

Castlewood HOA Pavilion Policies

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

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 Pavilion is limited to residents only.
- The Pavilion cannot be reserved for friends or relatives of a resident, or on behalf of a group or organization.
- ***The Castlewood resident MUST be in attendance during the entire event.***

Restrictions from using the Pavilion may occur if:

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

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.

PAVILION RESPONSIBILITIES

Responsibilities:

- Residents using the Pavilion 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 pool area. Glass is not allowed in the pool or pavilion area.

Use of the Pavilion:

- The Pavilion is intended for Castlewood residents' personal use.
- The rental is **ONLY** for the Pavilion. The pool and remaining pool areas are **NOT** part of the rental agreement and must remain open to all residents.

Maximum Occupancy:

The maximum number of attendees in the pool area is 20.

Minors:

Any Pavilion event with minor guests:

- Under the age of 14 is required to have at least one (1) adult per two (2) children present.
- Between the ages of 14 and 18, you must have at least one (1) adult per 10 minors present.
- Chaperones must be present during the entire 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.***

Pavilion fees:

- \$25 for a 3-hour rental
- \$50 for a 6-hour rental

Rental Availability:

- The Pavilion is only available during pool season: May 1 through September 30.
- Pavilion rental does NOT include use of the Clubhouse or Clubhouse kitchen.

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.

Reservation Confirmation:

- The resident has 72 hours to pay the rental fee 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 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 and rental fee.

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.

CANCELLATIONS AND RESERVATION CHANGES

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

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.***

Cancellation/Change Fees:

- 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.

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.

PAVILION GATE ACCESS

The Pavilion is secured using a keyless, electronic gate lock. The gate opens when a keycard is swiped on the keypad located above the gate handle set. The Community Manager generates all keycards.

- ONLY residents over the age of 14 may use the keycard to access the pool area.
- ***Giving the keycard to a non-resident, or a minor under the age of 14 unaccompanied by an adult, is NOT allowed and may result in a revocation of your amenity privileges.***

NOTE: Pavilion access is tracked digitally. The Community Manager has digital documentation every time the gate is unlocked with your keycard.

REVOCAION OF PAVILION PRIVILEGES

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

- A resident gives their gate keycard to a minor or non-resident of your household to access the Clubhouse.
- The entry gate is propped open allowing anyone to enter without using a keycard.

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.

PROHIBITED ACTIONS

The following are not allowed in the Pavilion or surrounding pool area:

- Decorations may **NOT** be attached in any way to **ANY** surface. Do not nail, thumb tack, push pin or tape anything to the pavilion structure or fencing.
- Using safety equipment for ANY purpose other than its intended use.
- Silly string and water balloons are not permitted.
- Water slides are not permitted.
- Pets are not permitted in the pool area unless they are assisting the physically impaired.
- Resident cannot play music.
- No eating food or drinking beverages while in the pool.
- Smoking, vaping, or use of any tobacco products are not allowed in the pool area.
- No glass of any kind allowed in the pool area.
- Throwing pool furniture into the pool.
- Activities involving painting or crafts in the pool area.
- Hosting a for-profit event with the intent to sell merchandise.

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 Pavilion or pool area.

If you arrive and the Pavilion isn't clean, or find damage, you must take pictures and report it immediately via text to 972-236-6214.

Pavilion Amenities

Items Provided by Castlewood	Not Provided
<p><i>ONLY the last 1/3 portion of the Pavilion next to the grill is available for rental. The other 2/3 of the covered Pavilion must remain available for other residents to use.</i></p> <ul style="list-style-type: none"> • Furniture: <ul style="list-style-type: none"> ○ One (1) picnic table ○ Two (2) square aluminum tables ○ Eight (8) pool chairs • Grill • The grill is available on a first-come, first served basis <i>after</i> the renting party has finished cooking. If other residents are waiting to grill, allow access once you finish cooking. 	<ul style="list-style-type: none"> • Propane tank for the grill • Grill brushes • Cooking or serving utensils • Cleaning solutions