

HERITAGE RANCH

Clubhouse Usage And Maintenance Procedure

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The Purpose of this Procedure

The Heritage Ranch Clubhouse is heavily used by both residents and non residents. Each group has a different need with a variety requirements and expectations. The purpose of this procedure is to:

1. Encourage homeowners to take more responsibility in maintaining the furnishings and the tidiness of the Clubhouse.
2. Define the “default” setup for all rooms and the foyer.
3. Define responsibilities of the staff in preparing and maintaining the room.
4. Outline the training needs and procedure for the staff.
5. Have one contact person for each scheduled room use.
6. Process for having spills cleaned up.
7. Inspection of the rooms when event is complete.
8. Approval process for returning equipment.
9. When Board approvals are required

Room Rental Policy

The following list contains General Conditions for room rentals.

1. Both Residents and Non Residents will be required to have a contract, a copy of the room default setup, and a condition of room usage list. These conditions will apply to all regular scheduled events taking place in the Clubhouse. Events that occur weekly, monthly, or several times during the year will receive a copy of the room rental/default set-up at the beginning of the year.
2. Each person/group will be required to provide the name of the person in charge of the function and their Club Number at the issue of the contract.
3. It will be the responsibility of the person to whom the contract was issued to return all equipment and sign off on the room at completion of the function. If the standard room configuration is used it will not require a sign off, however each user should check the room to be sure that all items are correct when they enter or run the risk of being charged if there is a problem. Any damage or missing equipment will be charged to the responsible person on the contract.
4. No equipment will be permitted to be removed from the default/or special set-up for the room without approval of the Community Events Director/Maintenance Engineer. It will be noted on the contract.
5. Furniture cannot be removed from any room without written approval from the HR Board.
6. Food and beverages are not allowed in the Library at anytime, the one exception being Formal Dining.
7. The Library will be locked at all times and a pass key will be required. This room will not be scheduled for meeting use, the exceptions being for the Library Committee and the HR Book Club.
8. Members and guests using the pools are required to have normal dry clothing on when entering the interior clubhouse area. Bathrooms are available at the pools; however caution should be used when walking on the tiled floors. At no time should swimmers wearing wet/damp bathing suits sit on any furniture other than that provided in the locker rooms.
9. Chairs and tables in the Arts and Crafts room should be covered prior to painting classes or programs that may lead to stains of any kind.
10. All EXITS are to be kept clear of materials at all times. This includes the stairways exiting the stage both front and back.
11. Pianos are provided for musical enjoyment and are not to be used for storage of empty glasses or displaying material such as radios, etc. Pianos are to be moved by approved HR Staff only.

12. All accessories (including, but not limited, to lamps, floral arrangements, throw pillows, etc.) must remain in their original room at all times unless prior permission has been received from the Board of Directors.
13. All furnishings including chairs, tables, carpet, hardwood, and tile should be covered anywhere in the Clubhouse when classes, demonstrations, or activities occur that may involve staining on any surface (i.e. Kids Camp, Art Classes, Sign Painting)
14. Chairs with castors are not permitted in either side of the Ballroom or on the stage area.
15. When accidental spills or soiling occurs anywhere in the Clubhouse, immediately notify the Maintenance staff, Catering Director, or F&B Manager on duty.
16. All furniture/equipment/moving dollies owned by HR residents, vendors, or renters must be approved by the Maintenance Manager before being used within the Clubhouse.

OUTPOST

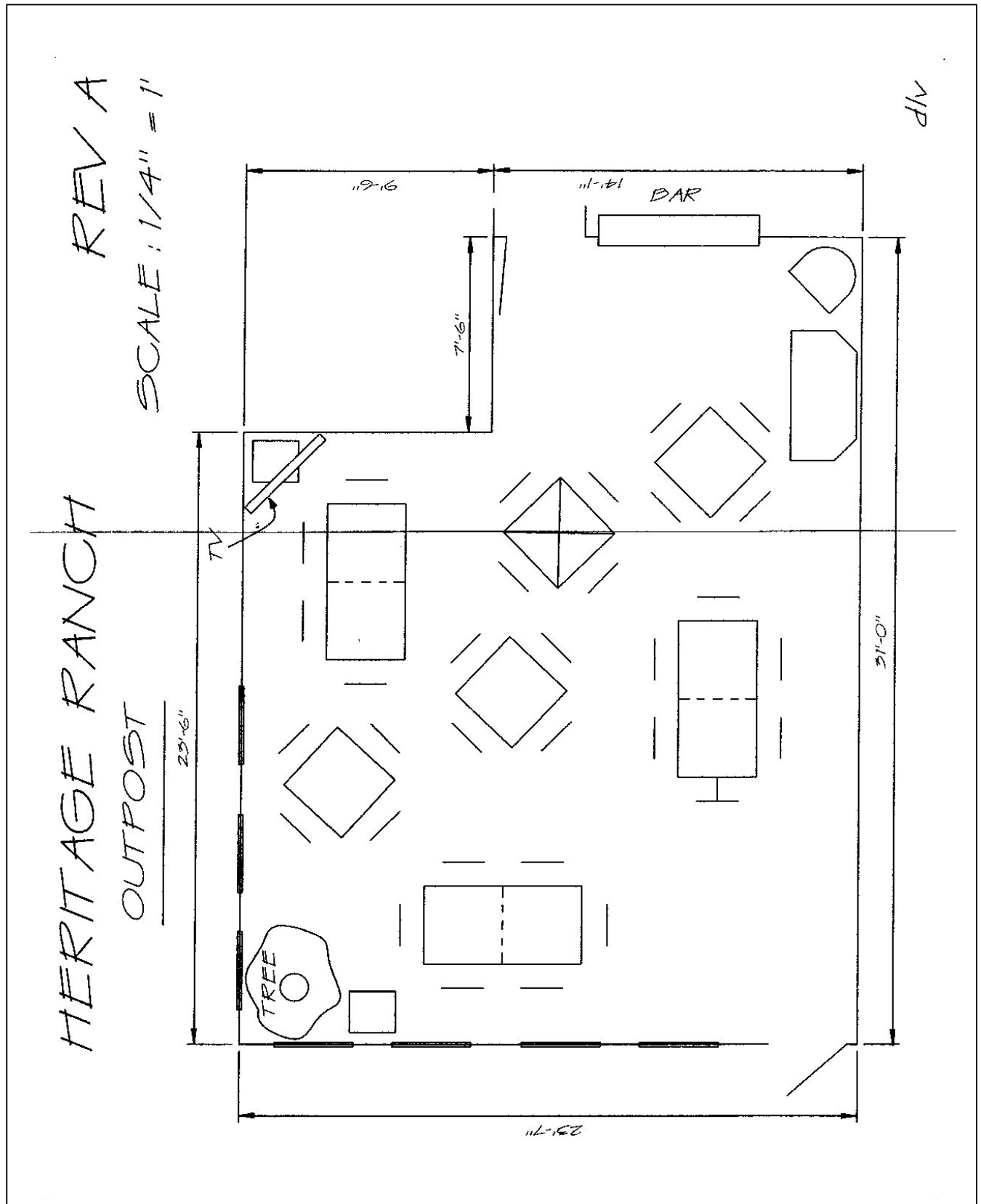
Conditions for Room Usage and Reservations:

- All furniture and accessories remain inside room

Staff Requirements:

1. All rags, spray bottles, dirty dish bin, sweepers etc. that are used for clean up must remain hidden from diners' view.
2. Dirty dish bin must be kept on rolling cart behind bar when not in use, or covered with a CLEAN cloth and pushed against the wall (not placed in front of bar) when in frequent use.
3. All chairs, table tops/bases to be cleaned and dusted, if needed, at end of each day or event.
4. Default furniture placement to be restored by staff at end of day or event

Outpost Floor Layout



LIBRARY

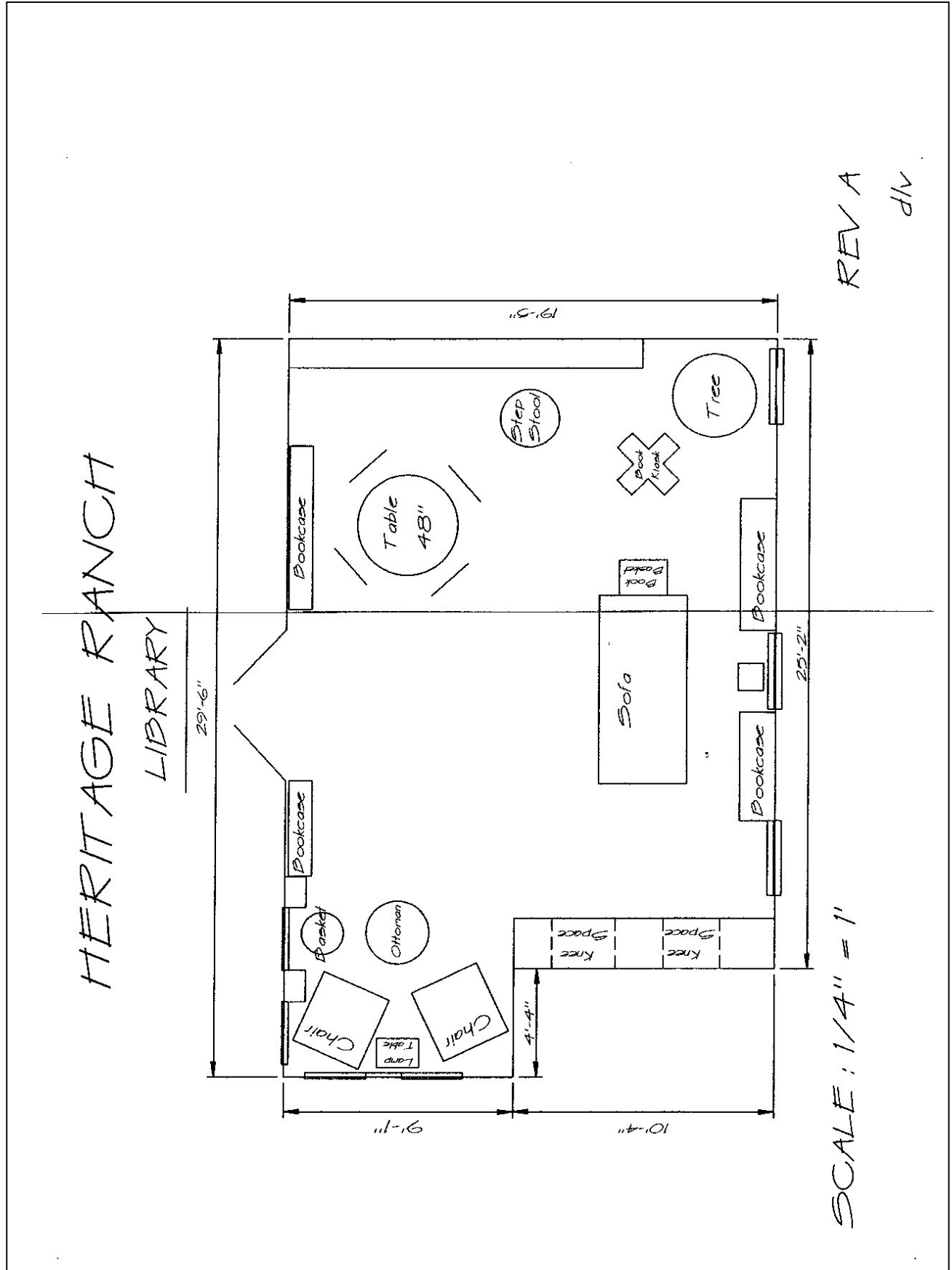
Conditions for Room Usage and Reservations:

1. Library must remain available for use to all residents at all times
2. "NO FOOD OR DRINK" signs to be posted both outside and inside the Library
3. Usage and rental of room limited to non-food and non-beverage events (exception: monthly Formal Dining)
4. Group usage/ reservations of room limited to book clubs and book review groups
5. Residents' card key required for admission to Library at all times
6. Guests using the Library or the computers must be accompanied by a resident at all times
7. Individuals not recognized by Front Desk Staff will be asked for resident verification when they request to use the spare key to gain access into the Library or computer area
8. Individual residents must sign in on user list beside the computers prior to using computers
9. Residents should limit their time on computers to 30 minutes, unless no one else is waiting

Staff Requirements:

1. Kiosk should not be moved unless first emptied of all books
2. If accidental soiling of carpet should occur, use ONLY the designated method, product, and cleaning procedure for the carpet in that particular room

Library Layout



BALLROOM

Conditions for Room Usage and Reservations/ Stage Area:

- Both stairs and landings must remain clear at ALL times

Conditions for Room Usage and Reservations/ Wooden Dance Floor:

1. NOTHING is to be applied to the floor, including but not limited to salt, sawdust, polish, tape etc
2. All display tables, chairs, advertizing/informational booths, sound and lighting equipment, music stands, risers, etc must use protective material on all legs, bases, and surfaces that contact the wood floor – no exceptions. If in doubt, contact the Catering Manager or the Activities Manager.
3. No shoes or boots with metal taps allowed on wooden floor. They are permitted on the stage area.
4. Should liquid spill occur, BLOT with a clean cloth immediately and promptly notify a Staff member.
5. If painting or other messy activities are conducted, cover and protect all flooring from damage (Including activities during Kids Camp, outside vendor demonstrations, etc.)
6. If pianos are needed on the dance floor, they should be moved ONLY on their custom made dollies and placed into a fixed position by HR staff only.
7. Protect wooden floor when the large storage drawers under the stage are opened and closed. Drawers shall only be opened by Staff members.
8. Extra stairs will remain in the Ballroom at all times – all areas that contact the wood floor will have protective material covering those surfaces.
9. All chairs, tables, and other furniture with castors are prohibited on the wooden dance floor

Conditions for Room Usage and Reservations/ Carpeted Area and Furnishings:

1. Posters and Event items can be displayed by push pins (not staples) on the stationary fabric walls or by placing them on or over portable easels.
2. Using clear tape to place items on wood doors, jambs, and paneling is no longer permissible instead use Scotch Poster Tape or painter's blue masking tape (available at front desk).

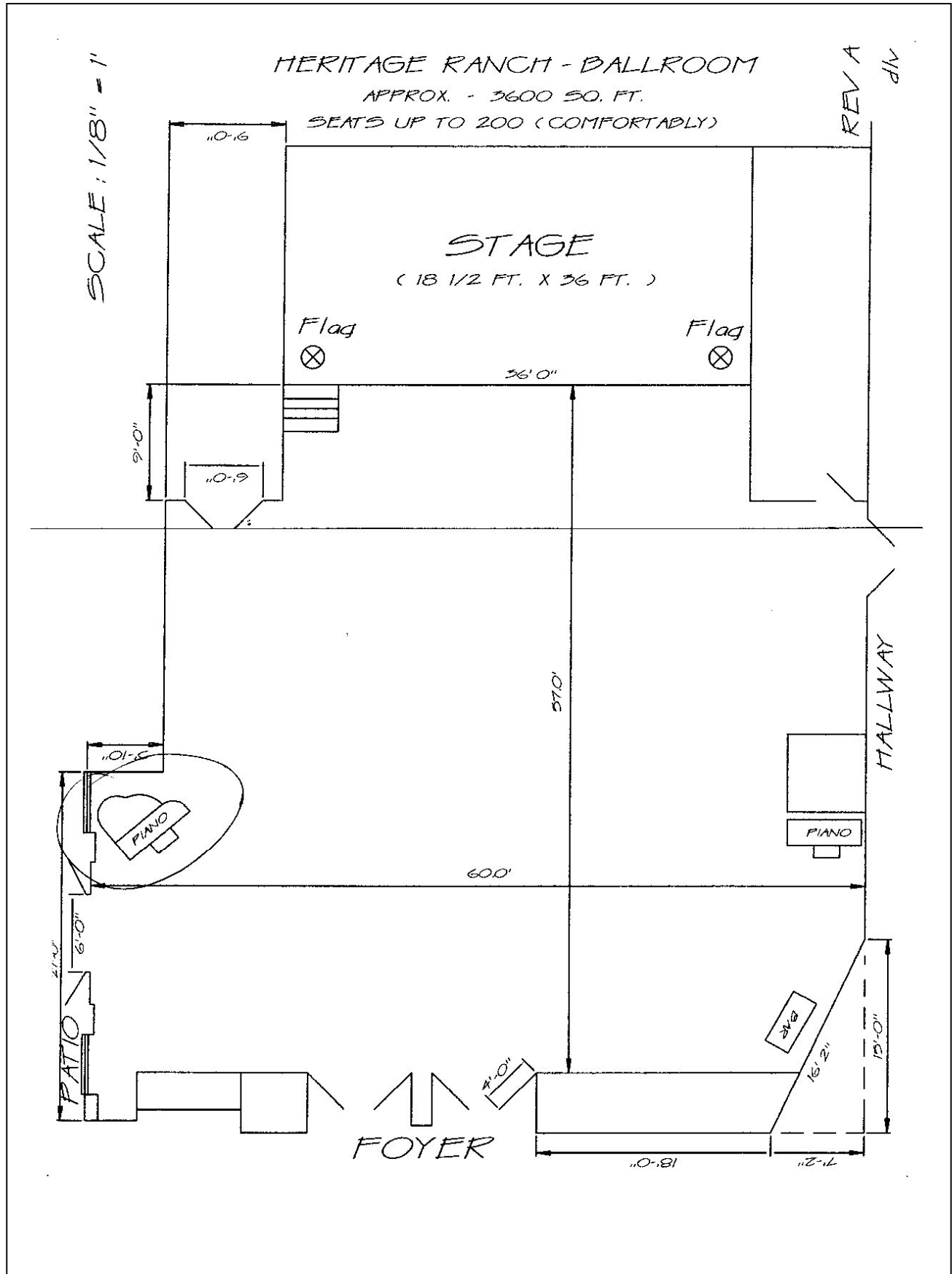
3. All posters (and materials used to secure them) must be completely removed from the room at the conclusion of each event.
4. Items should never be placed on either piano (or their benches) unless prior permission has been obtained from the Catering Manager or Activities Manager.
5. If walls, carpet, etc. are soiled in any way, alert Housekeeping or a staff member immediately.
6. If a liquid spill occurs, BLOT (not rub) immediately, then promptly notify a staff member.
7. Ballroom chairs and carpet to be covered when any messy activity is conducted in Ballroom.
8. Newsprint is not to be spread or stacked on carpeted areas.

Staff Requirements:

1. Double check all chair and table legs, bases, equipment, portable bar, flag poles, and all furniture and other items brought into the Ballroom from elsewhere in the Clubhouse to ensure that they have protective pads on all areas that will contact the wood floor.
2. All furniture used in the Ballroom should be periodically checked for compliance with the above requirement LIFT (not drag, roll, or scoot) all tables and other furniture into place over wood and carpet. Furniture dollies used for moving furnishings in Ballroom should have properly maintained wheels.
3. Protective rugs must be placed on wooden dance floor in doorway and beyond closet opening when tables and chairs are being taken in and out of storage closets
4. Protect wood floor when large drawers under the stage are opened and closed.
5. Move the piano on the custom made dollies only, then place into a fixed position.
6. Both stairs in front and back of stage and landings must remain clear at ALL times.
7. All chairs, tables, and other furnishings must be properly cleaned, if needed, after each event prior to being replaced into the storage closets.
8. All items used for catering and special events should be thoroughly cleaned and promptly returned to their respective places 1. In the Ballroom storage closets, 2. Closet adjacent to back stairwell, or 3. Designated outdoor F&B storage after conclusion of each event.
9. Storage closets should be labeled for most efficient use of space and ease of item location

10. Clean linen should be stored by size and type to minimize premature soiling and wrinkling from unnecessary handling
11. Maintain clean shelves and floor in all closet areas used by F&B at all times
12. Wash down and thoroughly dry Portable Bar and built-in condiment containers after EACH use
13. If liquid spills occur on carpeted area, BLOT (not rub) with clean cloth immediately and notify Housekeeper or Manager on duty Use ONLY designated method, product, and cleaning procedure for that particular carpet
14. Discourage residents from attempting to clean up accidents themselves

Ballroom Layout



ARTS & CRAFTS ROOM

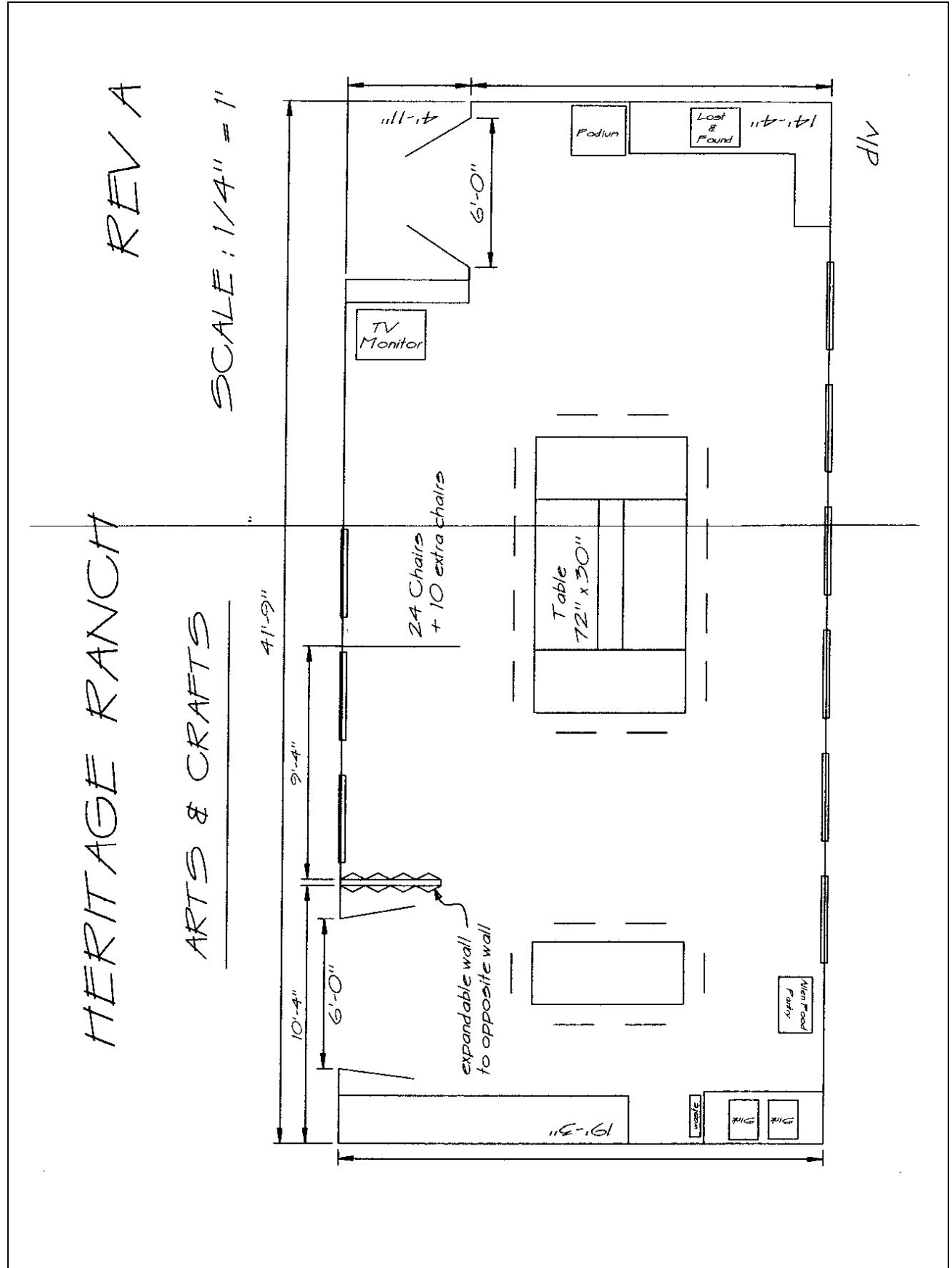
Conditions for Room Usage and Reservations:

1. Tables and chairs should be cleaned, if needed, at end of class, meeting, or activity
2. All furniture not in use should be stored in closet in its proper location
3. Chairs should be covered (with large trash sacks) when being used by classes where painting or other potentially messy activities are being conducted
4. Keep TV monitor, podium, and coat racks in corner at all times
5. When room is used for dressing: privacy curtains and rods may be installed on front windows after use, they must be taken down, folded, and returned with the rods to their designated area of the A&C closet. They are not to be left up overnight.

Staff Requirements:

1. Furniture should be returned to and left in default position when room is not in use
2. All extra furniture and equipment should be stored in their proper places in the closet or in their proper location in the room
3. Lost & Found items and Allen Pantry donations should be contained in their respective boxes
4. Labeling in closet area and on shelves should be maintained at all times to ensure proper storage and ease of location of items by the staff and the residents
5. Furniture and items used during classes, meetings, etc. should be checked by Staff to make sure they are properly cleaned before being returned to the storage closet.

Arts & Crafts Room Layout



BILLIARD AND CARD AREAS

Conditions for Room Usage and Reservations: Billiard Room

1. Pool tables must be left covered and all equipment put up and/or returned to Office at end of usage.
2. Plywood protective covers must be used on pool tables prior to anything being placed on them.
3. Plywood protective covers for the pool tables are stored in the cabinet that houses the movable wall – they must be replaced in storage area after usage.
4. Armoire should be closed when TV is not being watched.
5. If spills or soiling on carpet occurs, BLOT up immediately with clean cloth and notify a Staff Member promptly.

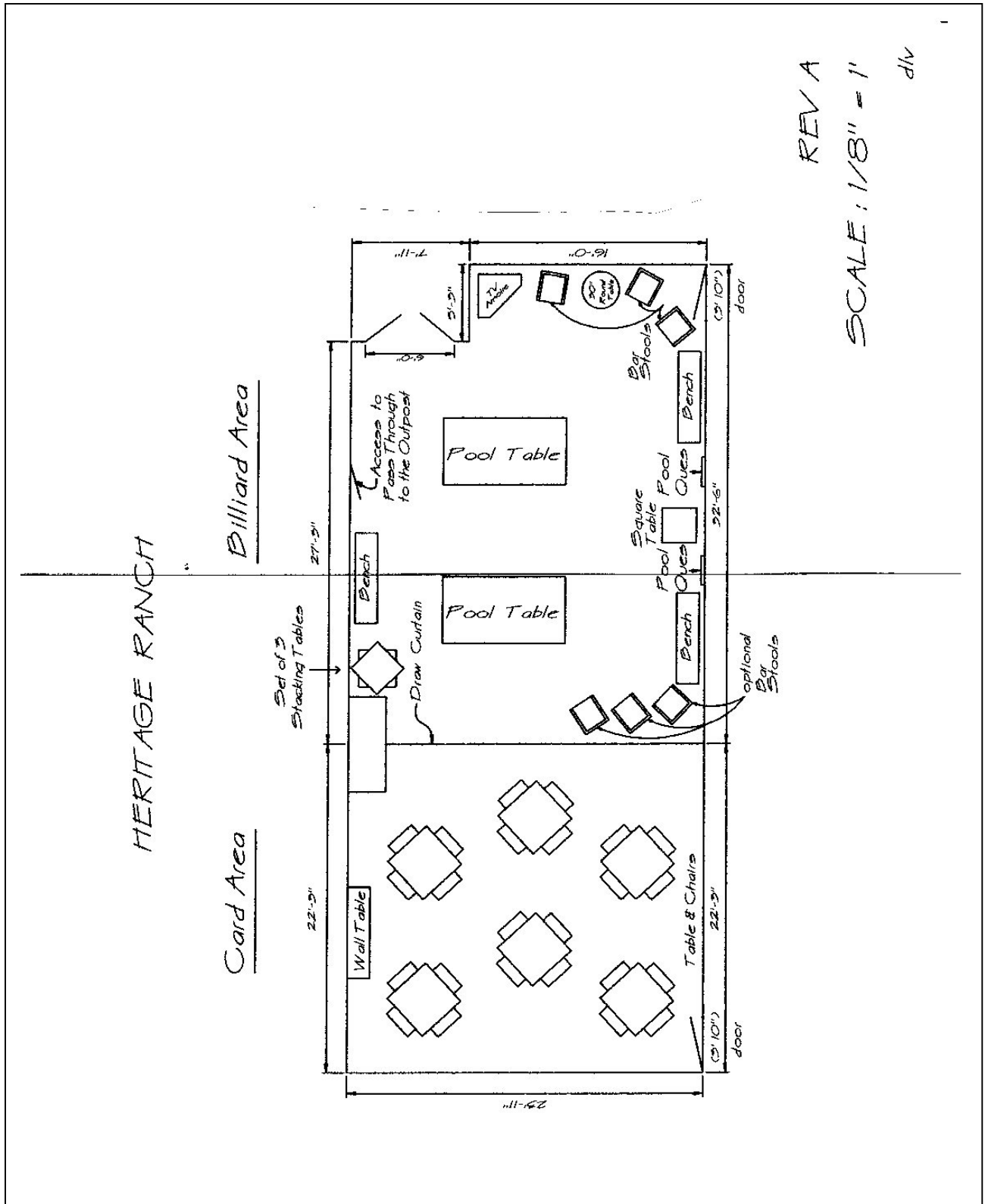
Conditions for Room Usage and Reservations: Card Room

1. All furniture remains in room at all times.
2. All pillows remain in Card Room area at all times.
3. Room should be left in orderly condition at close of usage.
4. Pillows are to be returned to wicker basket after use.
5. Lamp and small floral arrangement remain on long wall table at all times.

Staff Requirements:

1. Skirted serving tables, coffee hot plates, and remaining clean dishes should be removed from rooms as soon as possible after event is complete.
2. All tables and chairs should be cleaned, if needed, at conclusion of event.
3. Default furniture placement to be restored by staff at end of event or activity in each room.

Billiards & Card Room Layout



FOYER

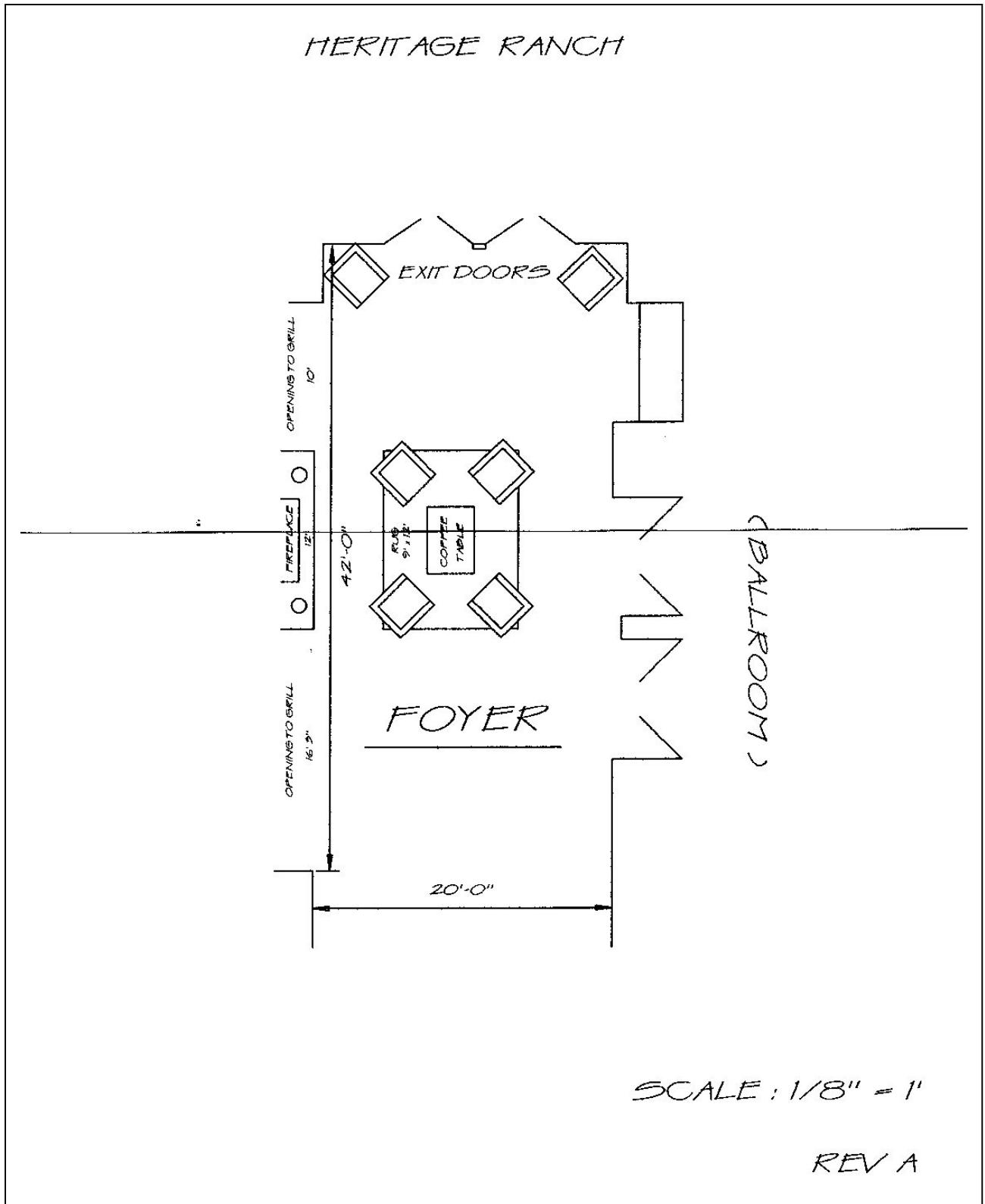
Conditions for Room Usage and Reservations:

1. Large floral arrangement remains on round table at all times unless by permission of Director of Catering or Director of Activities – they are the only ones authorized to move it.
2. All decorative pillows should remain on Lobby furniture and not be taken elsewhere.
3. “NO WET BATHING SUITS ALLOWED IN LOBBY” signs need to be posted in several places .
4. Wet puddles invite slips/falls and pool chemicals bleach out upholstery fabrics on furniture.

Staff Requirements:

1. If Lobby furniture or accessories need to be moved for a special event, they all should be returned to their respective places as soon as possible after conclusion of that event.
2. High chairs belong in the storage closet in the Ballroom – or, temporarily, beside the Grille podium – they should never be stored in the Foyer
3. Counter at back of Foyer should remain clear at all times unless being utilized during an event in progress.

Foyer Layout



STORAGE CLOSETS

Identified below are the things that need to be implemented that will improve storage space usage and streamline employee workflow efforts.

A. Ballroom Storage left to right

1. Cabinet:

- This room will store eight tables and five chairs.

2. Cabinet:

- This room will be used for glass wear storage.

3. Cabinet:

- Hot food plates and other food serving metal trays will be stored here.
- Salt and pepper holders and candle holders will be stored here.

4. Cabinet:

- Tables will continue to be stored in this room. Proper wall protection material, will be installed.

6. Cabinet:

- A large group of chairs will be stored here; however an aisle way will be kept clear for ease of access. Two chair moving two wheelers will be here.
- A large number of special event boxes will continue to be stored, on the shelves that is there now along three walls, above the seven foot level.

7. Cabinet:

- Media room.....no change

8. Stage storage: (Change door to a sliding wall door)

Linen will be stored in this room. All soda, candy, chips, etc. will be moved.

B. Foyer

5. Butler's Pantry: (Stays the same: however counter top will be kept clean)

- a) Ladles
- b) Spoons

c) Butane Stoves

C. Outpost: Change server area entrance door to a Dutch door that opens outward.

9. Closet:

- a) Beer
- b) Sodas

D. Arts & Crafts (Will add window covers so that Wedding guests/Actors can

change cloths in the room.

10. Closet:

- a) Card Tables
- b) Chairs
- c) Nifty Needles
- d) Odds & Ends
- e) five side wall storage racks

E. Main Hallway-North

11. Closet:

- a) Liquor storage

12. Closet

- a) Cleaning supplies

F. Indoor Pool Area

13. Employees lockers

G. Exercise Room

14. Closet

- a) Light bulbs
- b) Maintenance tools
- c) Ladders

H. External Building Storage

- a) Restaurant food storage

NOTE: Library will continue to be used for fine dining. However no food or beverages are to be brought into the library by anyone.

General Information

Standard Terms and Conditions

Clubhouse, Banquet Room, Reception and Private Events

In order to assure you and your guests a well-organized function, we encourage you to read the following policies and discuss any clarification desired with our Director of Sales & Marketing or Director of Food and Beverage.

Any and all proposals, reservations, agreements and contracts requesting the use of services and facilities of the Heritage Ranch and Country Club are made subject to all Club rules and regulations and shall include, but not be limited to, the following expressed terms and conditions.

1. **DEFINITIONS:** As used herein, the following terms have the following meanings: "Event"- the banquet, reception or other private function forming the subject of this agreement; "Facility, Club or Operator"- Heritage Ranch and Country Club; "Patron" the member, person, corporation entity, organization or association contracting with the Operator of the function.
2. **TAXES:** In addition to the charges set forth elsewhere in this agreement, Patron agrees to pay separately any and all federal, state, municipal or other taxes imposed or applicable to the event.
3. **SERVICE CHARGES:** 20% Service Charge will be added to all charges for the event.
4. **FORCE MAJEURE/ACTS OF GOD:** If the performance by the Operator of any obligation under this agreement is prevented, restricted or interfered with by reason of "Acts of God" such as, but not limited to hazardous weather conditions, loss of utilities, fire, etc, or by a requirement having a legal effect of any government or judicial authority or representative of any such government, or any other act which is beyond the reasonable control of the Operator, then the Operator shall, upon giving reasonable prior written notice to the Patron, be excused from such performance to the extent of such prevention, restriction, or interference. Operator shall use reasonable commercial efforts to avoid or remove such causes of nonperformance, and shall continue performance hereunder with reasonable dispatch whenever such causes are removed.
5. **DISPLAYS AND DECORATIONS:** All displays and/or decorations proposed by the Patron shall be subject to prior written approval of the Operator. Any personal property of Patron or Patron's guest or invitees brought onto the premises of the Club and left thereon either prior to or following the event, shall be at the sole risk of the Patrons and the Operator shall not be liable for any loss or damage to any such property for any reason. No items of any kind are to be placed on any fixed furniture or walls throughout the Club. Directional signs must be approved by the Facility prior to the event.
6. **PROVISION OF FOODS AND BEVERAGES:** No food or beverage of any kind will be permitted to be brought into or on the operational grounds of the Club. Excess food taken after the event by members, patrons, guests or invitees without written permission of the Operator is prohibited. The Operator reserves the right to charge for the service of food and beverage. Guests must be at least 21 years of age and have proof of ID to consume alcohol on the club premises.

7. **PRICING:** Prices are subject to change but are not limited to: decrease in number of guests per original quote, or market fluctuations. Operator reserves the right to change pricing based on number of guests.
8. **GUARANTEE:** The person or party making arrangements for private functions on behalf of the Patron must notify the Club no later than 12 noon fourteen (14) days prior to the scheduled function of the exact number of persons that are to attend the scheduled function.
9. **SPACE ALLOCATION:** Space will be guaranteed only should the event maintain the projected number of attendees at time of guarantee. The Facility reserves the right to change reserved space in order to better accommodate each individual group.
10. **DEPOSIT, CANCELLATION:** A non-refundable deposit in the amount of twenty five percent (25%) of the function cost based on the original number determined in Section 8 shall be paid by Patron to Operator at the time of signing this agreement. If food and beverage prices are undetermined at time of signing this agreement a non-refundable deposit of \$1,500.00 shall be due at time of signing. If the Patron cancels the event or otherwise terminates this agreement the Patron is not entitled to any portion of the non-refundable deposit.
11. **PAYMENT IN ADVANCE:** Unless credit has been established in advance by Patron with the Operator, payment in full of all balances or anticipated balances due must be made in cash, by certified check or credit card at least ten (10) days prior to the date of the event. Further, the Operator shall provide credit card information at the time of booking and it shall be charged the entire balance if Patron fails to make payment in full on all balances. If such payment is not made, Operator may terminate this agreement and retain all or part of the Patron's deposit in accordance with the provisions of Section 7. If credit has been established, payment will be due in accordance with the terms therefore agreed upon between parties hereto, but in no way later than thirty (30) days following the event. Interest rate of 2.5% per month will apply to the delinquent account balance.
12. **DAMAGE TO PROPERTY:** The Patron's credit card or member account will also be charged for any or all damage or loss to rooms, walls, furniture, equipment or property caused by or during the event. An additional fee may be charged due to need for excessive clean up from food, confetti or any other items.
13. **DRESS CODE:** Proper dress is required for all Event guests. The current Clubhouse Dress policy will be the standard.
14. **PROMOTION DISCLAIMER:** If your event is selling a service or product to HOA members, guests or public, any mailings, literature, pamphlets, etc...published, mailed or given out must carry the clearly readable disclaimer that **this event or activity is not sponsored by The Homeowner's Association of Heritage Ranch or Western Golf Properties.**
15. **BUYER REMORSE STIPULATION:** Outside vendors must allow a minimum three (3) day "Buyers Remorse" on all goods/services sold during the day(s) of the event. If the vendor is contacted outside of this stipulated time, the Buyers Remorse clause will not apply.
16. **THE HOA BOARD:** The HOA Board has the right to refuse the rental of the club facilities to any group that has questionable intentions of taking unfair advantage of the HOA Residents. This action can be taken at any time of negotiations for Clubhouse, Banquet Room, Reception and Private Events.

If the above arrangements and function agreement terms and conditions meet with your approval, please include your credit and business information, sign and return the original copy at which time this booking will be considered definite and be a contractual agreement.

Credit Card Authorization:

Name on Card: _____

Signature of Cardholder:

Credit Card Number/Expiration Date:
_____/_____

Type of Card: _____

Billing Address: _____

Applicant Business License Information:

Name on Business License: _____

Business License Number/State of Issue: _____/_____

Customer/Group:

Heritage Ranch Golf & C.C.:

Group Name: _____ Event #: _____

Date: _____ Date: _____

Signed By: _____ Signed By: _____

Printed: _____ Printed: _____

General Information

Standard Terms and Conditions

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In order to assure you and your guests have a well-organized function, we encourage you to read the following policies and discuss any clarification desired with our Community Events Director, Director of Catering & Sales or Director of Food and Beverage.

Any and all proposals, reservations, agreements and contracts requesting the use of services and facilities of the Heritage Ranch and Country Club are made subject to all Clubhouse rules and regulations and shall include, but not be limited to, the following expressed terms and conditions.

1. **DEFINITIONS:** As used herein, the following terms have the following meanings: "Event"- the scheduled meeting/rehearsal/activity, banquet, reception or other private function forming the subject of this agreement; "Facility or Operator"- Heritage Ranch and Country Club; "Patron" the member (resident or non-resident), person, club, corporation entity, organization or an association who is contracting with the Operator for a function.
2. **TAXES:** In addition to the charges set forth elsewhere in this agreement, Patron agrees to pay separately any and all federal, state, municipal or other taxes imposed or applicable to the event.
3. **SERVICE CHARGES:** 20% Service Charge will be added to all charges for the event.
4. **FORCE MAJEURE/ACTS OF GOD:** If the performance by the Operator of any obligation under this agreement is prevented, restricted or interfered with by reason of "Acts of God" such as, but not limited to hazardous weather conditions, loss of utilities, fire, etc, or by a requirement having a legal effect of any government or judicial authority or representative of any such government, or any other act which is beyond the reasonable control of the Operator, then the Operator shall, upon giving reasonable prior written notice to the Patron, be excused from such performance to the extent of such prevention, restriction, or interference. Operator shall use reasonable commercial efforts to avoid or remove such causes of nonperformance, and shall continue performance hereunder with reasonable dispatch whenever such causes are removed.
5. **DISPLAYS AND DECORATIONS:** All displays and/or decorations proposed by the Patron shall be subject to prior written approval of the Operator. Any personal property of Patron or Patron's guest or invitees brought onto the premises of the Club and left thereon either prior to or following the event, shall be at the sole risk of the Patrons and the Operator shall not be liable for any loss or damage to any such property for any reason. No items of any kind are to be placed on any fixed furniture or walls throughout the Clubhouse. Directional signs must be approved by the Facility prior to the event.
6. **PROVISION OF FOODS AND BEVERAGES:** No food or beverage of any kind will be permitted to be brought into or on the operational grounds of the Club. Excess food taken after the event by members, patrons, guests or invitees without written permission of the Operator is prohibited. The Operator reserves the right to charge for the service of food and beverage. Guests must be at least 21 years of age and have proof of ID to consume alcohol on the club premises.

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8. **GUARANTEE:** The person or party making arrangements for private functions on behalf of the Patron must notify the Operator no later than 12 noon fourteen (14) days prior to the scheduled function of the exact number of persons that are to attend the scheduled function.
9. **SPACE ALLOCATION:** Space will be guaranteed only should the event maintain the projected number of attendees at time of guarantee. The Facility reserves the right to change reserved space in order to better accommodate each individual group.
10. **DEPOSIT, CANCELLATION:** A non-refundable deposit in the amount of twenty five percent (25%) of the function cost based on the original number determined in Section 8 may be requested to be paid by Patron to Operator at the time of signing this agreement. If food and beverage prices are undetermined at time of signing this agreement a non-refundable deposit of \$1,500.00 shall be due at time of signing. If the Patron cancels the event or otherwise terminates this agreement the Patron is not entitled to any portion of the non-refundable deposit.
11. **PAYMENT IN ADVANCE:** Unless credit has been established in advance by Patron with the Operator, payment in full of all balances or anticipated balances due must be made in cash, by certified check or credit card at least ten (10) days prior to the date of the event. Further, the Operator shall provide credit card information at the time of booking and it shall be charged the entire balance if Patron fails to make payment in full on all balances. If such payment is not made, Operator may terminate this agreement and retain all or part of the Patron's deposit in accordance with the provisions of Section 7. If credit has been established, payment will be due in accordance with the terms therefore agreed upon between parties hereto, but in no way later than thirty (30) days following the event. Interest rate of 2.5% per month will apply to the delinquent account balance.
12. **DAMAGE TO PROPERTY:** The Patron's credit card or member account will also be charged for any or all damage or loss to rooms, walls, furniture, equipment or property caused by or during the event. An additional fee may be charged due to need for excessive clean up from food, confetti or any other items.
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14. **PROMOTION DISCLAIMER:** If your event is selling a service or product to HOA members, guests or public, any mailings, literature, pamphlets, etc...published, mailed or given out must carry the clearly readable disclaimer that **this event or activity is not sponsored by The Homeowner's Association of Heritage Ranch or Western Golf Properties.**
15. **BUYER REMORSE STIPULATION:** Outside vendors must allow a minimum three (3) day "Buyers Remorse" on all goods/services sold during the day(s) of the event. If the vendor is contacted outside of this stipulated time, the Buyers Remorse clause will not apply.
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If the above arrangements and function agreement terms and conditions meet with your approval, please include your member number, credit and business information, sign and return the original copy at which time this booking will be considered definite and be a contractual agreement.

Member Account Authorization:

Name of Member: _____

Account Number: _____

Credit Card Authorization:

Name on Card: _____

Signature of Cardholder: _____

Credit Card Number/Expiration Date: _____/_____

Type of Card: _____

Billing Address: _____

Applicant Business License Information:

Name on Business License: _____

Business License Number/State of Issue: _____/_____

Customer/Group:

Heritage Ranch Golf & C.C.:

Group Name: _____ Event #: _____

Date: _____ Date: _____

Signed By: _____ Signed By: _____

Printed: _____ Printed: _____

TRAINING

A. Who to Train:

1. Staff
2. HOA Residents
3. Outside Clients

B. What to Train on:

1. Staff
 - a. Paper flow Processes
 - b. Room Scheduling
 - c. Maintenance of Room Schedules
 - d. Room prices
 - e. Storage location of Accessories
 - f. Storage location of moving equipment
 - g. Instruction on use of moving equipment
 - h. Room set up Procedures
 - i. Room take-down procedures
 - j. Pre-room Inspection procedures
 - k. Post room Inspection Procedures
 - l. Solving unforeseen issues
 - m. Charging for damages
 - n. filing and storage of all paperwork
 - o. Time windows for access to room before event
 - p. Time window for exit of room after event
 - q. Explaining room responsibilities to Residents/ Clients
 - r. Assign and Maintain Schedule for Staff that does Rooms
 - s. Resolution of errors and omissions for room usage
 - t. Resolution of damage disagreements
 - u. Control of residents and clients

2. HOA Residents

- a. Room request procedures
- b. Rental Prices
- c. Rental forms completion and submission with deposits
- d. Responsible Resident for the room rental
- c. Room Responsibilities; before and after
- d. Room sign-off before and after
- e. Control of guests
- f. Complaint resolution process
- g. Cancellation procedure and cancellation fees

3. Outside Clients

- a. Room request procedures
- b. Rental Prices
- c. Rental forms completion and submission with deposits
- d. Responsible Resident for the room rental
- c. Room Responsibilities; before and after
- d. Room sign-off before and after
- e. Control of guests
- f. Complaint resolution process
- g. Cancellation procedure and cancellation fees

C. When to Train:

- a. Set up a training schedule with identified names of those on the Staff to train.
- b. Set up a training Schedule and post the schedule that Residents can sign up for.

- c. Set up a meeting with Outside Clients, as they call in, and educate them on the room rental process.

D. Where to Train:

- a. Staff: use the actual Club House for the operations staff.
For the administrative (paper processing) staff,
use a table in the outpost or the main restaurant during a quiet time.

E. How to Train: Pray and beg for assistance.

F. Why Train: Reduce wear and tear on the Club House and its accessories; get residents to be responsible and take ownership of their Club House. Generate a revenue stream that hopefully reduces cost to HOA Residents for Club House repairs and increases the life of Furniture etc.

G. Other Considerations to be addressed:

Development of:

1. Forms to be used
2. Development of pricing schedule
3. Development of damage fees
4. Paper flow filing process
5. Room Responsibilities
6. Staffing assignment and maintenance of the schedule
7. Accessories storage inventory and location map

8. Moving equipment storage and location map

Acquisition process and bill of material cost:

1. Furniture moving equipment
2. Office supplies folders, forms, etc.
3. File cabinets etc.

Identification and control of Storage areas:

1. Identify
2. Inventory
3. Gain control of
4. Reach agreement on what is stored where
5. Present a Policy for approval that requires HOA Board (someone) approval prior to the acquisition of anything that would require storage anywhere in the Clubhouse or its surrounding buildings or in its current storage facilities.

Identification and approval of a Management Team that will manage this entire Room Rental process once approved.

Approved by HOA Board of Directors

Date
