

Message from the District Manager

May 22, 2020

Subject: Coronavirus Update #8 – **Modification of Golf Course Restrictions**

Dear Property Owners:

HISID continues to closely monitor Governor Directives and Arkansas Department of Health guidance concerning the COVID-19 situation. HISID is committed to providing property owners with all the services, facilities and recreation opportunities to the greatest extent possible. Unfortunately, with the ongoing COVID-19 situation, we cannot operate as normal and need to follow mandated procedures for the health and safety of everyone involved.

To ensure golfing continued for Holiday Island property owner's enjoyment, we had to take some proactive steps to stay open while other area courses were closing. These measures included modifying the course to "no-touch" by modifying the cups and removing frequently touched items such as water coolers and ball washers. We required social distancing and only one person per golf cart. We restricted access to all the indoor spaces, including the indoor restrooms, Pro Shop, meeting rooms and restaurant. To help curb the spread of COVID-19, we restricted play to property owners only.

After serious deliberation with many members and staff, we now feel ready to loosen some restrictions while keeping others in place. These loosened restrictions include: opening the restrooms located in the hallway between the Pro Shop and ballroom, resuming "to-go" breakfast service (Tuesday – Thursday) to support the leagues, and property owners may now bring guests. Each property owner may bring up to 3 guests to complete their foursome. Guests must be physically accompanied by the sponsoring property owner, obey course rules, and social distance themselves while on the course. Unaccompanied guests are not allowed

We are currently reviewing our meeting room policy to see how we can safely resume providing indoor space for organizations and card groups. I will make an announcement shortly on the meeting rooms.

Here are some of the questions I'm hearing in regards to the golf course, Pro Shop, restaurant and rental facilities.

Q: When will the pro shop be open to the public?

A: We don't have a firm date. We are carefully monitoring the situation on a weekly basis. As we open more parts of the facility we are quickly realizing how much labor will be needed to maintain these new cleaning and sanitizing protocols put forth from the Arkansas Department of Health.

Q: When will the restaurant be open for "dine-in" service?

A: Again, we don't have a definite date. Our dining room is a very small space and the ADH guidelines for dine-in are very strict. At this point, it is simply not cost effective to open the dining room. We do have some outside seating on the deck. We are not officially opening the deck for dining nor are we encouraging it, but we won't run you off either. We do expect social distancing. For the time being, we will continue "to-go" and delivery options for the restaurant.

Q: When will you open the course to the public?

A: The goal of limiting play to property owners was to reduce outside travel into Holiday Island and help curb the spread of COVID-19 to the community. The District Manager and staff are reviewing the situation on a weekly basis. For now, we are going to maintain the restrictions on outside play. When we do ease these guidelines, we will take a staggered approach. First, we recently started allowing property owners to bring 3 guests. The property owner must be with their guest and assumes responsibility for their guest's behavior. The guest must adhere to all the guidelines we have in place. If this first step goes well, we will look at allowing other outside play to resume.

Q: When will the ballroom/meeting rooms be open for use?

A: There are so many factors to consider when looking at reopening the ballroom and meeting rooms. Our main obstacle to reopening is having adequate staffing. For every section of the building we open, we must in turn have a cleaning protocol put in place. There are a lot of details to work out in regards to these facilities, for the time being, they will remain closed.

Q: If I have more questions, who can I ask.

A: You can contact Loren Bernstein, Golf Pro / Facility Manager at (479) 253-9511 or Lawrence Blood, District Manager at (479) 253-9700.

I will evaluate the protective measures on a weekly basis and modify as necessary based on the Arkansas Department of Health's guidance and on our ability to meet the new safe operating standards. We will soon have a COVID-19 page on our website, www.holidayisland.us where you can check for further updates.

Please continue to wash your hands, practice social distancing, wear a mask when you can't social distance, and "If you think you have symptoms, don't wait – get tested."

I appreciate your understanding and patience,

Lawrence Blood
District Manager
(479) 253-9700