

**HERITAGE RANCH POLICY
CLUBHOUSE USE**

A. Purpose

The purpose of this document is to define the policies and procedures for reserving and using the Clubhouse at Heritage Ranch.

B. Definitions

Resident Organization/Club - A "Resident Organization" or "Club" is defined as any group of homeowners at Heritage Ranch that elects officers, charges dues, charges for attendance at sponsored activities or conducts fund raisers.

Group - An organization of homeowners that does not meet the definition of a "Club."

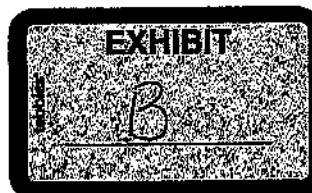
HOA Management - For the purposes of this Policy, includes the General Manager, the Community Events Director, the Director of Catering and Events, the Director of Food and Beverages, and other Management staff. (Please refer to the HOA Website, www.heritageranchhoa.com, for current list of names, positions and contact information in "Management Contacts" under "Contacts.")

Default Set-up - This is the configuration of tables, chairs, dance floor, etc. that is used in a room the majority of the time. Users are encouraged to use the default set-up if possible. (See "Clubhouse Usage & Maintenance Procedures" under "Resources" on the HOA Website.)

Hierarchy - A group of persons or things arranged in order of rank, grade, class, etc. In this Policy it refers to the system used for the annual scheduling of events and activities at Heritage Ranch.

Bumping - This process may occur when a group, Club or individual has reserved a room at the Clubhouse for a non-revenue generating event on a specific date. If HOA Management has the opportunity to book a revenue generating event on the same date, the initial group, Club or individual may be moved or cancelled. Standard policy provides that bumping will not occur within 14 days or less of the date of the event.

No-Bump - The process by which a user can reserve space in the Clubhouse without risk of losing their reservation to another user or revenue generating event.



C. Scheduling

The Heritage Ranch Clubhouse rooms available for scheduling are: the Ballroom - Stage Side, West Side, or entire Ballroom; the Oak Card Room; the Oak Billiards Room; and the Elm Arts & Crafts Room - Large Side and Small Side.

HOA Management is responsible for overseeing scheduling of the Clubhouse, and is also responsible for the Scheduling System in use in the Clubhouse. This responsibility includes assuring that data in the system is correct and easily available for on-site personnel, the Website, newsletter, and set-up staff.

1. Individuals, Clubs or groups who wish to reserve rooms at the Clubhouse must contact HOA Management and request use of specific facilities on specific dates and times. The annual scheduling process begins in October when Room Reservation Forms become available. After Forms are submitted, the Community Events Director uses a "hierarchy" system to assign rooms to Clubs, groups and individuals (see Section G.) Requests for available rooms can also be made on a first come, first served basis throughout the year.
2. Scheduling of resident and outside events which include the purchase of food and beverages is initiated through the Director of Catering & Events.
3. If set-up, tear-down, or cleanup is required, the time to accomplish this activity must be included in the scheduling. This scheduling ensures that the facility "downtime" is factored into the schedule and allows the Community Events Director and the Director of Catering & Events to plan for the required set-up, tear-down and clean-up.
4. When groups, Clubs or individuals require rooms for rehearsals in the Clubhouse, this use must also be scheduled. Rooms will be reserved based on space available.
5. If problems with conflicting schedules or special needs arise, the using groups must contact the Community Events Director to attempt to achieve a successful resolution of the conflict.
6. Several days of the year are in high demand and the use of various rooms at the Clubhouse is set aside for revenue generating events. These events, scheduled through the Community Events Director and/or the Director of Catering & Events may include but are not limited to weddings, anniversary parties, proms, reunions, golf tournaments, concerts, and special entertainment events. To prevent scheduling conflicts, these days should be avoided by other Heritage Ranch groups and Clubs. These high demand days are:

June Weekends	Fourth of July	Thanksgiving
December Weekends	Veteran's Day	New Year's Eve
All Saturdays	Mother's Day	Easter

D. Use of Facilities

1. The Heritage Ranch Clubhouse is reserved for use by HOA sponsored events, homeowner groups/Clubs, activities of homeowners with a reasonable number of guests, and outside activities that are scheduled and approved by HOA Management, the Community Events Director and/or the Director of Catering & Events.
2. HOA Management is responsible for paying licensing fees for live and recorded music. (Examples are ASCAP, SESAC and BMI.) Performing Arts Clubs/groups are required to provide HOA Management with written notification that licensing fees for the use of scripts and any other copyrighted materials have been paid, including approval for script modifications or alterations if any are made when copyrighted materials are used during any performance or activity.
3. Outside revenue generating events must be forecast in each year's HOA Annual Operating Budget. This forecast should include golf tournaments, weddings, banquets, concerts, and other events which are used to back up the expected revenue included in the Annual Budget. No events over and above this "forecast and budgeted" usage will be allowed without prior discussion with the Community Events Director, the Director of Catering & Events and the General Manager, to ensure the usage of the Clubhouse is optimized for Food & Beverage revenue and homeowner benefit.
4. The Food & Beverage Department is responsible to provide food that is served in the Clubhouse and around the outdoor pool. HOA Management must approve in advance, the use of outside catering.
 - *On special occasions, certain dessert items such as wedding cakes, birthday cakes, etc., may be brought in from outside vendors. Communication must take place with the Director of Catering & Events and/or the Food and Beverage Director to obtain permission for these exceptions.
5. Use of Audio-Visual Equipment
 - * Use of Heritage Ranch owned audio-visual equipment is restricted to HOA approved events and activities in the Clubhouse.
 - * HOA Management is responsible to maintain the audio-visual equipment in good working order and to ensure that users of the equipment receive instruction in its proper use.
 - * Clubs and organizations using the Clubhouse audio-visual equipment must have at least 2 people who are trained in the proper use and care of the equipment.
 - * Access to the audio-visual equipment must be limited to trained staff and homeowners.
6. Individuals, Clubs or groups who reserve Clubhouse rooms and later decide to cancel use of the room, must notify the Community Events Director no later than 48 hours prior to the planned event. If no prior notice of cancellation of the room is given, and the room is unused as many as three times, HOA Management may cancel the annual room reservation schedule for the individual, Club or group.

E. Facility Set-up

1. The organizer of an event, whether the Director of Catering & Events or the Community Events Director, will oversee scheduling of the event, Clubhouse room set-up, support and maintenance, including evenings and weekends. Support will include maintenance of the restrooms when the Clubhouse is reserved for use.
2. Staffing for set-up must come from HOA Management Staff, Food & Beverage staff, Golf personnel or temporary employees.
3. Non-Residents of Heritage Ranch are not covered by the Recreational Amenities Use Agreement (signed by Homeowners at time of home purchase), and shall not be used to do any activity such as building sets, moving sets, stage set up and other such items as are necessary. (See Recreational Amenities Use Agreement in "Forms" under "Resources" on the HOA Website.)
4. If Heritage Ranch groups or Clubs invite outside groups for performances, the group or Club shall provide HOA Management with proof of liability insurance or a signed liability waiver indemnifying the HOA, Management, Staff and the Board before the invited outside group will be allowed to perform at Heritage Ranch.
5. HOA Management is responsible for defining the "default set-up" for all rooms within the Clubhouse. The definition may include photos of furniture and equipment layouts to aid in room setup. (See "Clubhouse Usage & Maintenance Procedures" under "Resources" on the HOA Website.)
6. When Clubhouse rooms are reserved, the Community Events Director and/or the Director of Catering & Events will document any special set-up needs that are different from the "default set-up." This may include audio-visual requirements, Food and Beverage requirements and other special requests.
7. HOA Management will provide a Porter who will be on site for all events in the Clubhouse. The Porter will be responsible for the appearance of the Clubhouse, keeping the restrooms clean and will be available to resolve facility set-up problems.
8. Securing the building at the end of an event is the responsibility of the HOA Management staff or the Food and Beverage staff.

F. Charging For Facility Use

1. Each room at the Clubhouse has a standard "default" setup which determines how the room is set-up the majority of the time. Set-up of a room in a configuration other than the "default", may involve a charge to the using group.
2. Homeowner use of the Clubhouse facility is free of charge for non-commercial events, provided they don't require linens or other rental items. For commercial events room charges apply. If extensive set-up is required, there may be a charge for this service.

3. If Clubs or groups wish to reserve a room at the Clubhouse with a "No Bump" reservation, there may be a charge for this type of reservation. (See Section H, Criteria and Requirements for No-Bump Scheduling of Clubhouse Rooms.)
4. Outside events will be charged a fee for the use of the Clubhouse. If the room requires a configuration other than the "default" or if there is set-up and tear down required, there may be extra charges to the outside group to cover the cost.
5. After use, HOA Management is responsible to return the room to the default configuration unless the room is reserved for a function requiring a different set-up other than the default set-up.

G. Reservation Scheduling Hierarchy - Room Reservation Requests

Below are the major groups requesting room reservations and other services at the Heritage Ranch Clubhouse. Every effort will be made to accommodate all persons or groups wishing to use the Heritage Ranch Clubhouse. However, during the annual scheduling process the list below will be used to determine how room usage is scheduled when there is more than one request for a resource. In the event that there is more than one request with the same rank, the conflict resolution policies will be used to determine the schedule.

1. Major HOA Activity Events

These are the major production events sponsored by the Community Events Director. Examples are the Variety Show, Veterans Day, Chorale Concerts, Theatre Guild productions, Concert Series, July 4th, Kids Camp, and New Year's Eve. These events cannot be bumped from their scheduled dates and times. The annual schedule request should include the formal rehearsal(s) prior to the performance. Requests included in this group should be made to the Community Events Director.

2. Revenue Generating Events

These are room rentals and food and beverage purchases requested by resident and external customers who are paying for the use of the Clubhouse. Examples of these events are weddings, proms, residents' private events with food and beverage purchases, and external golf tournaments. These events normally have priority over other requests for rental except for the Major HOA Activity Events. Even though booked after the annual scheduling process, these events may bump all other events except Major HOA Activity Events and events scheduled under the No-Bump Policy (Section H) of this document. Requests included in this group should be made to the Director of Catering & Events.

3. HOA Activity Sponsored Events

These include room reservations for HOA Activities which are part of the year's Activity Agenda. Examples are classes, Heritage Ranch Games, Trivia, and Dances. Ideas from residents for such events should be directed to the Community Events Director.

4. Heritage Ranch Club or Committee Events

These include room reservations for officially sanctioned Heritage Ranch bylawed Clubs and HOA Standing Committees. Examples are Golf Association meetings, Theatre Guld meetings, Dance Club meetings, Republican Club and Democratic Club meetings, Travel Club meetings, and other Standing Committee meetings.

5. Heritage Ranch Group Event

These are events for Heritage Ranch residents that are announced in the Newsletter or on the Website and are open to all Heritage Ranch residents. These groups do not have by-laws or charters. Examples are Poker, Bridge, Mah Jongg, Boomers, and Photography Group. Rooms are reserved on a Room Reservation Form based on days and times needed as part of the yearly reservation scheduling process, or on a first-come, first-served basis once the annual scheduling process has been completed.

6. Resident Private Event

These are Heritage Ranch residents' private events that are not open to all HR residents. These events can move up in the Hierarchy by booking the room and paying the appropriate room rental rate or requesting food and beverage service, to guarantee the room will be available.

Conflict Resolution

- * The Community Events Director and the user group will look for acceptable alternative times and/or rooms.
- * The Community Events Director will work with the Chairman of the Activities Committee for resolution.
- * The Activities Committee may set-up a "Mediation Sub-Committee" to assist in the conflict resolution process.
- * When evaluating conflicting requests for the same facility, priority will be given to the group providing benefit to the largest number of homeowners.

Bumping Following the Annual Scheduling Process

- * Bumping by revenue generating events scheduled after annual scheduling will affect only one group. The bumping does not ripple down the Hierarchy.
- * The "bumped group" has several options: (1) move to a different room, if available, (2) meet at a different time, (3) move to a facility other than the Clubhouse or

(4) cancel the event.

- * Individuals, Clubs or groups who are bumped by a revenue generating event, will receive notification by email and/or phone call from the Community Events Director or the Director of Catering & Events. It is the responsibility of the Club or group to provide a primary and alternate contact to Management for notification purposes.
- * Bumping will not occur within 14 days of the scheduled event.

H. No-Bump

Background

Some Resident Organizations (Clubs) or groups may desire to schedule an event not subject to being bumped by a revenue generating event. A Club or group may want to hire a speaker, band, or other entertainment, or have an event which includes food and beverages, and wants to ensure that a specific room is available on a specific date which cannot be bumped by another event. A "specific" request to schedule a NO-Bump room falls into a classification that is separate and distinct from any/all other room requests. Therefore, the "specific" NO-Bump reservation will have different requirements.

Criteria and Requirements for NO-Bump Scheduling of Clubhouse Rooms

1. Events must be open to all Heritage Ranch residents.
2. The Club or group booking the "NO Bump" event must schedule the event less than three months in advance. If an organization finds it necessary to secure a band, speaker or performer earlier than three months in advance, they may be given up to 4 months in advance to schedule the event.
3. If a Club, or group requests a room for the purpose of having a paid band or performer, a copy of a signed contract and/or a receipt of a deposit of at least \$200 paid to the band or performer will be required.
4. In all other cases, a NO-Bump reservation by a Club or group will require signing of a Contract which includes a fee for use of the desired room and agreement to appropriate penalties in case of cancellation.

*Fees will be \$250 for use of half the Ballroom or the Oak Billiards or Oak Card Room, or a fee of \$500 to reserve the entire Heritage Ranch Ballroom. Fees may be applied as follows:

*If the Club or group wishes to have food and/or beverages for a No-Bump event, the Fee may be used for those charges. If food and beverages are charged to individual club members and the charges amount to more than the Fee, the Fee will be returned to the Club or group, provided the event is held as scheduled.

*Food and/or beverage charges that may be less than the amount of the fee will be covered by the fee. The remainder of the fee will be charged to the Club or group for the specific No-Bump use of the Clubhouse.

*A Club or group may choose to use the fee for a room rental only, and no food and/or beverage purchase will be required.

*Cancellation of No-Bump events must be made to HOA Management at the earliest possible opportunity, and will be carefully reviewed. The Contract signed between HOA Management and the Club or group, will specify any cancellation penalties. NOTE: the circumstances under which a cancellation is made and/or the timing of a cancellation, may affect the ability of a Club or group to schedule any future NO-Bump events.

5. Organizations requesting a "specific" NO-Bump reservation will be required to provide details and reasons for the request to the Community Events Director or the Director of Catering & Events in a Contract signed by the Club or group and Management.

6. The Community Events Director normally issues contracts for bands hired for Heritage Ranch events. Alternately, a band (paid or unpaid) or a speaker or other entertainment (paid or unpaid) may be booked by the Club or group, or with the assistance of the Community Events Director.

7. If the Organization books the band, speaker, or other entertainment, it must provide the Community Events Director with a copy of a signed contract, proof of deposit by the Club, and/or a written or email confirmation for speakers and other entertainment. Insurance and/or insurance waivers must also be reviewed with the Community Events Director to ensure that HOA Liability issues are properly addressed.

8. All Food and Beverages associated with a "specific" NO Bump event, if any, must be purchased from the Director of Catering & Events. (See exception in "Use of Facilities", Item #4.)

I. Responsibilities

HOA Management Responsibilities

1. Set-up of the Clubhouse rooms including the tables and chairs.
2. Clean-up of the Clubhouse rooms after the event.
3. Return the Clubhouse rooms to the "default" configuration after the event.

Food and Beverage Staff Responsibilities

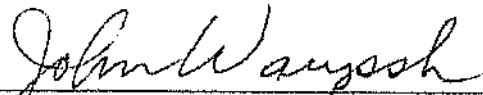
1. The Corral Bar will sell drinks to event participants. If the Food and Beverage staff determines that a bar in the ballroom will help to handle the flow, they may set up a bar for all or any part of the time. Note: For 100 or more people, bar set-up by the Food and Beverage Staff is likely.
2. A large bowl of ice, pitchers of water and plastic glasses may be provided at no charge if the Food and Beverage Manager determines that it will help speed up service.
3. The Bar Staff will collect the used glasses throughout the event.

4. Small Food or Snack items, if desired, would be provided by the Food and Beverage Staff with an appropriate charge. Any food or snack items brought in without a charge must be itemized and approved by the Food and Beverage Director.

Club, Group, and/or Individual Responsibilities

1. Timely communication with the proper HOA Management Staff member (the Community Events Director, the Director of Catering & Events, or the Director of Golf) is required in order to follow all HOA policies and procedures for events at Heritage Ranch.
2. If decorations are desired, the Club, group or individual may provide them. They will arrange and place the decorations before the event. Following the event, the Club, group or individual will be required to remove all decorations. Examples are table cloths, party favors, flowers, etc.
3. The Club, group or individual is not allowed to bring in any food or beverages, unless a specific dessert or other food item has been pre-approved by the Director of Catering & Events and/or the Food and Beverage Director.
4. The Club, group or individual will be required to provide HOA Management with proof of liability insurance or a signed liability waiver indemnifying the HOA, Management, Staff and the Board before an invited outside group will be allowed to perform at Heritage Ranch.

Approved by Board of Directors of The Homeowners Association of Heritage Ranch


John Waupsh

12/21/2016
Date