

# Reunion Resort & Club Membership Policies

## General

- Incidental charges must be settled to the member account in order to receive the applicable member discount. The member discount will not apply to charges paid via credit card.
- Membership cards must be presented at all times to ensure proper discounts are applied and charges are billed to the correct account. In the event the member is unable to present their membership card at the time of sale, no discount will be applied and an alternate form of payment will be required to settle the charge to. No retroactive adjustments are permitted.
- Member cards may not be given to anyone other than the individual identified on the card. If a member card is presented by someone other than the rightful owner, the card will be confiscated.
- In the event of a lost or stolen membership card, the Membership Office should be notified immediately. Until notification of card loss or theft is received in writing, the Member shall be responsible for all charges placed on the account. A card replacement fee of \$25 per card will be charged for lost or stolen membership cards or in any situation where the member requests a new membership card.
- Once a Club membership account is closed, membership cards must be returned to the Membership Office in person or via mail. If membership cards are not received within 30 days of account closure, a fee of \$25 per card will apply.
- A fee of \$100 will apply for the preparation and delivery of an estoppel certificate related to the sale of a property.
- If a member sells their property, he/she must notify the Membership Team in writing. No retroactive adjustments will be made.
- The Club is under no obligation to allow unaccompanied guests use of the Club facilities. Amenity access is at the discretion of the Club.
- Per the membership agreement, all members are required to provide the Company with a US bank account or a credit/debit card to which the Member authorizes the Company to charge dues, fees and charges. Please note, a 3.5% processing fee will apply to charges paid by credit/debit cards. The member shall substitute such payment method with another acceptable payment method if a bank account is closed or a credit or debit card expires. If charges are declined, a returned payment fee of \$35 will be added to the outstanding account balance and charged with the next successful payment. If a payment method is not updated, the member will be subject to the Club's policies for suspension or termination of Club membership.
- Pets are not permitted at the Club facilities.
- Violation of any of these Club policies may result in disciplinary action up to and including suspension and termination of membership.

## Golf

- Members must check in at the Golf Shop to present their membership card before play and are required to sign their receipt.

- Members must present a copy of the receipt to the starter before heading to the first tee.
- Platinum members may make tee times 60 days in advance on the designated member's course from November 1<sup>st</sup> to April 30<sup>th</sup>, and 14 days in advance on the other courses. Platinum members may make tee times 60 days in advance on all golf courses from May 1<sup>st</sup> to October 31<sup>st</sup>.
- Gold members may only make tee times 14 days in advance on all courses.
- Extended family and co-owners are able to utilize a Platinum member's discounted golf round with approval from the member. Platinum members must contact the Golf Shop via phone at 407.396.3199 to book the tee time for the extended family member or co-owner. Platinum members may make tee times for extended family and co-owners 60 days in advance from May 1<sup>st</sup> to October 31<sup>st</sup>, and 30 days in advance from November 1<sup>st</sup> to April 30<sup>th</sup>. A designated Member's course is available November 1<sup>st</sup> through April 30<sup>th</sup>. The cost of the round must be billed back to the member's Club account. In all other cases, the guest would need to be accompanied by the member to utilize the discounted round, and the charge must be billed to the member's Club account.
- A member interested in sending guests from his/her home club must have the home club Golf Pro contact Reunion's Golf Pro to arrange tee times and confirm pricing.
- If interested in sending an unaccompanied guest to golf, a member guest access request would first need to be submitted to the Membership Office and approved. The unaccompanied guest may then make a tee time at the resort guest rate no sooner than 14 days in advance. A credit card will be required at the time of booking to secure the reservation. Unaccompanied guests are not able to play without the proper credentials, and if the guest either does not present such credentials upon check-in or fails to show, the credit card provided will be charged the full per person resort guest rate for the unused tee time.
- The member guest rate only applies when the guest(s) is accompanied by the member on the course. Please note that accompanied guests are limited to 7 golfers, or a total of two foursomes, including the member, for a total of 8 golfers. Additional players above 8 will be required to pay the resort guest rate. Any non-member playing on the Member's course must be accompanied by the member on the course.
- Member group requests outside of the specified booking window are subject to availability and required to pay the resort guest rate.
- If a member schedules a tee time and a member's guest actually arrives at the Golf Shop to check in, without the member accompanying them, the member will be charged the full resort guest rate.
- Cancellation Policy and No Show Fee - If a member books a tee time on any course and does not cancel 48 hours in advance, or fails to show for their scheduled tee time, the member will be charged \$25 per player for the unused tee time.
- Platinum discounted rounds will be prorated per month based on activation date.

### **Tennis/Pickleball**

- Members must check in at the Tennis Shop Front Desk to present their membership card before play.
- Reservations are required for court time. Platinum members may book 7 days in advance and

Gold members may book 3 days in advance.

- Platinum members may book up to 2 complimentary court reservations daily and Gold members may book 1 complimentary court reservation daily. Additional courts may be reserved at Resort guest pricing.
- Reservations are also required for clinics and lessons.
- Tennis clinics will be capped at 8 participants and pickleball clinics will be capped at 6 participants. Any participants over that quantity will be placed on a stand-by list for an alternate clinic.
- Packages purchased expire 6 months from purchase date.
- If interested in sending an unaccompanied guest to play tennis or pickleball, a member guest access request would first need to be submitted to the Membership Office and approved. The unaccompanied guest may then make a court reservation at the resort guest rate no sooner than 3 days in advance. A credit card will be required at the time of booking to secure the reservation. Unaccompanied guests are not able to play without the proper credentials, and if the guest either does not present such credentials upon check-in or fails to show, the credit card provided will be charged the full resort guest rate for the unused court time.
- Cancellation Policy and No Show Fee – If a member books a court, clinic or lesson and does not cancel 48 hours in advance, or fails to show for their scheduled reservation, the member will be charged a \$50 fee.

### **Water Park**

- Members must check in at the Water Park Front Desk to present their membership card with photo identification before entering.
- Platinum primary members can bring up to 8 accompanied guests per Platinum membership and Gold primary members can bring up to 4 accompanied guests per Gold membership. While there may be multiple members per Membership, each with a membership card, each Member is not entitled to bring additional guests. For example, if a Gold member and their spouse visit the Water Park, collectively, the couple can only bring up to 4 accompanied guests into the park. Additional guests over the complimentary limit are subject to the guest usage fee and are limited to 4 per membership.

Extended family and Co-Owners are not entitled to bring accompanied guests on a complimentary basis; however, may bring up to 4 guests with payment of the applicable guest usage fee.

Members must remain with accompanied guests at all times while using the water park. If the member leaves the park, their guests must leave the park as well.

- Members will receive a 20% discount on Water Park cabanas. In the event a member must cancel, the member may cancel without penalty up to 10am the day of the member's reservation. If a member cancels after 10am on the day of the member's reservation, the member will be charged a \$50 cancellation fee. If a member does not contact the Water Park to cancel, the member will be charged the full amount of the cabana reservation.
- Members must be prepared to show their membership card when utilizing the Member's Only deck at the Water Park. Due to capacity limitations, we are unable to accommodate extended

family, co-owners and accompanied guests of Members.

- Members must obey all rules and guidelines posted at the Water Park.
- Reunion Water Park has a maximum capacity of 500 guests. If the Water Park reaches capacity, no guests, including members, will be allowed entry until capacity drops below the maximum. We recommend members arrive early to guarantee entry into the waterpark.

### **Food & Beverage**

- Please note that members are required to sign their receipts at all venues. An automatic gratuity of 20% will be applied to any unsigned member receipt and the charge is not reversible.
- Parties of 6 or more will automatically be charged a gratuity of 20%, and any additional gratuity added by the member is not reversible.
- A no show fee will apply to all guests booking dining reservations. Please refer to Open Table for details when booking reservation.

### **Member Events**

- Reservations must be made through the Member app or website at [www.theclubatreunionresort.com](http://www.theclubatreunionresort.com) to ensure we are prepared and have an accurate food and beverage attendance count for our member events. We may not be able to accommodate a member's attendance if there is no active reservation.
- All requests, changes and cancellations for member events must be made through the app, website, and NOT through direct messages, calls or texts to a member of the team as it may be missed.
- Always check in with Membership staff upon arrival to events.
- If a member cancels registration for a member event after the event cut-off deadline, or fails to show for the member event, the member will incur a no show fee.
- Depending upon the member event, the cancellation, no show, extended family and guest fees (if applicable) are subject to change. For each event, please refer to the guidelines outlined on the Member website.

### **Parking**

- Please refer to the Member website for the gate code to access the Member's Only parking lot next to the Clubhouse.
- Overflow parking is available in the side lot of Reunion Grande or at the Seven Eagles side lot.
- A member may not park under the porte cochère or on the front drive at Reunion Grande.
- Vehicles parked in a handicap space must have a handicap placard displayed.
- The Member's Only parking area in front of the Water Park is reserved for golf cart parking only. If golf cart parking is full, golf carts must park in the designated Water Park parking lot adjacent to Spectrum. Vehicles are required to park in the designated Water Park parking lot adjacent to Spectrum at all times.