Impact of Reopening Clubs Amidst COVID-19

June 5, 2020: Insights from CMAA’s Research Results

During the week of May 25, CMAA fielded a survey to our member-managed clubs to gauge the impact of reopening following the coronavirus pandemic at clubs across our membership.

Approximately 238 clubs responded to this survey, including Golf, Country, City/Athletic, Yacht, POA/HOA, CIRA, and other types of clubs. The clubs that responded are geographically representative of the CMAA membership across the country. When it comes to total operating revenue, the responding clubs are relatively on par with each other for each category from less than $3.5 million (18.6%) to $3.5-$4.9 million (15.3%) to $5.0-$7.49 million (28.4%) to $7.5-$9.9 million (13.6%) to $10-$14.9 million (12.3%) to $15.0 million or more (11.9%). In terms of full-time employees, 50.2% of the clubs responding to the survey staff exceeding 50 employees, 13.5% of the clubs responding to the survey staff exceeding 50 employees, 11.8% staff between 21-30 employees, 9.7% staff between 31-40 employees, 8.9% staff between 11-20 employees, and 5.9% staff between 1-10 employees.

Communications
- The majority of responding clubs are keeping the frequency of communications to members and staff on a weekly basis (50%) as opposed to an “as-needed” basis (38.2%) while 11.8% of clubs are communicating updates daily. This contrasts with the 2020 Coronavirus report from March 24 where just 27.7% of clubs were communicating on a weekly basis and 48.2% of clubs were communicating on an as-needed basis.

Operational Status
- Out of the 238 clubs that responded, 12.7% are completely open, 82.7% have reduced operations, 3.4% are completely closed, and 1.3% have a planned closure due to the season or renovation. This contrasts with the data from April 28 research where no clubs were completely open and 77.6% had reduced operations.
- On a scale of 0-100%, clubs are operating at an average level of 55.2%.
- **Open Facilities** - For the clubs that are completely open or with reduced operations, the top five facilities that are open include food and beverage - takeout only (79.6%), bathrooms (61.2%), golf courses (60.2%), outdoor tennis courts (47.1%), and food and beverage- normal/outdoor (25.3%). Since CMAA began asking this questions, food and beverage- takeout only has increased across the four surveys, while golf courses and outdoor tennis both display as a U curve with a higher percentage of clubs having these amenities open both at the beginning of the pandemic and now as the country reopens.
Operational Status (continued)

- **CLOSED Facilities** - For the clubs that are completely open or with reduced operations, the top five facilities that remain closed are banquets (80%), member events (64.8%), food and beverage - normal (46.7%), locker rooms (37.4%), and steam/sauna (37.2%). Since the April 28th research, less facilities are claiming food and beverage - normal (-33.8%), locker rooms (-38.2%), steam/sauna facilities (-8.4%), fitness/exercise (-28.5%), and outdoor pools (-34.6%) as closed facilities.

- In this survey, clubs were asked occupancy capacity percentage questions for each facility. Charts are included at the end of this report including the percentages for clubs that have the facility. Overall, the data reflects the results detailed above and shows outdoor facilities tend to have a higher occupancy percentage than indoor facilities.

- There have been several clubs that have been allowed to reopen some or all facilities. 11.1% of the responding clubs have had to close facilities that were recently reopened, 69.4% have not had to close any facilities, and 13.6% have not been allowed to reopen some or all facilities.

- With states beginning to ease restrictions on stay-at-home orders, clubs are being given the chance to resume business operations. 49.4% of the responding clubs will be very strict with restrictions for staff, 34.5% for facilities, and 19.9% for members.

- While several clubs (38.1%) tentatively plan to allow guests (in addition to members) in their club starting June 1, 32.1% of clubs are unsure of when they will allow guests in the club. Further, 20.9% of clubs plan to allow guests in the club starting July 1.

Economic and Employment Impact

- 89.8% of the clubs that responded have experienced a financial loss. This is on par (-0.9%) with the clubs experiencing financial loss from the research from April 28th. The average loss is $661,629 per club, but 47.9% plan to make up under 50% of this loss with cost savings or other changes, 22.1% plan to make up 50% of the revenue loss, 9.2% plan to make up 70% of the revenue loss, and 6% plan to make up 100% and 90% of the revenue loss with cost savings or other changes.

- When it comes to member dues, most clubs (91.5%) are keeping it business as usual. Some clubs (3.4%) are using some or all the member dues to subsidize employee hardships while 2.6% are still coming up with a solution. While just 2.1% of clubs are reducing member dues, some other clubs are giving dues back to members for future purchases, non-golf category dues were reduced from 25-65% depending on club access, not enforcing food and beverage minimums, and reducing the fitness component of dues until fitness gets reopened.

- In terms of full-time employees, 28.8% of the clubs responding to the survey have brought back between 90-100% of their staff since reopening, 23.9% have brought back less than 50%, 10.2% have brought back between 70-79%, and 7.1% have brought back between 50-59%. 19.5% of the responding clubs had no change in their full-time staff during the pandemic.

- While some clubs (26.5%) will not take advantage of any federal programs or tax credits, 31.3% have taken advantage of the employee retention tax credit (HR 748), 16.7% have taken advantage of the refundable tax credits to cover wages paid to employees for sick or paid leave (HR6201), and 20.2% have taken advantage of the payroll tax relief/deferral of social security tax payments through 2022 (HR 748).
Amenity Considerations

- Clubs have utilized several ways to accommodate members for food and beverage demand while abiding by social distancing. They include using existing outdoor dining space with social distancing (76.6%), existing indoor dining space with social distancing (72.8%), additional outdoor dining space around the club (44.7%), and additional indoor dining space in ballrooms or function spaces (34%).
- While 44.5% of the responding clubs do not have fitness center amenities, of those that have a fitness facility 18.9% plan to offer fitness center amenities outdoor only, 31.5% indoor only, and 49.6% both outdoor and indoor.
- Clubs have options to host group fitness for members that are interested. They include hosting group fitness outdoors (51.3%), virtually online (41.6%), inside in an existing group fitness space (16.8%) and 6.2% inside in a different space to accommodate for social distancing. 12% have suspended group fitness.
- When it comes to golf, fitness, tennis, and other sports that require player equipment, 70% of the responding clubs said that responsibility will fall on the members, 15.3% said the responsibility will fall on a hybrid of the members and club, and just 4% said the club will be responsible for this player equipment. 10.8% of the responding clubs will not allow fitness and sports that require equipment.
- Upon reopening, 46.6% of the responding clubs have new rules when it comes to the bathrooms. These new rules include keeping doors propped open, frequent cleaning, proper signage encouraging hand washing, select bathrooms open, must close lid to flush, requiring masks, only one person allowed in at a time, hiring of bathroom monitors, markings on floor for lines, only outside restrooms available, clubs providing gloves, only disposable towels, recording each time restroom cleaned or members to see, touch free washrooms, closing every other urinal in men’s restroom, and removing shared amenities among other restrictions.
- Upon reopening, 50.2% of the responding clubs have new rules when it comes to the locker rooms. These new rules include limiting the amount of members at one time, additional cleaning, showers/sauna/steam room closed until further notice, one way direction of traffic, only supplying hand soap and paper towels, no shoe shine service, dedicated attendants to sanitize showers after each use where applicable, under 16 must be accompanied by adult, and limited amenities among other restrictions.
- When it comes to youth programming that clubs plan to offer through Labor Day, 70.3% of the responding clubs will offer camps, 56.7% will offer events, 69.4% will offer classes, and 36.2% will offer daycare.

Reopening Considerations

- As clubs begin to reopen, members are comparing operational practices. 70.5% of the responding clubs are working with local clubs to ensure consistent practices.
- When it comes to utilizing safety procedures on members, 32.9% of the responding clubs are very comfortable with AED, 30.9% are very comfortable with general first aid, 28.8% are very comfortable with CPR: hands-only, and 25.1% are very comfortable with CPR. 13.7% of the responding clubs are very uncomfortable with CPR, 4.4% are very uncomfortable with CPR: hands-only, 4.3% are very uncomfortable with general first aid, and 3.9% are very uncomfortable with AED.
COVID-19 Impact

- 42.9% of the responding clubs have had a member/guest or staff member diagnosed with the COVID-19. This represents a 5.4% increase over the research from April 28th.
- 43% of the responding clubs have had to temporarily shut down due to a case of COVID-19 or fears surrounding COVID-19. This represents a 24.6% increase over the research from April 28.
- Other challenges that clubs are facing in response to the coronavirus pandemic include: members wanting more amenities open quicker, budget issues, increased expenses related to cleaning, returning staff to work amidst unemployment pay, monitoring members that may be coming from hotspot locations, attracting new members, retaining existing members, members feeling comfortable to dine/drink inside, estimating phases/timing, members adhering to guidelines, opening pool, fear among staff affecting operations, member acceptance of new guidelines, planning for future facility occupancy levels, inconsistent government policies, future capital planning challenges, loss of guest revenue, cooks and servers wearing masks, guests attending banquets, and rumors surrounding the crisis among other challenges.

Clubs are experiencing an incredible impact from the COVID-19 pandemic. Please visit www.cmaa.org/beprepared for the latest surveys, results, and other resources related to COVID-19.
CMAA Coronavirus Operations Survey Results
Jeffrey D. Morgan, FASAE, CAE, Sarah Bal, CAE, and Amilcar Davy
Participant Demographics
SURVEY OPEN MAY 26-31

238 RESPONDENTS

Participant Demographics
Location
Responding Clubs

Club Type

- Golf
- City
- Yacht
- CIRA
- Country
- Athletic
- POA/HOA
- Other (please specify)

Total Operating Revenue

- Less than $3.5 million
- $3.5-$4.9 million
- $5.0-$7.49 million
- $7.5-$9.9 million
- $10.0-$14.9 million
- $15.0 million or more
Club Communications
Communication Frequency on Club Status

AS A PERCENT

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Daily</th>
<th>Weekly</th>
<th>As Needed</th>
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<tbody>
<tr>
<td>24-Mar</td>
<td>24%</td>
<td>50%</td>
<td>48%</td>
</tr>
<tr>
<td>7-Apr</td>
<td>21%</td>
<td>42%</td>
<td>35%</td>
</tr>
<tr>
<td>28-Apr</td>
<td>19%</td>
<td>47%</td>
<td>37%</td>
</tr>
<tr>
<td>3-Jun</td>
<td>12%</td>
<td>50%</td>
<td>38%</td>
</tr>
</tbody>
</table>

24-Mar, 7-Apr, 28-Apr, 3-Jun
Operational Status
Club Status

AS A PERCENT

<table>
<thead>
<tr>
<th>Status</th>
<th>24-Mar</th>
<th>7-Apr</th>
<th>28-Apr</th>
<th>3-Jun</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completely Open</td>
<td>4%</td>
<td>0%</td>
<td>0%</td>
<td>13%</td>
</tr>
<tr>
<td>Completely Closed</td>
<td>33%</td>
<td>33%</td>
<td>21%</td>
<td>3%</td>
</tr>
<tr>
<td>Reduced Operations</td>
<td>63%</td>
<td>64%</td>
<td>78%</td>
<td>83%</td>
</tr>
<tr>
<td>Closed due to Seasonality or Renovation</td>
<td>2%</td>
<td>2%</td>
<td>1%</td>
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</tr>
</tbody>
</table>
Club Status: Level that Club’s Are Open

AS A PERCENT

55%
The following slides detail the top amenities that are open, reduced and closed for the 83% of the responding clubs that have reduced operations right now (78% in the prior report) as well as the 12.7% that are completely open (0% in the prior report).

Each amenity on the slide will have a bar for each study where it was included. The first bar on the graph represents the initial survey that was completed March 24. The fourth bar on the graph represents the most recent survey completed on June 3.

Each club with reduced and completely open operations was able to select that an amenity was open, reduced or closed at their club;

Open= business as usual  
Reduced= reduction to normal operations  
Closed= no access
Top Five Open Amenities of Clubs with Reduced and Open Operations (2/4)

AS A PERCENT

<table>
<thead>
<tr>
<th>Amenities</th>
<th>24-Mar</th>
<th>7-Apr</th>
<th>28-Apr</th>
<th>5-Jun</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food and beverage- take-out only</td>
<td>51%</td>
<td>61%</td>
<td>69%</td>
<td>80%</td>
</tr>
<tr>
<td>Bathroom</td>
<td>61%</td>
<td>47%</td>
<td>32%</td>
<td>30%</td>
</tr>
<tr>
<td>Golf course</td>
<td>60%</td>
<td></td>
<td>60%</td>
<td></td>
</tr>
<tr>
<td>Tennis courts- outdoor</td>
<td>27%</td>
<td>21%</td>
<td>19%</td>
<td>47%</td>
</tr>
<tr>
<td>Food and beverage- normal (outdoor)</td>
<td>4%</td>
<td>0%</td>
<td>0%</td>
<td>25%</td>
</tr>
</tbody>
</table>
Top Five Reduced Amenities of Clubs with Reduced and Open Operations (3/4)

AS A PERCENT

- **Food and beverage- normal (indoor)**
  - 24-Mar: 14%
  - 7-Apr: 13%
  - 28-Apr: 13%
  - 5-Jun: 13%
  - Total: 46%

- **Food and beverage- normal (outdoor)**
  - 24-Mar: 14%
  - 7-Apr: 13%
  - 28-Apr: 13%
  - 5-Jun: 13%
  - Total: 39%

- **Member Events**
  - 24-Mar: 29%
  - 7-Apr: 11%
  - 28-Apr: 5%
  - 5-Jun: 5%
  - Total: 26%

- **Locker room**
  - 24-Mar: 26%
  - 7-Apr: 5%
  - 28-Apr: 5%
  - 5-Jun: 5%
  - Total: 25%

- **Bathroom**
  - 24-Mar: 25%
  - 7-Apr: 25%
  - 28-Apr: 25%
  - 5-Jun: 25%
  - Total: 25%
Top Five Closed Amenities of Clubs with Open and Reduced Operations (4/4)

AS A PERCENT

<table>
<thead>
<tr>
<th>amenity</th>
<th>24-Mar</th>
<th>7-Apr</th>
<th>28-Apr</th>
<th>5-Jun</th>
</tr>
</thead>
<tbody>
<tr>
<td>Banquets</td>
<td>80%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Member Events</td>
<td>65%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Food and beverage</td>
<td></td>
<td>86%</td>
<td>80%</td>
<td>80%</td>
</tr>
<tr>
<td>(indoor)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Locker room</td>
<td>47%</td>
<td>59%</td>
<td>80%</td>
<td>76%</td>
</tr>
<tr>
<td>Steam/sauna</td>
<td>37%</td>
<td>37%</td>
<td>45%</td>
<td>46%</td>
</tr>
</tbody>
</table>

0 0.1 0.2 0.3 0.4 0.5 0.6 0.7 0.8 0.9

Banquets | Member Events | Food and beverage- normal (indoor) | Locker room | Steam/sauna
The following slides detail the occupancy percentage by amenity for clubs that indicated that they offer that amenity at their club.

Each club with reduced and completely open operations was able to select if that an amenity was at 100%, 75%, 50%, or 25% of normal capacity, or closed at their club;

Amenities are grouped by type, Clubhouse, Golf and Tennis, and Fitness and Wellness.
Clubhouse – Occupancy Capacity (2/4)

PERCENT ON NORMAL OCCUPANCY

<table>
<thead>
<tr>
<th>Category</th>
<th>100% capacity</th>
<th>75%</th>
<th>50%</th>
<th>25%</th>
<th>Closed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food and beverage - take-out only</td>
<td>72%</td>
<td>9%</td>
<td>5%</td>
<td>8%</td>
<td>6%</td>
</tr>
<tr>
<td>Food and beverage - normal (outdoor)</td>
<td>32%</td>
<td>31%</td>
<td>11%</td>
<td>19%</td>
<td>9%</td>
</tr>
<tr>
<td>Food and beverage - normal (indoor)</td>
<td>49%</td>
<td>40%</td>
<td>16%</td>
<td>11%</td>
<td>8%</td>
</tr>
<tr>
<td>Member Events</td>
<td>69%</td>
<td>69%</td>
<td>69%</td>
<td>69%</td>
<td>69%</td>
</tr>
<tr>
<td>Banquets</td>
<td>83%</td>
<td>83%</td>
<td>83%</td>
<td>83%</td>
<td>83%</td>
</tr>
<tr>
<td>Bathrooms</td>
<td>13%</td>
<td>12%</td>
<td>11%</td>
<td>11%</td>
<td>10%</td>
</tr>
<tr>
<td>Guest rooms</td>
<td>51%</td>
<td>18%</td>
<td>10%</td>
<td>20%</td>
<td>18%</td>
</tr>
</tbody>
</table>

- Food and beverage - take-out only: 72% capacity
- Food and beverage - normal (outdoor): 32% capacity
- Food and beverage - normal (indoor): 49% capacity
- Member Events: 100% capacity
- Banquets: 100% capacity
- Bathrooms: 100% capacity
- Guest rooms: 100% capacity

Legend:
- 100% capacity
- 75%
- 50%
- 25%
- Closed
Golf and Tennis – Occupancy Capacity (3/4)

PERCENT ON NORMAL OCCUPANCY

- **Golf course**: 68%
  - 100%: 9%
  - 75%: 20%
  - 50%: 11%
  - 25%: 7%
  - Closed: 11%

- **Tennis courts- indoor**: 70%
  - 100%: 18%
  - 75%: 21%
  - 50%: 11%
  - 25%: 11%
  - Closed: 6%

- **Tennis courts- outdoor**: 52%
  - 100%: 29%
  - 75%: 24%
  - 50%: 15%
  - 25%: 18%
  - Closed: 9%

- **Tennis courts- paddle**: 32%
  - 100%: 45%
  - 75%: 22%
  - 50%: 24%
  - 25%: 22%
  - Closed: 6%

- **Pickleball**: 22%
  - 100%: 6%
  - 75%: 18%
  - 50%: 9%
  - Closed: 9%
Fitness and Wellness – Occupancy Capacity (4/4)

PERCENT ON NORMAL OCCUPANCY

- **Fitness/exercise**: 50% (18% at 100%, 30% at 50%)
- **Pools- indoor**: 89% (5% at 100%, 5% at 75%)
- **Pools- outdoor**: 48% (7% at 100%, 9% at 25%)
- **Steam/sauna**: 94% (9% at 100%, 23% at 75%)
- **Spa/salon**: 65% (11% at 100%, 16% at 75%)
- **Locker room**: 48% (9% at 100%, 16% at 75%)
Re-Closed Amenities at Clubs

AS A PERCENT

- Yes: 11%
- No, our club has not had to close any facilities that were reopened: 69%
- No, our club has not been allowed to reopen some or all facilities: 14%
- Our club is closed: 6%
Clubs - How Strict Will Restrictions Be?

AS A PERCENT

- Facilities: 35% - Very Strict, 49% - Strict, 5% - Neutral, 5% - Lenient, 11% - Very Lenient
- Members: 20% - Very Strict, 47% - Strict, 8% - Neutral, 8% - Lenient, 25% - Very Lenient
- Staff: 8% - Very Strict, 49% - Strict, 2% - Neutral, 1% - Lenient, 40% - Very Lenient
Tentative Plan to Allow Guests

AS A PERCENT

<table>
<thead>
<tr>
<th>Date</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-Jun</td>
<td>38%</td>
</tr>
<tr>
<td>1-Jul</td>
<td>21%</td>
</tr>
<tr>
<td>1-Aug</td>
<td>3%</td>
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<td>1-Sep</td>
<td>5%</td>
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<tr>
<td>1-Oct</td>
<td>9%</td>
</tr>
<tr>
<td>Not sure</td>
<td>32%</td>
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</tbody>
</table>
Economic and Employment Impact
Financial Loss Due to COVID-19

As a Percent

<table>
<thead>
<tr>
<th>Yes</th>
<th>24-Mar</th>
<th>7-Apr</th>
<th>28-Apr</th>
<th>5-Jun</th>
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<tbody>
<tr>
<td>76%</td>
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<td>93%</td>
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<td>91%</td>
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<td>90%</td>
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<table>
<thead>
<tr>
<th>No</th>
<th>24-Mar</th>
<th>7-Apr</th>
<th>28-Apr</th>
<th>5-Jun</th>
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<tbody>
<tr>
<td>24%</td>
<td></td>
<td>7%</td>
<td>9%</td>
<td>10%</td>
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## Percentage of Financial Loss that will be Made Up from Cost Savings or Other Changes

<table>
<thead>
<tr>
<th>Percentage as a Percent</th>
<th>0.0%</th>
<th>10.0%</th>
<th>20.0%</th>
<th>30.0%</th>
<th>40.0%</th>
<th>50.0%</th>
<th>60.0%</th>
<th>70.0%</th>
<th>80.0%</th>
<th>90.0%</th>
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<tr>
<td>6%</td>
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<td>48%</td>
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**AS A PERCENT**
Strategy for Member Dues

AS A PERCENT

- Business as usual: 71% (7-Apr), 84% (28-Apr), 91% (5-Jun)
- Using some or all to subsidize employee hardships: 12% (7-Apr), 7% (28-Apr), 3% (5-Jun)
- Reduced: 3% (7-Apr), 2% (28-Apr), 2% (5-Jun)
- Suspended: 1% (7-Apr), 1% (28-Apr), 0% (5-Jun)
- Still coming up with a solution: 13% (7-Apr), 6% (28-Apr), 3% (5-Jun)

Business as usual Using some or all to subsidize employee hardships Reduced Suspended Still coming up with a solution

7-Apr 28-Apr 5-Jun
Percentage of Full-Time Staff that has Returned Since Club Reopening

AS A PERCENT

<table>
<thead>
<tr>
<th>Range</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>90-100%</td>
<td>29%</td>
</tr>
<tr>
<td>80-89%</td>
<td>6%</td>
</tr>
<tr>
<td>70-79%</td>
<td>10%</td>
</tr>
<tr>
<td>60-69%</td>
<td>4%</td>
</tr>
<tr>
<td>50-59%</td>
<td>7%</td>
</tr>
<tr>
<td>Less than 50%</td>
<td>24%</td>
</tr>
<tr>
<td>Full-time staff was unchanged (no layoffs or furloughs)</td>
<td>19%</td>
</tr>
</tbody>
</table>

Full-time staff was unchanged (no layoffs or furloughs)
Clubs Planning to Take Advantage of Tax Credits

AS A PERCENT

<table>
<thead>
<tr>
<th>Tax Credit Type</th>
<th>7-Apr</th>
<th>28-Apr</th>
<th>5-Jun</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refundable Tax Credits (HR 6201)</td>
<td>41%</td>
<td>17%</td>
<td>17%</td>
</tr>
<tr>
<td>Employee Retention Tax Credit (HR 748)</td>
<td>42%</td>
<td>31%</td>
<td>31%</td>
</tr>
<tr>
<td>Payroll Tax Relief/Deferral of Social Security (HR 748)</td>
<td>37%</td>
<td>20%</td>
<td>20%</td>
</tr>
<tr>
<td>None</td>
<td>7%</td>
<td>16%</td>
<td>16%</td>
</tr>
</tbody>
</table>
Amenity Considerations
How Clubs are Accommodating Members for Food and Beverage

AS A PERCENT

- Open existing Indoor Dining space with social distancing: 73%
- Open additional Indoor Dining space in ballrooms or function space: 34%
- Open existing Outdoor Dining space with social distancing: 77%
- Open additional Outdoor Dining space around the club: 45%
Where Clubs Are Offering Fitness Center Offerings

**AS A PERCENT**

- Outdoor: 19%
- Indoor: 31%
- Both: 50%
How Clubs are Hosting Group Fitness

AS A PERCENT

- 17% Inside in existing group fitness space
- 6% Inside in a different space to accommodate social distancing
- 42% Virtually online
- 51% Outdoors
- 25% We have suspended group fitness

0% 10% 20% 30% 40% 50% 60%

Inside in existing group fitness space
Inside in a different space to accommodate social distancing
Virtually online
Outdoors
We have suspended group fitness
Player Equipment Responsibility for Golf, Fitness, Tennis, and other Sports

AS A PERCENT

- **Member: 70%**
- **Club: 4%**
- **Hybrid of Member and Club: 15%**
- **Club will not allow fitness and sports that requires equipment: 11%**
New Rules in Club Bathrooms

AS A PERCENT

Yes: 47%
No: 53%
New Rules in Club Locker Rooms

As a percent:

- Yes: 50%
- No: 50%
Youth Programming Being Offered Through Labor Day

AS A PERCENT

- Camps: 70% Will Offer, 30% Will Not Offer
- Daycare: 64% Will Offer, 36% Will Not Offer
- Classes: 69% Will Offer, 31% Will Not Offer
- Events: 57% Will Offer, 43% Will Not Offer
Reopening Considerations
Clubs Working with Local Clubs to be Consistent

**AS A PERCENT**

- Yes: 71%
- No: 29%
Comfort Level in Utilizing Safety Procedures on Members

**AS A PERCENT**

<table>
<thead>
<tr>
<th>Procedure</th>
<th>5- Very Comfortable</th>
<th>4- Comfortable</th>
<th>3- Neutral</th>
<th>2- Uncomfortable</th>
<th>1- Very Uncomfortable</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>General First Aid</td>
<td>39%</td>
<td>31%</td>
<td>13%</td>
<td>4%</td>
<td>1%</td>
<td>0%</td>
</tr>
<tr>
<td>AED</td>
<td>40%</td>
<td>33%</td>
<td>11%</td>
<td>10%</td>
<td>4%</td>
<td>2%</td>
</tr>
<tr>
<td>CPR</td>
<td>25%</td>
<td>25%</td>
<td>17%</td>
<td>17%</td>
<td>14%</td>
<td>2%</td>
</tr>
<tr>
<td>CPR: Hands-Only</td>
<td>42%</td>
<td>29%</td>
<td>14%</td>
<td>9%</td>
<td>4%</td>
<td>1%</td>
</tr>
</tbody>
</table>
COVID-19 Impact
Member/Guest or Staff Diagnosed with COVID-19

As a percent

<table>
<thead>
<tr>
<th>Date</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>24-Mar</td>
<td>4%</td>
<td>96%</td>
</tr>
<tr>
<td>7-Apr</td>
<td>25%</td>
<td>75%</td>
</tr>
<tr>
<td>28-Apr</td>
<td>38%</td>
<td>62%</td>
</tr>
<tr>
<td>5-Jun</td>
<td>43%</td>
<td>57%</td>
</tr>
</tbody>
</table>
Clubs Temporarily Shut Down Due to COVID-19 Case or Fears

**AS A PERCENT**

- **Yes:** 18% (28-Apr) 43% (5-Jun)
- **No:** 82% (28-Apr) 57% (5-Jun)
Other Challenges Club Face Amid COVID-19
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