

# GOLFBOARD™

SURF THE EARTH

## GOLFBOARD NEW USER ONBOARDING PROCEDURES

### OVERVIEW

Playing golf with a GolfBoard is new. It's fun, easy, and with just some simple instructions most anyone can quickly learn how to properly operate a GolfBoard. To ensure all new users have a safe and enjoyable experience, we have developed a comprehensive step-by-step overview of recommended new user On-Boarding procedures.

These On-Boarding procedures are easy to follow, but very important. Any golf course, resort, or other property (Club) introducing a GolfBoarding program will need to implement the following procedures to ensure a safe and positive GolfBoard experience for all new users.



### GOLFBOARD RESERVATIONS

When a golfer calls for a tee-time and requests a GolfBoard reservation (or expresses interest GolfBoarding), it is beneficial for the Club to direct the golfer to watch the GolfBoard Safety Video available at <http://goo.gl/En7Js9> prior to their tee-time. All new users must watch a brief safety video prior to using a GolfBoard for the first time. By having the golfer view the required safety video in advance of arriving at the Club, it will expedite the registration process.



Watch GolfBoard Safety Video

In addition to watching the safety video, the Club should direct the golfer to also review, print and sign the liability waiver and release, which is available at [www.golfboard.com](http://www.golfboard.com), or at the Club's website, if the Club chooses to have a specific liability waiver which is unique for their property. The Golfer should be informed they must provide their digital signature, as well as print and provide an executed copy of their liability waiver and release to the club prior to using a GolfBoard.

*NOTE: All first-time users will be required to participate in a brief new user training on proper GolfBoard usage, and therefore need to be instructed to arrive at least 30 minutes prior to their tee-time. If the golfer does not have the ability to view the safety video or review the liability waiver and release prior to arrival at the Club, they will be required to complete both tasks when they arrive, and will need to allow an additional 15 minutes.*



## GETTING STARTED

Upon arrival, confirm the golfer has watched the safety video, plus verify they have read and signed the liability waiver. If not, the safety video must be reviewed (via computer, smartphone or tablet at [golfboard.com](http://golfboard.com)), and the liability waiver completed prior to using a GolfBoard.

In addition to watching the safety video, all new users must also receive personal instruction on how to properly operate a GolfBoard. The Club must direct the golfer to the GolfBoard training area for a brief new user orientation.



## RENTAL PROCEDURES

Clubs need to ensure all boards and remotes are properly charged and working properly. As a standard operating procedure, prior to every use, all boards and controllers should be wiped down, carefully inspected for damage, and fully charged. Using a tire pressure gauge, all tires should be checked for proper inflation (12 psi), as well as inspected for excessive wear or damage. After visually inspecting the board, the Club staff should briefly operate the board in both forward and reverse to make sure the board is functioning properly. Once the staff member has confirmed the board is not damaged in anyway and fully working properly, it may be released to the golfer.

## TUTORIAL PROCESS

A brief new user operational tutorial needs to be conducted with all first-time GolfBoarders. This operational tutorial must be conducted in an open, flat, grassy area, with no obstacles or pedestrian traffic. At least one GolfBoard (and controller when applicable) are needed for reference and demonstration for the operational tutorial. The GolfBoard tutorial is a three-step process, which includes explanation, demonstration, and new user practice session.

### Step 1) Explanation

#### ➤ **Controller Overview**

The first step to providing proper GolfBoard instruction is to show the golfer how to properly use the handheld remote or thumb throttle mechanism. This includes familiarizing the golfer with the on/off, hi/lo (5 and 10 mph max speed options), and forward/reverse switches. Be sure to emphasize that it is very important to always gradually engage the throttle gradually to accelerate. Instruct the golfer not to fully depress the trigger suddenly or all at once, but to always slowly accelerate by gradually depressing the trigger.

Inform the golfer that the GolfBoard does not have a separate braking mechanism, and that simply releasing the trigger stops the board. Additionally, depending on speed, the board



generally takes approximately 1 second or slightly less than 30 feet to come to complete stop. So it is important to instruct the new user to always look ahead, and operate the board a safe distance from all obstructions, people, golf carts and other GolfBoarders. It is important to reinforce that, just like a golf cart, a GolfBoard needs up to 30 feet to come to a complete stop when traveling at full speed, so maintaining an appropriately safe distance from all objects is critical to safe use. As such, when operating the board near other people or fixed objects, it is important to proceed slowly.

Once stopped, the GolfBoard will not move until the user engages the throttle again. As a general rule, it is best to stop the board on a flat, open area. If on steep terrain, the board should be parked sideways to the fall line in order to ensure the board does not creep.

It is highly recommended that all new users operate their GolfBoard in the 'low' setting during the first few holes and until they become proficient at accelerating gradually, turning, and stopping quickly.

### ➤ **Stability-Bar Instruction**



The GolfBoard stability bar is an important safety feature for all new users. When in use, it is very important to ensure that the bag stand is securely mounted. (Proper attachment methods are outlined in the “Stand-up Handle/Bag Holder” section of the owner’s manual.)

To ensure maximum stability, all golfers should firmly hold the stability bar at all times while the board is moving. The stability-bar assists the new user with staying properly balanced, as well as greatly assists in steering the board.

It is important to emphasize that firmly gripping the stability bar is particularly necessary when accelerating and decelerating. Additionally, by applying pressure to the stability bar to the right or left, the board will turn more easily.

The stability-bar is also used to secure a golf bag. Users should be shown how to safely mount their golf bag onto the GolfBoard stability bar bag holder. In addition to the standard strap found on most golf carts, the GolfBoard employs an additional strap near the bottom of the golf bag for added safety and security. It is important to make sure that tie-down straps are securely in place prior to operating the GolfBoard in order to avoid the bag and clubs falling in front of the board.

### ➤ Proper Stance

The proper stance for GolfBoarding is very intuitive. The golfer should stand in the traditional “surfers stance,” which is sideways on the board with feet shoulder width apart. Additionally, feet should be slightly staggered, with the toes of the front foot on one edge, and the heel of the other foot on the opposite edge. This surfer stance with a slight staggered foot position provides the greatest amount of stability and leverage to steer the board.



Instruct the rider to shift their body weight from one side of the board to the other in order to turn. As weight is increasingly applied to one edge of the board, the wheels pivot causing the board to turn. The stability bar can also be pushed or pulled right or left to enhance turning ability. However, the rider should be encouraged to primarily use the shifting of their weight from toes to heels as the principal way to steer a GolfBoard.

The GolfBoard has a variety of proprietary features to ensure ease of use and safety, including quick deceleration whenever the remote trigger is released, as well as a remote on/off switch. The user can quickly stop the board at any time by simply releasing the remote trigger, or turning off the remote. Additionally, the remote has a reverse switch, which when depressed while moving forward will cause the board to decelerate, come to a stop, and then eventually begin to reverse direction.



## Step 2) **Demonstration**

After a brief overview of the operation of the remote control or thumb throttle, stability bar, and proper stance, it is time to demonstrate proper use of the GolfBoard. The process for demonstrating the GolfBoard has the same 3 elements as the initial explanation, but in reverse order.

Before turning on the GolfBoard or remote, ensure the accelerator trigger is functioning without obstruction and moves smoothly.

After switching on the remote and the GolfBoard, or switching on the thumb throttle board with the directional switch in the neutral position, the instructor should get on the board and demonstrate the proper stance. Next, firmly grip the stability bar with your forward hand. Finally, slowly depress the controller trigger either on the remote or the thumb throttle mechanism, and gradually move the board forward. Be sure to demonstrate how to shift your body weight from side to side to turn the board.



Once you have demonstrated the basic operation of the GolfBoard, you should also show how the board works in reverse. First, switch your stance so you are facing away from the stability bar. Next, hold the stability bar with your back hand. Then flip the remote or thumb throttle forward and reverse switch to reverse. Finally, slowly accelerate and demonstrate how the board turns right and left by switching your weight from side to side, in the same exact way as when going forward.

It is necessary to instruct new users on reverse operation in order for them to back away from obstacles, tee-boxes, and putting greens, as well as manipulate the board around trees and other tight areas. Because the board turns in reverse using the exact same body weight movement as when in forward, reverse operation is largely intuitive to the new user once they have perfected forward operation.

### Step 3) New User Practice

Once generally familiar with the GolfBoard and its remote, each user needs to briefly practice on a flat, open and grassy area, which is away from other people.

The Club should put each new user on the board one at a time. Before getting on the board, have the golfer practice moving the board slowly while walking along side it using either the remote control unit or by controlling the trigger on the thumb throttle. Instruct the new user to slowly depress the trigger just slightly to move the board ahead just a few feet.

*Note: While it is a good practice to learn to slowly move the board forward before stepping on it, the GolfBoard is intended to be operated while standing on it. Other than testing the board prior to operation, new users should be instructed not to depress the trigger unless standing on the board and holding the stability bar firmly.*



Once they have perfected moving the board slowly forward, have them get on the board in a proper surfer stance. Then while stationary have them practice holding the stability bar and practice leaning their bodyweight from side to side. Once the golfer looks comfortable, and is effectively shifting their bodyweight, it's time to allow them to control the board on their own. Remind the new user to press the applicable accelerator very slowly. Additionally, make sure the rider is firmly gripping the stability bar with one hand, prior to engaging the trigger.

Because it takes a few minutes for most first time users to perfect the basic GolfBoarding skills, the new user practice session is best conducted in a wide open, flat and grassy area, with no other people nearby. Most new users quickly learn how to operate the GolfBoard, and feel very comfortable in just a few minutes of practice. However, if the individual cannot sufficiently master the basic skills necessary for safe and proper GolfBoard operation during the new user practice session, the club should direct the golfer to instead take a golf cart or walk.

The new user needs to be able to demonstrate the ability to slowly accelerate, easily turn right and left, stop quickly, as well as operate the board similarly in reverse. After, watching the new user demonstrate these basic skills, ask them if they feel comfortable and confident in their ability to use the GolfBoard. Generally, those new user needing more practice will let you know. Once again, do not let new user go beyond the practice area until they have perfected basic Golfboarding skills.

## Safety & Operational Overview

GolfBoarding can be the most exciting way to enjoy golf on any course. Most new users quickly find that riding a GolfBoard is as much fun as golf itself. Surfing the fairway from shot to shot gives golfers a whole new way to enjoy the game. However, it is important to always make safety the top priority, as well as be sensitive to not disrupt the enjoyment of other golfers.

While a GolfBoard generally stops quicker than a golf cart, all Clubs should clearly mark all cart path/road intersections so that signage is visible at least 30 feet in advance of the intersection.

New users should always remember to stay at least 30 feet from other GolfBoarders and golf carts when in motion. You may slowly approach a tee box or green where other golfers may be present, but you should never be closer than 30 feet behind another moving GolfBoard or golf cart.

While a GolfBoard is more environmentally friendly than a golf cart, it still should not be used on the greens, tees, bunkers, or out of bounds areas or hazards. GolfBoarders are expected to obey the same rules as carts, unless informed separately by the Club.

The GolfBoard is a low speed motorized vehicle, and the user needs to operate it with the same attention to safety as a golf cart or any motorized vehicle. As such, there are certain safe operating procedures which all GolfBoard users need to follow, which should be quickly reviewed with new users before they tee-off:

- Always stay a safe distance away from other people
- Look ahead, anticipate, and plan a safe route
- Accelerate slowly
- Be conscious to stay at least 30 feet from golf carts and other GolfBoards
- Remain in the low speed setting until fully comfortable with board operation
- If using a remote board, do not allow others to operate your controller
- Be courteous of all other golfers and follow standard golf etiquette
- Do not misplace or damage your controller - the Club may not have a replacement



## RETURN PROCESS

Since GolfBoarding is an entirely new sport, there will certainly be on-going feedback from new users. Soliciting this new user feedback will help improve your GolfBoard program over time, plus help ensure safe operations.

Additionally, it is important to immediately identify any problems or incidents which may have resulted in damage to the board or bodily injury. The Club management needs to be made immediately aware of any accidents, and an incident report must be immediately completed.

To solicit new user feedback and identify if any accidents have occurred, at the time the GolfBoard is returned, the following return procedures should be followed:

- Inspect the GolfBoard to verify there is no visible damage
- Ask the golfer if they had an enjoyable time using the GolfBoard.
- Ask if there were any problems with the board's operation.
- Ask if there were any accidents or injuries of any kind (If yes, complete an accident report).

## PREPARATION FOR NEXT USE

The growing popularity of GolfBoarding will quickly result in most boards being used consistently 1 or 2 times a day throughout the entire week. GolfBoarding is very contagious and addictive, so expect a high volume of use. To keep pace with demand, it will be important for Clubs to properly maintain all boards. There are just a few routine procedures which need to be followed, which are as follows:

- Inspect the GolfBoard and look for anything that appears unusual such as loose parts, missing hardware, or items obstructing the wheels
- Test for proper operation of each board before and after every use (forward, reverse, turning)
- Clean the board by wiping down the fenders and deck
- Use forced air on the deck and undercarriage to dry the board and remove dust, dirt and grass
- DO NOT hose-off the GolfBoard with water
- Plug the GolfBoard in to the charger
- Plug the wireless remote into a powered USB port



## TIPS AND HINTS

There will be high interest in trying a GolfBoard, but remember to never let anyone try a GolfBoard without a proper new user orientation, watching the safety video, and signing a liability wavier. These requirements are always a must.

Over time it may begin to seem redundant to review and enforce GolfBoard new user Onboarding Procedures time and time again. But remember, GolfBoarding is something most golfers have never seen before, so it will be necessary to follow these Onboarding Procedures with new users EVERY TIME.



Please treat each new user with the same excitement, attention, and commitment to providing the very best introduction to GolfBoarding, because safe and proper operation of the GolfBoard by all users is vital to the success of every club's GolfBoard program.

