space.
- After hitting, return your empty basket to the white sanitizing buckets near the ball machine.
  - Note: sanitizing buckets are a liquid bleach solution and very potent. Watch your clothing.

#### **Food & Beverage**

- We are offering our full menu of prepared food, as well as snacks, beverages, beer and cocktails.
- To order, enter the restaurant and order at the counter (you must wear a mask).
- Dining is restricted to outdoors only, with limited seating available on a first come, first served basis.
- Large groups are not allowed to gather at our dining area (outside on the deck).
- No tailgating before or after your round. Alcohol is not allowed in the parking lot.

#### **On the Golf Course**

- Leave the pin in the cup. Don't touch the flag sticks.
- Bunker rakes and ball washers have all been removed.
- Benches have been removed.
- Keep golf carts on the cart paths whenever possible to avoid damage to the golf course.

**Facilities**

- The golf shop will be accessible to staff only – customers will check in for golf via the windows.
- The restaurant will serve to-go items from inside the building – enter through the front door, proceed to the order counter to purchase your to-go items.
- Access to restrooms is available: clubhouse restrooms are available via the restaurant, plus portable restroom units are available outside the golf shop.
- The air hose and water hose are NOT available for customers to self-clean equipment.