

Castlewood HOA Clubhouse Policies

A reservation allows exclusive use of the Clubhouse only. All residents have access to the pool, and Clubhouse restrooms, during your Clubhouse event. Be aware that priority is given to the Castlewood HOA for community functions. Reservations cannot be made more than 6 months in advance from the date of the request.

Note: *The Association reserves the right to change any of the terms of this policy, and/or charges for deposits, rental fees, or cancellation fees at its sole discretion, without prior notice.*

RESERVATION ELIGIBILITY

Residents

Only adult homeowners/members of the Castlewood Homeowners' Association (Residents) in good standing with the association are eligible to reserve any HOA amenity.

- The use of the Clubhouse is limited to residents only.
- The Clubhouse cannot be reserved for friends or relatives of a resident, or on behalf of a group or organization.
- Each home is limited to three (3) reservations per month for a total of thirty-six (36) annual reservations.
- ***The Castlewood resident MUST be in attendance during the entire event.***

Restrictions from using the Clubhouse may occur if:

- The resident is delinquent in their homeowner association annual assessment.
- A previous reservation resulted in damage or abuse to the facility.

Lessees

Residents who lease a home in the subdivision are unable to reserve the Clubhouse, Pavilion, or Soccer field. The property owner can reserve the facilities for their lessee tenant. The property homeowner must pay the required rental fee and security deposit for their lessee **and** accept financial responsibility for any assessed damages or cancellation fees.

FACILITY RESPONSIBILITIES

Responsibilities:

- Residents using the Clubhouse accept financial responsibilities for any fees, charges, or damages resulting from their guest's participation in your event.
- Residents acknowledge that Castlewood HOA is not responsible for lost, stolen, damaged, or unsecured personal items during your event.
- Residents acknowledge smoking is prohibited anywhere on community property, no alcohol can be consumed, or carried outside of the Clubhouse or pool area. Glass is not allowed in the pool or pavilion area.

Use of the Facility:

- The Clubhouse is intended for Castlewood residents' personal use.

- No overnight stays are permitted without prior consent of the Board of Directors.

Maximum Occupancy:

The maximum number of attendees is 86, with a maximum of 42 guests under the age of 18 attending the event.

Minors:

Any Clubhouse event with guests under the age of 18 is required to have at least one (1) adult chaperone attending for every 10 minors. Chaperones must be present during the entirety of the event. The Community Manager is not considered a chaperone.

MAKING A RESERVATION

Reservations are **ONLY** requested through the Castlewood HOA community website, at www.castlewoodhoa.com. All reservations are first-come, first-served and are considered **PENDING** until all fees have been paid and all documents submitted. Reservations cannot be made more than 6 months in advance. ***No verbal or email reservations are accepted.***

Clubhouse fees:

- \$50 for Monday through Thursday
- \$75 for Friday, Saturday, or Sunday
- \$150 security deposit is required per event

Rental Availability:

- The Clubhouse is **NOT** available on Mondays **before** 10AM or Thursdays **after** 5PM.
- All other days the Clubhouse is available to rent starting at 9AM and ending at midnight.

Reservation Requirements:

A reservation is **PENDING** and **NOT** placed on the Community Calendar until the resident has submitted:

- An online Reservation Request.
- A completed and signed Rental Agreement.
- The rental fee.
- The security deposit.

Reservation Confirmation:

- The resident has 72 hours to pay the rental fee, the security deposit, and submit the Rental Agreement to the Community Manager once they have received their email Reservation Acknowledgement confirming the selected date is available.
- If the Community Manager does **NOT** receive the signed Rental Agreement, deposit, and rental fee from the resident within 72 hours after the email Reservation Acknowledgement has been sent, the **PENDING** reservation will be **CANCELLED**.
- Reservations are added to the community calendar **AFTER** the Community Manager has received the completed Rental Agreement, rental fee, and deposit.

NOTE: Do not mail out any event invitations without receiving email confirmation from the Community Manager that your reservation has been added to the calendar.

SECURITY DEPOSIT

A security deposit applies to ALL reservations and are ONLY made using a credit card. After the online Reservation Request has been submitted, the Community Manager sends out a Reservation Acknowledgement email with a link to pay the required security deposit and rental fee.

A \$150 security deposit is required when the reservation is made.

- The resident will **FORFEIT** their security deposit, if the Clubhouse has been inspected after the event and:
 - The Clubhouse is not completely cleaned as defined in the Rental Agreement's **Clubhouse Check-out Procedures**.
 - The Clubhouse walls, furnishings, carpet, or kitchen is damaged in any manner.
- The resident is charged actual damages if any repair and/or cleaning costs exceed the deposit amount.
- The deposit is released when the event is over, and no damage has been assessed.

NOTE: Follow the **Clubhouse Check-out Procedures** to avoid losing your deposit.

CANCELLATIONS AND RESERVATION CHANGES

ALL cancellations must be received **via email five (5) days prior** to the event date if the Clubhouse will NOT be used **OR** you wish to change the date or time of an existing reservation to avoid a cancellation fee.

Cancellation/Date Change Process:

- Email the Community Manager at manager@castlewoodhoa.com with the event name/date/time.
- ***No verbal cancellations or changes are accepted.***

Cancellations:

- Written cancellations or date changes made five (5) or more days prior to the event receive a refund of the rental fee.
- Cancellations or date changes less than five (5) days before the event **FORFEIT** 100% of the rental fee.
- If a date is rebooked, no change fees will be charged. For cancellations more than five (5) days in advance of the event, without a rebooking, the rental fee and deposit will be refunded less a \$15 processing fee.

Reservation Change Process:

- **The resident must submit a new Reservation Request for an event date change.**

- When an event change request has been submitted, a confirmation notification from the Community Manager will be emailed to the requestor.
- The resident must complete and sign a new Rental Agreement reflecting the changes and submit it to the Community Manager within 48 hours of their email confirmation.
- An event change will not be considered valid until the Community Manager has received a new Rental Agreement and all fees have been paid.

CLUBHOUSE DOOR ACCESS

The Clubhouse is secured using a keyless, electronic door lock. The door opens when a code is entered on the keypad located above the door handle set. The Community Manager generates all door access codes.

- A keypad code is sent to the resident the Monday prior to the reservation date via email.
- A unique code is issued and is only active on the date of the event.
- If unable to unlock the door using your access code after hours, **text 972-236-6214** for assistance.
- ONLY the resident is to use the door code to access the Clubhouse.
- ***Giving the door code to a non-resident or minor is NOT allowed and may result in a revocation of your Clubhouse privileges.***

NOTE: Clubhouse access is tracked digitally. The Community Manager has digital documentation every time the door is unlocked/locked with your provided code.

CHECK IN AND CHECK OUT PROCEDURES

Check-in Procedures:

- Residents are required to inspect the Clubhouse prior to their event, using the **Clubhouse Check-in Procedures** document, to confirm the space is clean and there is no damage present or carpet stains.
- It is recommended you take **before** and **after** photos of the space as documentation.
- Send a confirmation text (972.236.6214) to the Community Manager the day of your reservation to confirm there are no issues. Any damage will be assumed to have been caused during your event and you will **forfeit** your security deposit.
- Any issues found must be documented with a photo and sent to 972.236.6214.

Check-out Procedures:

- Residents are required to follow the **Clubhouse Check-out Procedures** and take photos of the cleaned facility once you are ready to depart the Clubhouse.
- Text after photos to: 972.236.6214 to verify the room has been cleaned and all furnishings have been returned to their original positions.
- Failure to text photos of your cleaned space may result in the loss of your deposit, and/or being charged for damage or additional cleaning costs that may have occurred **after** your reservation.

REVOCAION OF CLUBHOUSE PRIVILEDGES

The privilege to reserve the Clubhouse will be revoked for six (6) months if:

- A resident gives their door code to a minor or non-resident of your household to access the Clubhouse.

NOTE: If damage occurred to the facility during the reserved event, and the resident did not reimburse the HOA for repairs, the resident may be permanently barred from reserving Castlewood's amenities.

NON-APPROVED USES OF THE CLUBHOUSE

The following activities are not allowed in the Clubhouse:

- Work group events intended to make, construct, build, or paint any items.
- Using hot irons, paints, or printing presses.
- Using colored markers, glue, or hot glue guns.
- Use of hazardous and/or flammable materials.
- Using confetti, rice, birdseed, finger paints, paint, decals, stickers, silly string, slime, fog machines, nails, screws, thumb tacks, push pins, regular tape, gaffers tape, staples or other materials that could cause harm to walls, windows, people, or vehicles in the parking lot.
- Candles are not permitted, with the exception of LED candles.
- Events to sell products, goods, or services or charging admission to attend an event.
- Daycare or children's playgroups.

Clubhouse Check-In Procedures

Residents must complete a quick inspection of the Clubhouse prior to their reservation.

- It is your responsibility to document any issues or damage to the facility before you begin using the Clubhouse.
- Send a text confirmation to the Community Manager prior to the start of your event confirming you found no issues with the facility.
- Text **972.236.6214** the following message: **“No issues, John Q. Public, 1234 Castlewood Blvd”** using your own name and residence address.

If issues are found with the Clubhouse:

- Text photos to: **972.236.6214** to show the damage and/or issues you found with the room.
- Failure to text photos of issues/damage may result in the loss of your deposit, and/or being charged for damage or additional cleaning costs that may have occurred **before** OR **after** your reservation.

Check for the following during your pre-event inspection:

1. Floors are free of debris, spilled liquid, or food stains.
2. Kitchen trash cans are empty, and trash has been bagged and placed in the bins behind the Clubhouse.
3. Trash is not overflowing outside in the bins.
4. Walls are free of holes, peeled paint, and scuffs.
5. Furniture is in its original position (see photo example)
6. Kitchen countertops are wiped down, appliances are clean, and sink is free of debris/food.
7. Refrigerator/freezer is empty of food.
8. Tables are clean and wiped down.
9. Furniture is clean and free of spills.
10. Interior restroom doors are locked and lights were off.
11. Front and back doors were locked when you arrived and interior lights/fans were off.
12. Folding tables and chairs were returned to the closet.

Clubhouse Check-Out Procedures

After you clean-up from your event:

- ***It is your responsibility to clean the facility and send photos documenting everything is clean and in good order after your event.***
- Text photos to: **972.236.6214** to verify the room has been cleaned, folding tables and chairs returned to closets, and all the room furniture/furnishings have been returned to their original positions.
- Failure to text photos of your cleaned space may result in the loss of your deposit, and/or being charged for damage or cleaning costs that may have occurred **after** your reservation.

Remember:

You are financially responsible for any fines, charges, or damages resulting from your use, your guest's use, or your vendor's use of the facility.

The following must be addressed before your Clubhouse departure.

Kitchen:

✓	Items to be addressed:
	<p>Kitchen Interior</p> <ul style="list-style-type: none"> • All leftover food must be removed and trash bagged • All countertop surfaces must be wiped clean • Ceramic floor swept or mopped clean if sticky • Liquid beverages must be emptied in the sink before placing cans/bottles in trash
	<p>Kitchen Appliances:</p> <ul style="list-style-type: none"> • Stove/oven wiped down and free of debris • Interior of microwave oven must be clean and free of debris • Refrigerator and freezer must be empty • Kitchen sink free of debris and wiped clean • Stove exhaust turned off
	<p>Trash:</p> <ul style="list-style-type: none"> • Trash has been bagged and tied shut • Interior clubhouse trash cans emptied • Put full trash bags in the trash bins behind the clubhouse. If Clubhouse bins are full, resident must take the trash bags with them and dispose of it at their own home • New trash can liner placed in Clubhouse trash can
	<p>Other:</p> <ul style="list-style-type: none"> • Thermostat set to 50 degrees in winter; 75 degrees in summer (located on wall near the pass through) • Trash is not overflowing in the outside bins • Lights have been turned off

Living Area:

✓	Items to be addressed:
	Food: <ul style="list-style-type: none">• All leftover food must be removed and bagged• Liquid beverages must be emptied in the sink before placing cans/bottles in trash
	Furnishings: <ul style="list-style-type: none">• All folding tables and chairs must be wiped down and free of food• Return all folding tables and chairs neatly to the closet• All Café tables and chairs must be wiped down and free of food• All furniture table surfaces must be wiped down• Leather furniture, if sticky or with food debris or drinks, must be wiped down• Replace leather furniture and tables into original positions• Replace Café tables and their chairs (four to a table) into original positions• Stack extra Café table chairs in the corner
	Flooring: <ul style="list-style-type: none">• Ceramic tile is free of spills, has been swept, or mopped if sticky• Carpet must be free of any stains OR debris, vacuum as required• Remove any spots on carpet from spilled liquid or dropped food
	Bathrooms: <ul style="list-style-type: none">• Replace toilet paper if holders are empty• Ensure paper towels are not lying on the floor in the restroom• Restroom doors leading to the OUTSIDE, must remain unlocked for pool area access• Restroom doors INSIDE the clubhouse must be locked when you depart• Lights are off• You are NOT required to empty the paper towel trash bin in the restroom
	Trash: <ul style="list-style-type: none">• Trash must be bagged and tied shut. Full trash bags placed in trash bins behind the Clubhouse, if bins are full, the resident must take the bags home for disposal• New trash can liner placed in Clubhouse trash can
	Other: <ul style="list-style-type: none">• Thermostat set to 50 degrees in winter; 75 degrees in summer (located on kitchen wall near the pass through)• Turn off television/stereo equipment• Turn off all lights, exhausts, and ceiling fans• All decorations/rented equipment must be removed when the event is over• All personal belongings removed• Back door leading to the outside (by the restrooms) must be locked• Front door must be locked using your code

AUTOMATIC FORFEIT OF YOUR DEPOSIT:

- Failure to clean following these procedures
- Failure to return furniture to original positions
- Any damage to the facility, carpet, or furnishings

As a reminder:

Non-approved uses of the Clubhouse:

The following activities are NOT allowed in the Clubhouse:

- Work group events intended to make, construct, build, or paint any items.
- Using hot irons, paints, or printing presses.
- Using colored markers, glue, or hot glue guns.
- Use of hazardous and/or flammable materials.
- Using confetti, rice, birdseed, finger paints, paint, decals, stickers, silly string, slime, fog machines, nails, screws, thumb tacks, push pins, regular tape, gaffers tape, staples or other materials that could cause harm to walls, windows, people, or vehicles in the parking lot.
- Candles are not permitted, with the exception of LED candles.
- Events to sell products, goods, or services or charging admission to attend an event.
- Daycare or children's playgroups.

Holiday Reservations: Seasonal decorations, such as Christmas trees/room decorations, are **NOT** to be removed or dismantled under any circumstances.

If you arrive and find the Clubhouse is not clean or find damage, you must take pictures and report it immediately via text to 972-236-6214.

Cleaning Supplies: Cleaning supplies, paper towels, trash bags, toilet paper, etc. are in the closet to the left of the front door and in the kitchen cabinets nearest to the stove.

Clubhouse Amenities

As a reminder, here is what is available for your use in the Clubhouse.

Items Provided by Castlewood	Not Provided
<ul style="list-style-type: none"> • Furniture: <ul style="list-style-type: none"> ○ One leather sofa on wheels ○ One leather loveseat on wheels ○ One leather chair on wheels ○ One large round sofa table on wheels ○ One side table ○ Two stationary credenzas ○ Three occasional tables on wheels ○ Four (4) 36-inch square Café tables ○ Twenty-four (24) Café table chairs (non-folding chairs) ○ Six (6) 6-foot-long folding tables ○ Seventy-six (76) metal folding chairs • Appliances: <ul style="list-style-type: none"> ○ Refrigerator/freezer ○ Oven/stove top ○ Microwave • Cleaning supplies: <ul style="list-style-type: none"> ○ Trash bags ○ Mop ○ Vacuum ○ Broom and dustpan ○ Multi-purpose surface cleaner ○ Clorox wipes ○ Paper towels ○ Dish soap ○ Carpet cleaner ○ Toilet paper/paper towels in restrooms 	<ul style="list-style-type: none"> • Cooking utensils • Serving utensils • Cutlery • Ice • Cups/plates/napkins • Tablecloths