



# Shadow Valley

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March 20, 2020

Dear Shadow Valley Members and Guests,

The coronavirus situation is unprecedented and very fluid. Our goal of balancing the health and safety of our members, guests and staff while providing the highest level of activities and services possible remains steadfast. After Governor Hutchinson's declaration, we are no longer able to serve food and beverage in the Club, however, we will operate via carryout and/or delivery. Additionally, we have to close the Fitness Center and the Childrens Activity Center (CAC) until further notice. We will continue to operate the Golf and Tennis operations. Please see details about various areas of the Club below.

**Clubhouse:**

- The Clubhouse will now open at **8:00am** only for those needing access to the Welcome Center, Golf Shop or Tennis Center until further notice.
- All meetings and events are cancelled/postponed and no rooms are available for member usage until further notice.

**Food & Beverage:**

- Hours: 11am – 9pm
- The Overlook will be offering **Portico Pickup Take Out & Delivery** options from **11am – 9pm** for food, beverages, **beer & wine** (must be 21, ordered with food and factory sealed).
- Check out our special Take Out Menu including **Heat and Serve** and **Meals For 4** specials.
- To place orders, **call 479-203-0000 x1 or x8.**
  - **Portico Pickup Take Out** – Drive up under the Portico (passenger door closest to front doors), our Server will bring your order to your passenger window. Orders must be **placed by 8:30pm.**
  - **Delivery** - There will be **NO DELIVERY FEE!** We'll start delivering lunch and dinner via golf carts starting Saturday, March 21<sup>st</sup>. All delivery orders must be **placed by 8:00pm.**
    - Please check all orders upon receipt.
- For both Portico Pickup Take Out & Deliveries, it would be greatly appreciated if you would support our Servers with gratuities.
- In order to minimize contact, please be prepared to provide a credit card number (if you don't have a card on file) when placing the order.

**Fitness Center:**

- Closed until further notice.

**Childrens Activity Center (CAC):**

- Closed until further notice.

Richard "Rich" Reaves  
General Manager  
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## **Golf:**

- Where possible, one cart per player.
- Golfers please leave flagsticks in the hole, fewer hands that touch the flag the better.
- The cups have inserts to keep your ball within inches of the surface.
- The sand bottles have been removed until further notice.
- All ball washers will be removed from the golf course until further notice.
- All bunker rakes will be removed until further notice.
- The maintenance staff will rake bunkers once a day.
- Local rule is in effect, place your ball in the bunker in a undisturbed area no closer to the hole.
- Please use your feet to level the bunker as best as you can.
- All water coolers will be removed until further notice.
- Please help us by discarding your trash at the Clubhouse, not on the course.

## **Tennis Center:**

- Hours: 8:00am-8:30pm.
- All group classes and team tennis matches are cancelled until further notice.
- Court reservations are highly recommended and can be made up to 5 days in advance.
- All water coolers will be removed until further notice. Gatorade, Body Armor, Red Bull and more are available at the Tennis Shop.

The janitorial service provider and our staff continue to implement the more intensive cleaning practices are paying special attention to the high touch areas.

**Please do not use the Club facilities** if you are ill in any way, much less experiencing any symptoms associated with coronavirus. The application of common sense health practices and respect for others will go a long way toward preventing problems. We appreciate your cooperation and assistance in helping keep Shadow Valley a healthy environment for everyone.

Thank you for helping us ensure the health of our staff and your fellow members and guests. Please contact me if you have any questions.

Thank you,

Richard C. Reaves  
General Manager