

FITTING EXPERIENCE

PROCEDURES



Please refrain from touching any fitting equipment or product without approval from TaylorMade Experiential Fitters or Golf Staff



Please practice "Social Distancing" at the TaylorMade Fitting Experience



The Experiential Team at TaylorMade is taking extra precautionary measures to make all golfers safe during Fitting Experiences

The health and safety of our customers and Experiential Team are of utmost importance. We are intensely focused on keeping our customers and employees safe while working at your facilities. The following information represents TaylorMade's current practices regarding the recommended operations of its hosted events, where and when permitted by law, during this time of the unprecedented COVID-19 pandemic:

➤ Face Coverings/Masks

The PHAC (Public Health Agency of Canada) advises the use of simple cloth face coverings to slow the spread of the virus and help people who may have the virus and do not know it from transmitting it to others. TaylorMade will require its Experiential Team to use face coverings at all fitting experiences. Customers attending fitting experiences will be encouraged, but not required to wear face coverings.

➤ Gloves

TaylorMade's Experiential Team will wear gloves in instances where handling or hand-offs of product are involved at fitting experiences.

➤ Hosted Fitting Experience Facilities

When hosting events at non-TaylorMade facilities, such as fitting experiences, TaylorMade's Experiential Team is still responsible for following TaylorMade's safety protocols. The Experiential Team will also respect any and all safety guidelines dictated by the host facility.

Fitting experience customers will be informed of the safety protocols that will govern their experience, minimizing any confusion and easing any concerns. In signing up for a fitting experience, customers will be asked to acknowledge and respect our safety protocols as part of their participation. Ideally this will be communicated at the time of registration and with the buy-in of the host course. So that TaylorMade protection protocols can be ensured, events may not be multi-vendor in nature. It is recommended that events be held by invitation only, in a one-one setting, with minimal walk-up traffic.

➤ Workspace: Fitting Experiences

In conducting a fitting event, TaylorMade's Experiential Team will take care to prioritize social distancing. This may include spacing customers/members with at least one hitting bay or a gap between them. Experiential Fitters/Fitting Technicians will always maintain a 6-foot distance from guests and other golfers not participating in a fitting.

When conducting the fitting, Fitters/Technicians will always grasp clubs by the head when handing off the club, letting the guest grasp the club by the grip.

➤ Fitting Experience Disinfection Measures

Between each guest, all clubs will be completely wiped down and cleaned. Sufficient time will be preserved between sessions to allow for a thorough cleaning to be conducted.

Rest assured that the safety and well-being of you is our No. 1 priority. If you have any concerns regarding the policies TaylorMade has put in place, please let the Experiential Fitter know.

Thank you for your support of TaylorMade Golf!