



Return to Golf

Frequently Asked Questions Manufacturers and Apparel Reps January 13, 2021

Will equipment representatives have to be tested on-site? Equipment and Apparel reps will not be required to be tested, but everyone on property will be thermal scanned and given a questionnaire each day when they arrive on-site. In addition, we are asking EVERYONE on site to practice social distancing at all times and recommend enhanced sanitation protocols. Companies are also asked to submit a COVID-19 plan of action as it pertains to disinfecting equipment and goods on-site and social distancing, no later than one week prior to the first event.

How many representatives from each company will be allowed on-site? While we continue to not have spectators and fans on site we feel it is important to also have a limited number of reps on site. Social distancing will be required by everyone on-site.

Will I have to inform the TOUR if I plan to be on site? Yes, anyone planning on attending an event **MUST** register through the Player Support site. <https://playersupport.pgatourhq.com/>

How will players know if they have equipment that needs to be picked up, or have questions about their equipment/apparel? As mentioned in the Distribution Center document, manufacturers and apparel reps will need to communicate directly with players regarding any product left or to be picked up at the Distribution Center.

If a player requests an equipment adjustment while on the course, what is the protocol?

Players may hand-off equipment directly to the manufacturers, while on the practice facility or near the equipment trucks. Range Access Cards will continue to be needed for access to all practice areas.

- If a club is handed off on the practice range, the rep is permitted to fine-tune the club, but must sanitize the equipment prior to handing it back to the player.
 - o Bulk sanitizing wipes will be made available in the practice area for this purpose. We encourage all reps to also carry sanitizing wipes, in the event the provided wipes are not readily accessible.
- Players can hand off their clubs for servicing at the manufacturers' trailers.
 - o Players are prohibited from entering the trucks.
 - o It is imperative that the manufacturer representatives exercise proper social distancing when interacting with players.
 - o Equally important, all manufacturer representatives must ensure proper sanitation procedures are being used when servicing equipment inside the trailers.
 - o Once servicing is completed in the truck, reps may return the club directly to the player, on the practice facility, if they have the appropriate Range Access Card. If they don't have an access card, they should take the club to the designated equipment distribution center.
 - o NOTE: It is the responsibility of the manufacturers to disinfect each piece of equipment before delivering to player or distribution center.



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Will I still have access to the independent trailers/trucks to service players? Yes, the independent trailers are scheduled to be on-site. Social distancing and safety protocol will need to be in effect for these trailers as well, limiting the number of reps/people in the trucks at one time. This also includes any areas around the trucks.

Will my PGA TOUR issued credential be valid during these events? Yes, you should wear your PGA TOUR-issued credential; HOWEVER, your access will be different. Equipment/Apparel representatives will not have access to the, clubhouse, locker room or media center. All work should be handled in the truck area, equipment distribution center, or your own individual vehicle. You must have a practice area card in order to access the practice areas in addition to your PGA TOUR issued credential.

What happens in extreme weather conditions (severe weather or heat)? The tournaments will be asked to provide a safe area for you to go to for anyone not able to return to a truck.

Will there be restrooms and food and beverage available? Yes, the tournament will provide restrooms and a hand sanitizing area in the truck area and near the equipment distribution area. In addition, the tournament will make available an area for grab-and-go food on-site, or even possibly food trucks, on a pay-as-you-go basis. Please be aware that food and beverage options may vary from week to week. This information is posted on the Matrix available on the Player Support site.

Will the Darrell Survey be on-site? We are working with the Darrell Survey to make their services available on-site. Please be aware that some modifications may be needed when reviewing equipment. They will not be allowed in the locker room or clubhouse.

Are there any changes to the days/time reps can be on site? No, reps can continue to be on-site Monday through Wednesday.

What if someone doesn't feel well while they are on-site? Is testing available? If someone does not feel well, then they should leave the tournament site and return to their accommodations. If they feel medical attention is required, then a tournament physician can be contacted for assistance.

Will I have to wear a mask on-site? While it won't be required (unless state or local authorities dictate), we highly encourage anyone on-site who is able, to wear a mask if it does not interfere with your responsibilities. Wearing a mask, social distancing, washing your hands and avoid touching your eyes, face and mouth are always encouraged.

How do you suggest we handle shipping of product in advance? Shipping product in advance remains unchanged. Packing and labeling packages for individual players is suggested to help with distribution. You may consider reviewing the latest information available for shipping companies to make sure that service has not been delayed or interrupted.



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during the pandemic. Proper screening and sanitation protocols will take place once the package arrives at the course by a dedicated team.

Are we restricted from being on the golf course? The golf course will be restricted to players, caddies and coaches in addition to staff and volunteers performing duties during competitive rounds. However, for each practice group during the practice rounds days (Monday – Wednesday), one manufacturer representative per company may accompany that group on course but must remain outside of the ropes and exercise social distancing at all times.

Are the Launch Monitor reps allowed on-site? These companies are now allowed on site and in the practice areas, with the practice area credential. They are limited to the number of reps on site each week. They follow the same protocols as any equipment or apparel reps.

How will parking be handled on-site? The tournaments will have a dedicated area of parking for the equipment and apparel reps. Please refer to the matrix for each event on the Player Support site as it becomes available.

Are we required to stay at tournament-designated hotels? No, since you are considered outside the bubble, you may stay wherever you wish.