



## Return to Golf

### Frequently Asked Questions Manufacturers and Apparel Reps

In addition to the proposed procedures for the equipment distribution area, and making sure that equipment and packages are handled and distributed using the highest safety protocols, we have created a list of additional questions and answers to help set your expectations and outline the guidelines when you are on-site during the first four events when the PGA TOUR returns.

***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 (Monday, June 1).

***How many representatives from each company will be allowed on-site?*** We suggest that during these first four events you evaluate the number of staff required in order to service your players in a safe manner and only bring essential personnel. Social distancing will be required by everyone on-site. This should include Tour Reps only (no social media staff, sales staff, etc.).

***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. We are also working to have a board available outside the distribution center that will indicate if a player has something to pick up.

***If a player requests an equipment adjustment while on the course, what is the protocol?*** The procedure will remain the same (e.g., player takes it to the equipment distribution, rep picks up, works on equipment, sends back to distribution, for pick up by player). Items like clubs, soft goods, etc., should not be exchanged on the golf course or near the equipment trucks. This will help ensure proper sanitation procedures are being used and limit personal contact.

***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 practice areas, clubhouse, locker room or media center. All work should be handled in the truck area, equipment distribution center, or your own individual vehicle.



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***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.

***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.

***Will there be pro-ams?*** Pro-ams will be suspended at this time for the first four events. As we have previously announced, there will be no spectators on-site and the number of essential people at the event will be very limited.

***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 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?*** They will be allowed on-site; however, they will not be allowed in any of the practice areas or inside the ropes. They will need to follow the same protocols as any equipment or apparel reps.



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***How will parking be handled on-site?*** The tournaments will have a dedicated area of parking for the equipment and apparel reps. While these areas are still being confirmed, you will be able to find this information posted in 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.