

Permission to use any of the Herons Glen Recreation District Facilities and Services is granted only on the condition that the user has unconditionally agreed to do so in Compliance with these Rules and Regulations.



RULES AND REGULATIONS



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I. ADMINISTRATIVE CODE AND STATUTES

A. District Purpose

The Herons Glen Recreation District (the “District”) is an Independent Special District of the State of Florida created pursuant to Chapter 418, Florida Statutes (the “Act”), Ordinance No. 98-08 enacted by Lee County, Florida on April 28, 1998 (the “Charter”), a referendum of the qualified electors of the District and other applicable law. The purpose of the District is to finance, acquire, plan, improve, own, operate, equip, maintain and manage recreational facilities within the District, as more fully set in, and subject to the provisions of, the Act and the Charter.

B. District Mission Statement

Herons Glen Recreation District is a Florida Special District, a community that provides quality recreation, activities, and programs for all residents. We strive to provide excellent financial value and well-maintained facilities to satisfy varied interest groups and promote healthy lifestyles.

C. District Vision Statement

Continue to be one of the premier active adult communities in Southwest Florida that provides an excellent value for our current and future residents.

D. Alcohol

All alcohol consumed on District property must be purchased from the District in accordance with the District’s liquor license. No person under the age of twenty-one years or anyone that is intoxicated will be served any alcoholic beverages by the District on the premises of the District.

E. Firearms

Residents, their guests and Permitted Nonresidents shall abide by Florida law and the Declaration of Community Covenants as they pertain to Firearms and all other weapons. State law defines some carry restrictions; A person may not carry in any meeting of a governing body or its committees or in an establishment primarily devoted to dispensing alcoholic beverages for consumption on the premises such as our lounge area.

F. Gambling and Games of Chance

In general, Florida law prohibits gambling including raffles on District properties. There are some exceptions, including, but not limited to, BINGO and penny-ante card games. Exceptions must be conducted in strict compliance with the applicable law to retain their status as District sanctioned activities. All use of District facilities and all District activities, whether conducted by District sanctioned activities or otherwise, must comply with Florida Statute Chapter 849, pertaining to gambling; and all District Staff Members, Committees Members, Guests, and any others using District facilities shall conduct their activities and events including drawings by chance (raffles) in conformance with Florida Statute Chapter 849.

G. Polling

Herons Glen may be designated as a polling place. When used as a polling place, Florida Statutes governing polling places will prevail.

H. Smoke-Free

The Facilities shall be smoke-free in compliance with Florida Statutes. This shall be interpreted to include any device with a heating element, a battery or an electronic circuit that provides nicotine or other vaporized liquid to the user in a manner that simulates tobacco.

II. GENERAL STATEMENTS AND DEFINITIONS

A. Definitions

Terms used in these Rules and Regulations shall have the meaning set forth in the Herons Glen Recreation District (District) Operating Policies and Procedures.

1. Policies are meant as a guide to the Board and Management. Policies put forth the considerations and boundaries which must be taken into account when decisions regarding the operation of the District are made.
2. Rules are made to inform residents what they can or cannot do. Rules state the acceptable behavior along with the consequences of unacceptable behavior.

B. Statements

1. All District Policies and Procedures statements are applicable to the Rules & Regulations.
2. The Board of Supervisors and Management have full authority to enforce these Rules and Regulations in accordance with Board policy. The General Manager may, if he/she feels circumstances warrant use his/her discretion in the enforcement of the Rules.
3. The Board of Supervisors or management with Board notification may amend and modify these Rules and Regulations when deemed appropriate.
4. The Facilities are governed by the District through its lot owner elected Board of Supervisors and use is available to all Residents, their Guests, and Permitted Non-Residents subject to conditions, Rules & Regulations, and District Policies & Procedures.
5. Residents of Herons Glen, their guests, and Permitted Non-Residents shall abide by all Rules and Regulations of the District or be subject to discipline as defined in the Policies & Procedures Manual.
6. Tenants leasing a Resident's unit within the District will be designated as the beneficial user of the Resident's use of the Facilities with the exception of Golf Memberships. Prior to use of such Facilities, the tenant shall submit an information statement, together with a copy of the fully executed lease to Management. Any changes or amendments to the lease agreement must be reported immediately to Management. The rights of the tenant will terminate upon the expiration of the lease term. During the period that the tenant is designated as the beneficial user of the Facilities, the Resident shall not be entitled to use of the Facilities; however, the Resident shall be responsible for all of the tenant's charges, and/or damage to the Facilities, which remain unpaid or not repaired after the customary period. The Resident shall also be responsible for the conduct of their tenant.
7. Any Resident, Permitted Non-Resident, Guest, or other person who in any manner makes use of, or accepts the use of any apparatus, appliance, facility, privilege or service whatsoever owned, leased or operated by the District, or who engages in any contest, game, function, exercise, competition or other activity operated, organized, arranged or sponsored by the District, either on or off the Facilities, shall do so at their own risk, and shall release and hold the District, its Supervisors, officers, employees, representatives, and agents harmless from any and all loss, cost, claim, injury, damage or liability sustained or incurred by such person, resulting therefrom and/or from any act or omission of any Supervisor, officer, employee, representative or agent of the District. Any Resident shall have, owe and perform the same obligation as described above, to the District, its Supervisors, officers, employees, representatives, and agents hereunder in respect to any loss, cost, claim injury, damage or liability sustained or incurred by any Guest of the Resident.
8. Should any party bound by these Rules and Regulations bring suit against the District, its Supervisors, officers, employees, representatives or agents in connection with any event operated, organized, arranged or sponsored by the District or on any other claim or matter in connection with use of Facilities, and fail to obtain a settlement or judgment thereon against the District, its Supervisors, officers, employees, representatives or agents, said party shall be liable to the District, its Supervisors, officers, employees, representatives, and agents for all costs and expenses incurred by it in the defense of the suit (including court costs and attorney's fees incident to appeals).
9. The Board shall be the sole interpreter with respect to any question of the construction or meaning of the provisions of these Rules and Regulations and the determination of the Board shall be final and binding.

III. OTHER ADMINISTRATIVE RULES

A. Animals

Pets are not allowed in any District buildings or on any recreation facilities, including covered outside areas and including but not limited to the enclosed or improved play areas, such as pool and deck, tennis, bocce, shuffleboard and pickleball courts, golf course and practice facilities.

1. When on other District property, per the Declaration of Covenants, all animals outside a unit shall be confined on a leash held by a responsible person.
2. Persons walking pets shall be responsible for removing all solid pet waste and properly disposing of it.
3. Service animals are not defined as pets by the Federal Americans with Disabilities Act and Florida Statute. According to definitions within these laws, emotional support animals are not service animals.

B. Automated External Defibrillation (AED)

AED units are utilized to provide early intervention for cardiac emergencies to increase survival rate.

AED's are available in strategic areas as defined by management. You must dial 911. Do not rely on the AED box to dial 911 for you.

1. In the Promenade outside the Restaurant and the Lobby
2. Off of Hole # 13 - Corner of Via Montana Way and Skyler Drive.
3. Fitness Center Lobby – Inside left wall.
4. Pickleball Courts – On the Northern facing fence.
5. Tennis, Bocce, Shuffleboard Restroom Area.
6. Golf Shop - Starter Shack.

C. Communication

1. All complaints, criticisms or suggestions of any kind relating to any District staff must be in writing or by email, signed, dated, and addressed to the Board of Supervisors and/or General Manager.
2. All communications to the Board of Supervisors, individually or as a Board, should be sent to the designated email address hgrdboard@hgrdnfm.com.
3. Each lot owner shall be responsible for sharing the mailing address on file with the Lee County Property Appraiser with the District as state statute requires the District to send official communications, such as ballots and budget, by USPS first class mail. ,
4. Information that is not required by statute to be sent USPS is often communicated by email. Therefore, it is important to keep an up-to-date email address on file with the District Administration Office as well.
5. Each lot owner shall be responsible for keeping residents' names listed as living at their address up-to-date. This can be done through the District Administration Office.

D. Conduct

1. All persons who use District Facilities, whether Resident, Permitted Non-Resident, Guest or other, shall at all times and places within the District properties conduct themselves in a manner that is compatible with the welfare, character and best interests of the District and the Herons Glen community, as determined in the sole and absolute discretion of the District. Any action or conduct which is counter to this standard is a violation of these Rules and Regulations.
2. Offensive, lewd, or illegal conduct is a violation of the above-described standard. Such conduct includes, but is not limited to: physically or verbally aggressive behavior towards another person; reprimanding or attempting to discipline District employees; harassment of a sexual nature; threats or implied threats of bodily harm; crude, vulgar or otherwise language considered offensive in polite society; use of illegal substances; and excessively loud language, music or noises.
3. District employees are under the supervision of Management. Residents, their Guests or Permitted Non-Residents shall not reprimand or discipline any employee, nor shall Residents, their Guests, or Permitted Non-Residents request an employee to leave the premises for any reason or purpose whatsoever.
4. Any employee not rendering courteous and prompt service, or acting outside the scope of their employment, should be reported in the manner described under "Communication" in this document.
5. Residents, their Guests or Permitted Non-Residents shall not request special personal services from employees who are on duty or the personal use of the Facilities' furnishings or equipment which are not ordinarily available for use by Residents or Permitted Non-Residents.
6. Residents, Guests or Permitted Non-Residents are not allowed in service or posted restricted areas unless

authorized by management.

7. Other than the 1-step stools provided by the District, only Management may use or assign staff to use ladders, step stools, lifts, etc. due to the liability issues.
8. Permission of Management must be obtained prior to removing any District property for use outside the Facilities.

E. Charity Events

1. District policy does not allow Management, Board, or any District committee to sponsor an activity that supports, or makes a donation of District property to any charity or other organization outside the District.
2. Residents may not solicit donations for any purpose from Management, the Board, any committee or department of the District including but not limited to the Food & Beverage Department and the Golf Department.

F. District Sponsored Ticketed Activities and Events

The District provides a variety of ticketed recreational activities through its committees and the Food & Beverage Department. All tickets are nonrefundable.

1. Ticketed Activities and/or Events
 - a. Management will set the initial date for ticket sales to Herons Glen residents as well as the method of obtaining them.
 - b. If the event offers table reservations, a resident may reserve up to one table.
 - c. At the time the table reservation is made, the resident will be asked to provide their house account number and the house account numbers of the other residents who wish to share their table.
 - d. A limit of two seats may be reserved for each event on each house account number. Residents with additional people living at the residence or overnight guests may get approval from management to reserve more than two seats.
 - e. Tickets reserved with a house account number must be picked up and signed for, by a signatory on that house account.
 - f. A standby list will be created for sold out events and tickets will be offered to those on the standby list in the order in which they were placed on the list.
 - g. Two weeks after the initial sale date, if tickets are remaining, nonresidents may purchase tickets and residents may use their house account to purchase additional tickets.
 - h. These events may not be appropriate for anyone 12 years of age or younger. Management may exercise its discretion in allowing attendance by children.
 - i. Resident Events Committee members shall have an opportunity to purchase tickets to events that the committee initiates and runs 3 business days prior to tickets being offered for sale to the remainder of the community. These advance ticket sales shall not exceed 10 tables. Items c, d, and e above apply to these sales.
2. Concert Series Tickets
 - a. Management selects the Concert Series talent in conjunction with the Concert Series ad hoc Committee.
 - b. Management sets the process annually for Concert Series ticket sales.

G. Donations including Memorials

Details and forms are included in the Policies & Procedures Manual

1. Donations may be monetary or property.
 - a. Monetary donations shall be given to Management along with the completed donation form. This may include donations for memorials as well as for targeted activity/facility funds.
 - b. Donations of targeted funds must include reference to the desired area where funds are requested to be accumulated or spent.
2. Donors of property must complete the donation form and present proof of acceptance prior to delivering the donation.

H. Fireworks

Fireworks are not permitted anywhere on or within the facilities or adjacent areas unless part of a fireworks exhibit authorized by the Board of Supervisors.

I. Hazardous Weather Conditions

1. When the automated lightning prediction system siren is sounded warning of hazardous weather, all those using any of the outdoor recreational facilities must immediately leave the outdoor facilities and seek shelter.
2. One long, continuous siren alerts that lightning is in the area. Three short, separate siren sounds signal that lightning has cleared the immediate area.
3. Following the lightning warning siren, outdoor activity must not resume until the three short separate siren sounds signaling that lightning has cleared the area has sounded.

J. Proper Attire

1. Throughout the Facilities and Amenities
 - a. Residents, Resident's guest and Permitted Non-Residents are expected to dress in a fashion befitting the surroundings and atmosphere provided by the setting and appropriate for the activity or occasion while utilizing the facilities..
 - b. Uncovered bathing suits are not permitted inside the Facilities.
 - c. Shirts and shoes must be worn at all times when inside the Facilities due to health reasons.
 - d. "Resort casual" attire includes dress jeans as follows: Acceptable dress jeans of any color are permitted in the dining facilities ONLY but must not be torn or faded.
2. Fitness Center
 - a. Muscle shirts may be worn in the Fitness Center but nowhere else in the Facilities.
 - b. Appropriate workout attire including proper footwear is required.
3. Golf
 - a. Herons Glen is a soft spike facility.
 - b. All players must wear footwear.
 - c. Men are to wear proper golf attire. This includes traditional golf shirts, slacks or shorts. Golf shorts must be a maximum of five (5) inches from the top of the kneecap. Mock turtle neck shirts or shirts with ribbon collars containing no descriptive writing are permitted. No tank tops, tee shirts, fishnet tops, cut-offs, jams, sweatpants, denim, bathing suits, tennis shorts, or other athletic shorts are permitted. .
 - d. Women are to wear proper golf attire. This includes traditional golf shirts, slacks, Capri's, dresses, skorts, or shorts. Golf shorts must be a maximum of five (5) inches from the top of the kneecap. Women's traditional golf shirts must have collars or sleeves and must not be low cut. Mock turtle neck shirts or shirts with ribbon collars having no inappropriate writing, as determined by management, are permitted. No halter tops, tank tops, fishnet tops, bathing suits, denim, tennis dresses, athletic shorts, or cut-offs are permitted.
 - e. Children have the same dress code requirements as Men and Women.
4. In the Formal Dining Room
 - a. Men are required to wear shirts with sleeves.
 - b. Pool attire, bare feet, and t-shirts are not allowed.
 - c. Slacks or shorts of an appropriate length, as determined by management, are considered to be proper attire.
 - d. The wearing of baseball caps or visors is not allowed in the Formal Dining Room unless part of a sports outing.
 - e. The attire for children under the age of 13 may be informal at Management's discretion.
5. In the Lounge
 - a. Apparel should be appropriate to the surroundings and atmosphere of casual dining in a resort setting.
 - b. Baseball caps, hats, and visors are acceptable.
 - c. T-shirts are acceptable as long as no offensive language or printing is on them.
 - d. Muscle shirts, tank tops, halter tops, cut-offs, and short shorts are not permissible.
6. Poolside when ordering
 - a. Bathing suits must be covered prior to entering a dining area to order.
 - b. Due to health reasons, bare feet are not allowed.

Management in all situations shall have the final responsibility and authority for determining what attire may be deemed inappropriate. Failure to comply with the attire requirements above may cause the person to be asked to change their attire or result in refusal of admission, service, or use of the Golf Course.

K. Recreational Use of Lakes and Ponds

1. Swimming, playing or wading in any of the lakes on the premises is not permitted.
2. Walking, climbing, sitting, fishing or any other activity on rip rap (rocks) is not permitted.
3. Entering the waters of the lakes on the premises, other than by Management employees, is not permitted.
4. Residents are authorized to use a District designated lake for the sailboat club with access via the cart path.
5. Residents are authorized to use lakes for fishing; however access to the water body must be reached without trespassing on the golf course, the rip rap (rocks) or private property, such as via road or multi-purpose path.
6. No other use of District designated lakes is permitted.

L. Vehicles

1. Vehicles include automobiles, carts, mopeds, bicycles, motorcycles, RV's and all other modes of transport.
 - a. All vehicles must obey traffic signs and/or other posted traffic and parking instructions.
 - b. There will be no parking of vehicles (golf carts, bicycles, autos, motorcycles, etc.) under the front entrance portico at any time. All vehicles shall park in areas designated as parking areas. The entrance to the lobby must be available for emergency vehicles and vehicles dropping off passengers.
 - c. No vehicles of any kind, may be driven or parked on pavers at any time anywhere within the District without specific management approval. This includes, but is not limited to the pavers adjacent to the ballroom and those near the sports complex. Parking in these areas inhibits ingress/egress from the facilities and creates broken pavers and battery acid stains during rain events.
 - d. Neither Residents nor their guests are permitted to park vehicles overnight on District property without prior approval of Management. Approval cannot be given to park any vehicle on District property for more than 7 days during any 30 day period.
 - e. The District will not be responsible for any damages or theft that may occur to any parked vehicle.
2. Privately owned or leased golf carts
 - a. Residents may use their privately owned or leased golf carts on District property which includes the golf course, outdoor amenities and parking areas; however, all carts driven on any District property **must** be registered.
 - 1) Each privately owned golf cart will be assigned a registration number that will coincide with the owner's lot number.
 - 2) Multiple golf carts owned by a resident will be given the same registration number, which will be the resident's lot number.
 - 3) Registration numbers must be clearly visible on both sides of the golf cart, underneath the seating area.
 - 4) Registration will be handled by the designated District department, currently the Golf Shop.
 - 5) Custom numbering applied or painted on the cart by other than the Golf Shop must be a minimum of 3 inches high.
 - b. Residents with privately owned or leased golf carts are required to ensure that the use of their cart is restricted to individuals who will operate the cart in a safe, prudent manner and in accordance with all regulations.
 - c. Residents using a privately owned or leased golf cart will be held fully responsible for any and all damages caused by the golf cart used by the Member or Guests. The Member will reimburse the District for any and all damages including damage to other golf carts and any property of the District. (Private insurance is generally available for golf carts through an insurance agent.)
 - d. Anyone operating a golf cart within the District, including on the Golf Course, must be at least eighteen (18) years of age or have a valid automobile driver's license.
 - e. Privately owned or leased carts must meet (ANSI) Safety Standards for golf carts.
 - f. Privately owned or leased carts must be electrically powered and equipped with headlights and taillights or reflectors if used after dusk. Parking of golf carts is allowed in designated parking areas only.
 - g. Golf carts operated within the District must be free of commercial advertisements. Corporate logos or other business markings may be applied as long as the logo or markings do not contain any contact information.
 - h. No golf carts are permitted on the Golf Course when the course is posted closed.
 - i. No privately owned or leased golf carts will be stored, charged or maintained by the District.

3. Violators of vehicle rules are subject to towing, fines, or loss of golf privileges,
 - a. Management may issue a warning or fine to the lot owner for violation of rules.
 - 1) The first citation may result in a warning to the lot owner.
 - 2) A second citation may result in a \$25 fine to the lot owner.
 - 3) Additional citations may result in a \$25 fine to the lot owner each time a citation is issued.
 - b. Violations of the rules governing the ownership and use of golf carts within the District, including on the Golf Course could result in the suspension of private cart use privileges and/or suspension or termination of Golf Course membership or playing privileges.
 - c. Further, vehicles in violation of the Governing Documents may be towed or booted by the District at the Owner's expense. No notice is required prior to towing or booting other than the existence of appropriate signage as may be required by Florida Statutes.

M. Wildlife

Wildlife located on the premises shall not be fed or teased per Florida Chapter 379 and the Florida Fish and Wildlife Commission rules.

IV. BUILDING/FACILITIES

A. General Statements

1. The Facilities provide a variety of social, cultural, and recreational events in which all Residents and Permitted Non-Residents may participate.
2. Every Resident or Permitted Non-Resident, shall be liable for any property damage and/or personal injury occurring on/or in the Facilities, or at any activity taking place in/or on the Facilities, caused by such Resident, their Guests, or Permitted Non-Resident, The cost of damage shall be charged to the Resident or Permitted Non-Resident.
3. Persons under the age of 18 are not permitted to use the Facilities or equipment thereof, unless accompanied by and supervised by an adult.
4. Persons 12 years of age or under may not enter the Fitness Center or participate in playing billiards or darts.
5. Management shall be responsible for scheduling the use of the facilities, including the Ballroom, in accordance with the District Policies & Procedures Manual and as amended from time to time by the Board of Supervisors.
6. The Facilities shall not be used for any function which is, in any way, related to fundraising efforts for the benefit of a political cause, except as specifically allowed by Management.
7. The Facilities shall not be used in connection with organized religious services unless otherwise allowed by Management.
8. Only authorized persons may remove from the room in which it is placed or from the Facilities, any property or furniture belonging to the District. Anything removed from a room must be returned. The room must be returned to the same condition as that in which it was found.

B. Activities/Clubhouse Rooms

1. General Statements
 - a. Activity must not take place prior to scheduling with Management.
 - b. All regular use room scheduling must be renewed on an annual basis.
 - c. The Activity/Clubhouse Rooms will be left in the same state of cleanliness as when the resident or group entered the room.
 - d. Users must clean the tables, countertops and surrounding areas and discard debris and litter at the conclusion of use.
 - e. Signs shall not be posted in these rooms without management approval.
 - f. Any refuse or lack of good housekeeping shall be noted when a group or resident arrives in the room. If at all possible, the Management will be notified immediately of the problem to verify and so appropriate action can be taken.
 - g. New groups wishing to be sanctioned in order to use the Activities/Clubhouse Rooms on a continuing scheduled basis must follow the established procedure as described in the Policies & Procedures.
 - 1) Submit in writing their request to Management.
 - 2) Present their request to the Facilities & Amenities Advisory Committee if requested to do so my management.
 - 3) Final approval will rest with Management and be based on room availability, size of the group and other factors as necessary.
2. Use of Activities Rooms Equipment
 - a. Kilns Guidelines
 - 1) There are two large kilns. Firing schedules are established by Management.
 - 2) Kiln room hours of operation are from 7:30 a.m. until 4:00 p.m. Monday through Friday only if attended by an authorized operator. There shall be no firing from 4:00 p.m. until 7:30 a.m.
 - 3) As per the manufacturer's recommended guidelines and the Fire Department's recommendations, the kilns must never be left unattended during the firing process.
 - 4) At daily closing, the authorized operator will turn off the master switches and after cool down, close the door.
 - 5) Authorized operators are defined by Board policy.
 - 6) The exterior kiln room door is to remain closed at all times.
 - b. Kiln Courtesy:
 - 1) Do not open the kiln while it is in use by another group or Resident.
 - 2) No one may remove another group's or resident's fired items without the owner's permission.

- 3) Every attempt will be made by the resident doing the firing to remove fired items as soon as possible in order to free up the kiln for another resident's use.
- c. Maintenance Required by User After Each Use:
 - 1) If a piece has exploded, all shards must be removed and the kiln inspected for damage. Any damage will be reported to the Management who will arrange for repairs if necessary.
 - 2) Vacuum the kiln after each use when firing greenware, making sure the kiln floor, inside lid and grooves holding oils are clean.
 - 3) Vacuum periodically if firing glaze.
 - 4) All glazed items will be placed on the shelves with stilts so as to prevent glaze "run-over" as much as possible.
 - 5) After use, if there is a glaze "run-over" on the shelves, remove the glaze by chipping off and applying two coats of kiln wash to the affected shelves. Apply to the top of shelves only. Allow the first coat to dry before applying a second coat in a crosshatch manner.
3. Potter's Wheel
 - a. Authorized operators are defined by Board policy.
 - b. Maintenance required after use:
 - 1) The wheel will be completely cleaned of all clay residues and returned to its original condition.
 - 2) The area around the wheel will be cleaned and left in its original condition. This could entail mopping the floor in the immediate area.
 - 3) Sweeping, or whatever else is needed for good housekeeping for the entire room, must also be accomplished.
 - 4) Care must be taken to ensure that nothing is put into the sink drain that might create a blockage.
4. Billiards
 - a. Anyone under the age of 12 may be in the room in the company of an adult, but may not play billiards.
 - b. Herons Glen Teams approved by the local Billiards League may play Permitted Non-Resident Teams through the process designated by the Board of Supervisors on a home and away basis and may conduct league tournaments.
5. Darts
 - a. The dartboards are available for play at any time the room is not scheduled for use by another activity. Use of the room for darts may be scheduled in advance through the normal room scheduling procedures.
 - b. Anyone under the age of 12 may be in the room in the company of an adult but may not play darts.
 - c. Herons Glen Teams approved by the local Darts League may play Permitted Non-Resident Teams through the process designated by the Board of Supervisors on a home and away basis and may conduct league tournaments.
6. Ping Pong
 - a. The Ping Pong tables are available for play at any time Activity Room B is not scheduled for use by another activity. Use of the room for Ping Pong may be scheduled in advance through the normal room scheduling procedures.
 - b. Players are required to carefully fold the tables and return them to their storage locations at the end of the play.

C. Courts

1. General Rules
 - a. The Courts include tennis, bocce, pickleball, and shuffleboard.
 - b. These facilities are open during the posted hours daily when lighting is available. They may be closed for maintenance purposes or the General Manager may change the posted hours of operation.
 - c. Normal court etiquette and fair play are expected of all players. Use of privileges may be withdrawn by the General Manager in the event of gross and/or continued misconduct.
 - d. Dress, including shoes must be in good taste and appropriate to the sport and surface.
 - e. Food or beverages in glass containers are not allowed on the court playing surfaces,
 - f. Pets, skateboards, rollerblades or bicycles are not allowed in the area of the courts.
 - g. District equipment must be returned to its proper storage in good condition after play.

- h. District equipment that needs repair or replacement should be reported to Management..
 - i. Reservations for regularly scheduled group play and tournaments should be made through the process designated by the Board of Supervisors.
 - j. Players are required to rake and/or brush the courts after use and leave the court area free of debris. Equipment for this purpose must be returned to its proper storage area.
 - k. When lighting is provided for night play, it must be switched off at the conclusion of such play.
2. Bocce
 - a. Herons Glen Teams approved by the local Bocce League may play Permitted Non-Resident teams through the process designated by the Board of Supervisors on a home and away basis and may conduct league tournaments.
 - b. Players may sign up for court time around regularly scheduled group play and tournaments. If no playing time is scheduled, the courts are available for play.
 3. Pickleball
 - a. If all courts are in use, a limit of one game may be played. Following their game, the player(s) may return to the queue awaiting a court opening.
 - b. There are no pickleball reserved court times other than clinics and tournaments as posted on the bulletin boards at the courts.
 - c. All residents may play anytime other than tournaments.
 - d. Herons Glen Teams approved by the local Pickleball League may play Permitted Non-Resident Teams through the process designated by the Board of Supervisors on a home and away basis and may conduct league tournaments.
 4. Shuffleboard
 - a. Scoreboards are provided.
 - b. If all courts are in use, a time limit of ninety (90) minutes per player or group shall apply.
 - c. Herons Glen Teams approved by the local Shuffleboard League may play Permitted Non-Resident Teams through the process designated by the Board of Supervisors on a home and away basis and may conduct league tournaments.
 5. Tennis
 - a. Individuals and groups may sign up for court time fourteen (14) days in advance using the process designated by the Board. A daily sign-up sheet will be posted on the Court Bulletin Board by the HGRD management for the next day's play. The preferred reservation method to reserve courts up to 15 minutes prior to playing is to use the online court reservation system. The posted daily sign-up sheet is used as a secondary and subordinate method of reserving courts. All players must be available to play within fifteen (15) minutes of their scheduled time. When the 15-minute waiting time is reached without all players available, the next foursome or pair may occupy the court for the balance of the time reserved.
 - b. Players other than those playing as part of the designated Round Robin play must not assume the courts during those Recreation District designated play times.
 - c. Players may schedule court time before or after the designated Round Robin play times so as not to interfere with that play period.
 - d. Round Robin Play
 - 1) Tuesday of each week from 8:00 a.m. to 9:30 a.m. is reserved for ladies' play. Round Robin rules shall take precedence. All ladies, regardless of the level of play, are welcome to play in this period.
 - 2) Wednesday of each week from 8:00 a.m. to 9:30 a.m. is reserved for men's play. Round Robin rules shall take precedence. All men, regardless of level of play are welcome to play in this period.
 - e. Round Robin Play takes precedence over HGTA scheduling.
 - f. Courts must be vacated promptly at the end of the reserved time period, even though the players may not have started using the court time.
 - g. Individuals or groups of players may not sign up for longer than ninety (90) minutes per day.
 - h. A maximum of two courts can be reserved by any one individual or group of players for a given slot and multiple slots cannot be reserved in any given day.

D. Fitness Center

1. Hours of operation are 5 A.M. to 10 P.M.
2. Persons aged 12 and under are not permitted in the Fitness Center. Those between 13 and 18 must be

accompanied and supervised by an adult.

3. Any guest must sign the "Sign-In-Sheet" agreeing to release District on the day they are present and before using any of the facility or equipment. Residents must use an access control card or fob which must be obtained from the office. Residents must sign the liability release when they get their card or fob.
4. Only water or sports drinks are allowed.
5. Do not attempt to use, move or fix any piece of equipment that is not functioning properly.
6. Report any piece of equipment that is not functioning properly to Management using the email posted.
7. Prior to using the equipment, read any available warning or instruction placards on each machine.
8. Wipe down equipment when exercise is completed.
9. Return any equipment to the proper location when you are finished using it.
10. Equipment must not be removed from nor added to the Fitness Center.

E. Notices, Easels, Postings, Pamphlets, Displays, etc.

1. There may be no commercial, political, religious or similar promotions, pamphlets or other materials of any kind placed, posted or circulated in the Facilities. No solicitations of any kind may be made within the Facilities without the prior approval of Management.
2. No collection containers of any kind from any individual or organization may be placed on District property without prior approval of Management.
3. A petition shall not be originated, solicited, circulated or posted within the Facilities without the prior approval of Management.
4. Signs, easels, or similar items may not be placed or displayed on District property except as specifically allowed by Management.
5. Ticket sales must be conducted in accordance with District policies.
6. All bulletin board items, approved by Management, must bear on the face of the items, the name and phone number of the Resident or sanctioned group requesting the posting and the date.
 - a. Only postings for trips or travel sponsored by a Resident or sanctioned Resident group or activity may be posted. Postings relating to trips or travel shall not display any advertisement of any travel agent or company thereon.
 - b. Only notices or materials that originate with a sanctioned Resident group or activity and have been approved by management may be displayed anywhere on District property. Residents or sanctioned Resident groups or activities are not allowed multiple postings for the same event or item.
 - c. Residents, or Sanctioned groups and/or activities may not post anything that directly, indirectly or by implication, indicates that the activity is sponsored by, approved by, or presented by the District.
 - d. Personal postings shall not be larger than 3" x 5"
 - e. Personal postings will be allowed to remain for a period of thirty (30) days. They may be renewed if space is available, up to a maximum of 90 days.
 - f. Sanctioned Resident group activity/event postings may have a maximum size of 8.5 x 11
 - g. Sanctioned Resident group activity/event postings will be allowed to remain for a period of thirty (30) days. They may be renewed if space is available, up to a maximum of 90 days.

F. Spa

1. Persons under the age of eighteen (18) are not permitted in the Spa.
2. Pregnant women, people with health problems, and people using alcohol, narcotics or other drugs that cause drowsiness should not use the Spa without first consulting a doctor.
3. The maximum time of use shall be fifteen 15 minutes.
4. ADA lift equipment is to be used only when required to assist a person to enter or exit the water.

G. Swimming Pool and Pool Deck

To access the pool area, you will need to use either your fitness center access control card or a FOB specifically designed for the pool gate entry and fitness center. If you already have a fitness center card, you can use it directly at the pool gate. If not, please visit the District Administration Office during business hours to obtain an access control card or FOB. You can get a release online prior to your office visit. The gate is on a timer and will only operate during times the pool is scheduled to be open.

1. Swimming and use of the pool deck are permitted between 6 a.m. and 7 p.m. daily, or when lights are provided by the District.
2. The pool is closed Thursday morning for cleaning and maintenance. Management may close the pool or

change the hours at its discretion.

3. Management may close the pool and pool deck due to inclement weather.
4. The pool is not tended by a lifeguard. Use of the pool is at the swimmer's own risk.
5. Showers are required before entering the pool to remove all suntan oils and lotions. This is a Health Department Regulation.
6. When using suntan oils and lotions, you must place a towel on the pool chairs/loungers so as not to stain the furniture.
7. Food and soft drink items must be purchased from the District Food & Beverage Operation if it is open.
8. Glass objects, drinking glasses and sharp objects are not permitted in the pool area. Only non-breakable plastic or paper containers are permitted in the pool area..
9. Swimmers must wear attire specifically designed for swimming.
10. Anyone under the age of eighteen (18) must be accompanied and supervised by an adult.
11. Babies and small children using the pool must wear approved swimming diaper suits.
12. Running, ball playing, diving, or jumping into the pool or any noisy or hazardous activity is not permitted.
13. Rafts and similar large flotation devices are not permitted.
14. Snorkeling equipment, other than a mask, is not to be used in the pool except as part of an organized course of instruction.
15. Portable music/news/podcast devices may be used only with personal earphones. Piped-in music may be provided by the District.
16. All umbrellas must be closed prior to leaving the pool deck or patio area.
17. The Food & Beverage Department has the exclusive right to reserve tables, chairs and or loungers. Residents may not reserve tables or loungers for the exclusive use of individuals or groups.
18. ADA lift equipment is to be used only when required to assist a person to enter or exit the water.

H. Storage Areas

1. Loft Storage
 - a. Management controls access and must approve all items stored in this area.
 - b. Management or its designee oversees the organization and maintenance of this area.
 - c. All items stored become the property of the District.
 - d. New items brought for storage must be in clear plastic, transparent, storage tubs only. Items brought without a container or in other types of containers such as cardboard boxes, opaque tubs, and plastic bags may be discarded.
 - e. All stored items must be placed on the shelving. No items are to be placed on the floor where they may become a safety hazard.
 - f. Eighteen inches of clearance from the ceiling must be maintained per fire marshal.
 - g. If you use materials from the storage tubs – please return the materials to the same tub and return the tub to its marked location or place them on the “return shelf” for volunteer re-shelving.
 - h. There are also bins containing items that can be used to create unique centerpieces or table decorations for your function. You are welcome to use these. When your function is over, all created items must be dismantled and the parts deemed reusable, placed in the appropriate tubs or on the return shelf for a volunteer to re-shelve.
 - i. Table decoration containers must be emptied of their contents (sand, confetti, marbles, etc.) and the containers stored clean ready for reuse.
 - j. Items in this area have been purchased throughout the years by various organizations. The District allows all District sanctioned organizations to use all items stored in this area. If an organization has items it is unwilling to share, it should not store them in this shared area.
 - k. Items are for use in the clubhouse only.
 - l. It is understood that there will be some loss due to use and damage.
 - m. Items stored here are subject to periodic review and possible removal due to storage limitations.
 - n. Absolutely no food or drink is to be stored.
2. Maintenance Building Storage
 - a. Storage of any items in this area must have the approval of Management.
 - b. All stored items become the property of the District except those items owned by the HOA.
 - c. It is understood that there will be some loss due to use and damage.
 - d. Items stored here are subject to periodic review and possible removal due to storage limitations.
 - e. Absolutely no food or drink is to be stored.

3. Personal Lockers
 - a. Lockers and/or cabinets are available for personal and group storage in the clubhouse.
 - b. These may be rented for a nominal annual fee in the District office.
 - c. Personal or group items may not be left unlocked in Activity or Clubhouse Rooms.

V. FOOD AND BEVERAGE OPERATION

A. General Rules

1. Food and beverages consumed within the Clubhouse Facilities must be furnished by the Herons Glen Food & Beverage Operation or in accordance with the District Policies & Procedures Manual.
2. At Resident functions where food is provided by either the District or residents, alcoholic beverages must be purchased through the Food & Beverage Department.
3. Outside catering may be permitted by written permission from Management in accordance with the District Policies & Procedures Manual.
4. Children under the legal drinking age may be seated at a table in the lounge area, but are not permitted to sit at the bar.
5. The 18% gratuity applied to the chit is subject to the diner's discretion.

B. Dress Code

1. Residents, Residents' guests and Permitted Non-Residents will dress in a fashion befitting the surroundings and atmosphere provided at the Facilities, all as determined by management.
2. This is more fully detailed in Proper Attire section.

C. Reservations

1. Dining Reservations:
 - a. Reservations are requested for Evening Dining, Sunday Brunch, and Breakfast. It is helpful if names of all the parties who will be seated at the table are provided at the time of making the reservation. Attaching a name to a reservation ensures that everyone has a clear understanding of the reservation details and allows the reservation system to send each person a confirmation email.
 - b. Lunch reservations are required for parties of 8-12 if they wish to sit at one table. Please call the Food & Beverage Reservation Desk during business hours at (239) 731-4545 to make a reservation. Reservations may also be made online at heronsglence.com or by using the Herons Glen Mobile App.
2. District Event Reservations:
 - a. Event reservations are accepted thirty (30) days in advance unless an exception is specified. Valentine's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Holiday Dinner, New Year's Eve, Easter, & End of Season Celebration will open for reservations six weeks in advance.
 - b. Each attendee is limited to reserving a maximum of one (1) table seating up to eight (8) people. For some events, a limited number of larger tables for twelve (12) people are available on a first-come, first-served basis. Names of all the parties who will be seated at the table must be provided at the time of making the reservation.
 - c. Most events will have seating that is "Banquet/Function Style" at tables of eight (8) people. If a reservation does not have eight people, the attendees may be paired together.
3. Cancellations:
 - a. The District will always offer a waiting list to Residents for a sold-out event.
 - b. Residents on the waiting list will be called in order of their reservation requests as seating opens.
 - c. If a Resident needs to cancel a reservation, the person who submitted the reservation must notify the Food & Beverage Department as soon as possible. This allows others on the waiting list to be notified and offered the reservation. An attempt will be made to fill all spots as they become available.
 - d. District Events have a 72-hour cancellation policy and events will be billed in full to the owner's account if not canceled at least 72 hours prior to the event. If the vacated spot is able to be filled, the owner will not be charged for the event.

VI. GOLF COURSE

It is in the best interest of the Golf Membership as a whole, that the District maintain a “NO REFUNDS, NO EXCEPTIONS” policy for club membership. This policy is detailed in the District Policies and Procedures Manual.

A. General Rules

1. Use of the golf course is available to individuals playing golf and paying a fee, either an Annual Golf Membership (prepaid greens fees) or a daily greens fee. No other use of the golf course is permitted without management approval.
2. Questions regarding the use of the Golf Course should be directed to Management.
3. Management is responsible for the conduct and appearance of the employees.
4. Management has put in place a training program for Outside Service Staff (Rangers). Questions or concerns regarding this training should be addressed to management.
5. Outside Service Staff are on duty to help regulate pace of play and enforce Golf rules of play. The Outside Service Staff has full authority to enforce golf rules of play.
6. Violators of rules of play are subject to disciplinary action in accordance with the Policies and Procedures.

B. Adopt a Hole Program

Herons Glen Golf members and residents are encouraged to select a particular hole on the golf course and improve the conditions on that hole. This program is administered through the Golf Shop. Details of the program are available upon request. Improvements made by members and residents are limited to the following:

1. Filling divots with sand on tees and fairways...basically everywhere.
2. Repairing ball marks everywhere, but more specifically on the greens, and on the apron in front of the green.
3. Picking up tees, broken and otherwise on the teeing area, especially on the par 3 holes.
4. Picking up other trash that may be in the area.
5. Keeping a log sheet of work performed and returning it to the captain in a timely manner (captain will provide the forms).

C. Golf Association Days

1. Men’s regular season play is held on Tuesday mornings with a shotgun start.
2. Ladies regular season play is held on Wednesday mornings with a shotgun start for the LGA 18 Association. The LGA 9 Association is normally assigned morning tee times off either #1 or #10.
3. In order to accommodate the number of golfers wishing to play on Association days, the Golf Professional will have the discretion to:
 - a. Assign tee times or require shotgun starts
 - b. Adjust starting tee times
 - c. Adjust shotgun starting times
 - d. Suggest game formats designed to speed play including playing against “Par” during high subscription Association days
 - e. Limit the number of players during high subscription Association days
4. Golf Course Attire
 - a. Proper golf attire must be worn by all golfers on the Golf Course or when using any of the practice facilities. This is more fully detailed in the Proper Attire section.
 - b. In all cases of questionable attire, Management shall have the final responsibility and authority for determining what attire may be deemed inappropriate. Failure to comply may cause the person to be asked to change or denied use of the golf facilities will result.

D. Golf Course Rules

1. General
 - a. The Rules of Golf of the USGA, together with the Rules of Etiquette as adopted by the USGA shall apply, except when in conflict with local rules or with any of the Rules and Regulations contained herein.
 - b. Jogging, bicycling, skating or walking are not permitted on the Golf Course or cart paths at any time. However, jogging, bicycling, skating and walking are permitted on the Multi-Use Paths

- along Herons Glen Boulevard.
- c. If the hazardous weather siren sounds all play is to cease and players are to take safe cover.
- 2. Checking in
 - a. All Members must check in with the Starter and present their current Member Bag Tag.
 - b. All non-members must have a receipt dated with the day's date, showing each person has paid the Pro Shop for the day and present the receipt to the Starter.
 - c. All players must check in with the Starter at least fifteen (15) minutes prior to their scheduled tee time.
- 3. Practice
 - a. Practice is not allowed on the Golf Course. All practice should occur at the practice facility.
 - b. The Practice Facility includes the driving range, chipping area and practice putting green and is open during the hours designated by the Golf Shop.
 - c. Practice Facility fees are included in Annual Golf Membership fees. Practice Facility fees are also included in the daily green fee paid by nonmembers. Resident nonmembers may purchase an Annual Practice Facility Membership. Any non-member must pay a daily fee as posted in the Golf Shop to use the Practice Facility.
 - d. Guests under 18 are permitted to use the Practice Facility at no charge as long as he/she is accompanied and supervised by the member.
 - e. The golf facility is closed to nonmember use on Christmas Eve, Christmas Day, New Year's Eve, New Year's Day and any day that management schedules special maintenance.
- 4. On the Course
 - a. No activities other than golf are permitted on the Golf Course at any time the course is open.
 - b. Neither persons nor golf carts are permitted on the Golf Course when the course is posted closed. "Course Closed" or "Hole Closed" signs are to be strictly adhered to without exception.
 - c. Players must observe all signs/instructions regarding use of the golf carts on the course.
 - d. Only two (2) persons and two (2) sets of golf clubs are permitted per golf cart. Only two (2) golf carts are permitted per foursome. Each player must have their own set of golf clubs.
 - e. The Pro Shop reserves the right to pair up any single riders together, whether a private cart owner or not, to preserve the two carts per foursome rule. The District will retain all fees in the case of a non-private cart owner riding with a private cart owner.
 - f. Keep up with the group in front of you or allow faster players to play through during play.
 - g. The action of hitting a ball into the group ahead to signal them to speed up play is strictly forbidden and an obvious threat to the players' safety. Any instance of this behavior should be reported to the Outside Service Staff or Golf Shop as quickly as possible.
 - h. Play "Ready Golf" See our website for details. A round of golf at Herons Glen Golf Course should take approximately 4 hours and 10 minutes, no matter the player's skill level. If you feel this is too fast, then we recommend you play at a time when overall play is light.
 - i. If a group of players fails to keep their place on the course and loses more than one clear hole on the players ahead, an Outside Service Staff member will ask them to move ahead in order to get back into position to help keep an acceptable pace of play.
 - j. Players who suspend play for any reason and want to resume must get permission from the Outside Service Staff before resuming play.
 - k. "Cutting-in" is not permitted at any time. Players are not permitted to start play from residences.
 - l. Range balls are not permitted on the Golf Course.
 - m. Ball hawking is not allowed on the course at any time.
 - n. Golf cart paths are to be used where provided especially near tees and greens,
 - o. The ninety-degree rule applies when crossing fairways. Golf carts are required to remain on cart paths, on Par 3 holes.
 - p. A golf cart must not be driven within thirty (30) feet of a green or tee unless on a cart path.
 - q. Private property surrounding the course, must be respected by golfers and guests..
- 5. Course Care Requires that Golfers Must:
 - a. Avoid areas Management has designated as "No Carts" or soft areas on the course.
 - b. Enter and leave bunkers at the nearest level point to the green. Smooth sand over with a rake.
 - c. Repair all ball marks on the green.
 - d. Fill all divots with sand.
 - e. After finishing a hole, leave the flag in the hole and exit the green area immediately.

E. Handicaps

Golf Course Members are responsible for turning in all their scores on a daily basis.

F. Operation of a Cart with a Medical Handicap Flag

1. To obtain the privileges of using a District Handicap/Medical Flag, Members (including all guests) must provide sufficient written documentation of such disability.
2. The use of a Handicap/Medical Flag is a privilege and any misconduct or abuse of the rules will result in a suspension or loss of your Handicap/Medical Flag privilege and/or playing privileges.
3. Only flags purchased through the District Golf Shop are afforded these privileges.
4. Individuals with a documented permanent handicap may purchase a Blue Handicap/Medical Flag from the Pro Shop to be displayed on their private cart.
5. Individuals who are in need of a temporary Handicap/Medical Flag will be issued a temporary Blue Flag on a daily basis.
6. Carts bearing these flags may leave the cart path and travel on the golf course as needed to go to a golf ball. The 90-degree rule is in effect unless the course superintendent has deemed the course to be Cart Path Only for maintenance or weather conditions. If the course is Cart Path Only, no cart including those with handicap flags will be permitted to travel off the cart path.
7. Carts may NOT travel within 30 feet of any teeing ground or green. During the months of October through April, blue stakes will be located near each green for handicap parking. Carts bearing handicap flags must park in close proximity to the blue stakes
8. If two Members that have Handicap/Medical Flag privileges are paired in the same group, they must ride together.
9. Management has the right to approve the use of a privately-owned single-user golf cart manufactured for the purpose of use by a handicapped person while playing golf. Such golf cart may be used anywhere on the golf course, including tees and greens, but is still subject to the course conditions of the day.
10. Any use of carts off the cart path is at the golfer's own risk, and any problems or injuries resulting from such use are the golfer's responsibility. For safety reasons, the use of the golf cart on severe slopes is forbidden.
11. Violation of these rules will result in the following:
 - a. First violation - Verbal warning.
 - b. Second violation - Written warning and possible suspension.
 - c. Third violation - Loss of Handicap/Medical Flag privileges and possible suspension of playing privileges.

G. Operation of a Golf Cart on the Golf Course

1. Residents may use a privately owned or leased golf cart while playing golf on the Herons Glen Golf Course. These carts must be electrically operated and equipped with a sand rake and sand container.
2. Carts used to play golf must be manufactured for that purpose and equipped with tires that are standard for use on golf courses.
3. Operation of a golf cart is at the risk of the operator. Players will be held responsible for any damages caused by the misuse of a golf cart. Players renting/using a District golf cart will be held responsible for damages to the golf cart that are caused by the misuse of the golf cart. Cost of repair to a golf cart damaged by a player, will be charged to the player.
4. In addition, all rules regarding Vehicles apply to golf carts and penalties for violations of these rules are included in the section covering Vehicles.

H. Rainchecks

1. If a player paying an 18-hole fee has played less than four (4) holes when it begins to rain, the player may receive an 18-hole rain check, with a value amount based on the fee paid.
2. If a player plays from four (4) to thirteen (13) holes before rain begins, the player may receive a 9-hole rain check.
3. A rain check will not be issued if a player plays past thirteen (13) hole.
4. There will be no rain checks issued to players beginning play after 1:00 p.m.
5. Management may use discretion in issuing rain checks.

I. Tee Time Reservations

The Chelsea Tee Time Advance Request Program is used to assure fairness in assigning tee times to Golf Course members. The Advance Request Program, Tee time reservation priority is as follows:

1. Golf Course Members may request tee times seven (7) days in advance.
2. Golf Course Members must enter their Guests' first & last names when making a guest reservation.
3. Resident Non-Members may request a tee time reservation by contacting the Golf Shop after 7:00 a.m., three (3) days in advance of the day they wish to play. Requests for open slots will be filled from the "request for tee time" sheet on a first come/first served basis.
4. The Public may request tee times two (2) days in advance of the day they wish to play.
5. Management has the authority to adapt Resident Nonmember and Public play advance reservation times to meet seasonal needs.