



**RESIDENTS CLUB**

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# **POLICY & PROCEDURES**

# **MANUAL FOR RESIDENTS**

**REVISED 04/29/08; Minor Update 4/10/13**

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**ArrowCreek Residents Club**  
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## **Introduction**

**The ArrowCreek Residents Club opened in 1999 in order to provide the residents of the ArrowCreek community with a country club atmosphere. The uniqueness of the ArrowCreek community is reflected in your Residents Clubs amenities.**

**The Residents Club is owned by the ArrowCreek Homeowners Association which staffs a full-time Community Activities Coordinator to assist in the on-premise coordination and management of the Resident Club. Additionally, the ArrowCreek Homeowners Association retains the services of a professional property management firm which oversees the administrative and operational functions of the Residents Club.**

**This handbook has been provided as a guide for each resident members use and enjoyment of the Residents Club and its facilities. Members are reminded that the policies and procedures as well as the rules and regulations, set forth in this handbook are subject to revision and change at the discretion of the management.**

**Please take the time to review the information contained in this handbook and should you have any questions concerning its contents please contact your Community Activities Coordinator at 850-4620. Remember this is your Residents Club and your input into its management and operation is always welcome.**

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## I

# WELCOME

(rev. 4-10-13)

*On behalf of the ArrowCreek Homeowners Association we wish to welcome you to the ArrowCreek Community. As new members of the ArrowCreek Residents Club we are certain you will enjoy the amenities offered to you and your guests. Your membership is provided as part of your Homeowners Association assessments and by keeping your assessments current you are ensuring your continued enjoyment of the Residents Club.*

*Access to the Resident's Club is via a Resident's Club key card (obtained through the Resident Club Activities Director). Each property is issued two cards maximum per property. Cards must be transferred from seller to buyer upon sale. Replacement key cards cost \$100.00 each. Per the Association's policy, if an owner's account is 60 days delinquent the key cards will be deactivated until the account is brought current.*

*This handbook will provide you with the information required to make maximum use of the facility. Please take the time to read this handbook and your compliance with all the rules and regulations will ensure the continued enjoyment of the Residents Club by all members.*

*Again, we welcome you and hope you find the Residents Club just one more example of the unsurpassed commitment to excellence offered to residents of the ArrowCreek community.*

*Sincerely,*

*The Board of Directors  
ArrowCreek Homeowners Association*

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## GENERAL INFORMATION

The following activities are provided at no cost to the member:

- Swimming Pool & Spa
- Locker Room Facilities\*
- Two (3) tennis courts
- Exercise Room with:
  - Treadmills
  - Cross trainers
  - Recumbent bicycles
  - Cable Cross
  - Vertical Chest Press
  - Smith Machine
  - Pilates Machine
  - Hyper Extension
  - Prone Leg Curl
  - Seated Leg Extension
  - Dumbbell Weights
  - Rowing Machine
- Basketball court
- Tot Lot (children's play area)

Other Residents Club amenities for which a minimal charge may be applied include:

- Rental of Clubhouse for special occasions (see Facility Rental)
- Swimming Lessons
- Social Events for Adults
- Tennis leagues, clinics, and lessons
- Personal Trainer (by appointment)
- Tennis Pro (by appointment)
- Water Aerobics
- Aerobic Classes
- Yoga

Some classes, private instruction, and special event activities may have an additional charge. Please check with the Community Activities Coordinator.

Please observe the following rules and regulations when utilizing the Residents Club:

- The Residents Club is a non-smoking facility
- Please do not bring your pets to the Residents Club
- Please observe all posted signage at the swimming pool, spa and exercise room. They are for your safety and provide guidelines that afford all members the opportunity to enjoy the facilities.
- Do not permit anyone other than your family/guests to use your cardkey. There is a fine for misuse, as defined in the Resident CardKey Agreement.

## **HOURS OF OPERATION\***

### **Fitness/Exercise Room**

The fitness and exercise areas are open to residents 5:00am - 10:00pm on a daily basis. However, you are asked to observe the 30 minute workout time limit on the machines when others are waiting.

### **Pool & Spa**

The pool will be open during the summer months depending upon the weather. The spa will remain open throughout the year. The following hours have been scheduled:

Monday through Sunday	5:00am to 10:00pm
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### **Lifeguard Services**

ARROWCREEK DOES NOT HAVE A LIFEGUARD AT ANY TIME. SWIM AT YOUR OWN RISK.

### **Tennis, Basketball Courts**

Monday through Saturday	7:00am to dark
Sunday	8:00am to dark

**NOTE:** The tennis, basketball and volleyball courts do not have lighting for night time use.

**\*The Residents Club management and staff reserve the right to close any or all of the facilities at any time for maintenance repairs. The pool and spa will be reopened at their discretion.**

## **INCLEMENT WEATHER POLICY**

The Residents Club management or staff may close any or all of the facilities in the event of a perceived or actual health or safety concern. The proximity of electrical storms shall be a major consideration for the immediate closure of the swimming/spa facilities. Individuals are to exit the pool and spa immediately when lightning/thunder are detected or upon the order of a member of the Residents Club staff, or a member of the ArrowCreek security staff.

## **GUEST POLICY**

The Residents Clubs facilities are primarily for the exclusive use of ArrowCreek residents. Residents may invite their guests to use the facilities but must accompany them during their visit. Residents are reminded that the number of invited guests should not burden the facilities capacity to the exclusion of other residents. Guests not in the company of a sponsoring resident will be asked to leave the facility.

Residents are responsible for the actions of their guests and should familiarize them with the facility's Rules and Regulations policies prior to their visit.

## FACILITY RENTAL

**Selected areas of the Residents Club are available for rental.**

**Resident Requirement:** You must be an ArrowCreek resident in order to rent the facility. Any resident desiring to rent the facility must sign a contract, alcohol liability waiver and assume total responsibility of the actions or their guest(s). Residents renting the facility must remain on the premises for the entire rental period. The premises must be cleaned at the conclusion of the party.

**Facility Capacity:**

Foyer/Kitchen	40 persons foyer/kitchen
Patio only	25 persons
Multipurpose Room	60 persons

**Rental Hours:**

Residents Club facility rentals are restricted to the hours between 9:00am and 10:00pm with a maximum of one party per day restricted to four (4) hours with a one (1) hour pre-party set up period.

**Reservations:**

Lead time:	Reservations must be made with the Community Activities Coordinator at least thirty (30) days in advance.												
Phone requests:	Reservation requests made by telephone do not guarantee the reservation. Reservations are not secured until the Community Activities Coordinator receives a written request. Requests are granted according to priority with Board Meetings and Homeowner Association sponsored events taking precedence.												
Conflict resolution:	If two or more requests for the same date are received at the same time a drawing will be held. Otherwise, requests will be scheduled by date and time the request was received.												
Non-Exclusive use:	The Residents Club will remain open and accessible to any and all ArrowCreek residents.												
Holidays:	The Residents Clubs facilities are not available for rental on the following holidays: <table> <tr> <td>New Years Eve</td><td>4<sup>th</sup> of July (Independence Day)</td></tr> <tr> <td>New Years Day</td><td>Labor Day Weekend (Sat/Sun/Mon)</td></tr> <tr> <td>Presidents Day</td><td>Halloween</td></tr> <tr> <td>Valentines Day</td><td>Thanksgiving Weekend (Thur/Fri/Sat/Sun)</td></tr> <tr> <td>Christmas Eve</td><td>Easter Sunday</td></tr> <tr> <td>Christmas Day</td><td>Memorial Day Weekend (Sat/Sun/Mon)</td></tr> </table>	New Years Eve	4 <sup>th</sup> of July (Independence Day)	New Years Day	Labor Day Weekend (Sat/Sun/Mon)	Presidents Day	Halloween	Valentines Day	Thanksgiving Weekend (Thur/Fri/Sat/Sun)	Christmas Eve	Easter Sunday	Christmas Day	Memorial Day Weekend (Sat/Sun/Mon)
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Equipment:	The Residents Club does not provide any additional tables, chairs, cooking utensils, serving trays, dishes, extension cords, etc. It is the responsibility of the resident to make the appropriate arrangements for their function. The Community Activities Coordinator can assist with contact names and phone numbers for rental services and catering by calling (775) 850-4620.												
Live Entertainment:	All live entertainment must be approved by the Community Activities Coordinator at least two (2) weeks in advance of the scheduled event.												

## RENTAL FEES

<u>Facility</u>	<u>Refundable Deposit</u>	<u>Non-Refundable Fee</u>
Foyer/Kitchen/Patio Combination	\$300.00	\$200.00
Patio only	\$100.00	
Aerobics Room	\$300.00	\$200.00

## RULES AND REGULATIONS

### Swimming Pool

- X SWIM AT YOUR OWN RISK, NO LIFEGUARD.
- Children 14 years of age and under are not permitted unless accompanied by an adult 18 years of age or older.
- X No glass containers or food allowed in pool compound (fenced) area
- X Only regular swimming attire permitted.
- X No diving
- X No running
- X If pool is unattended, please do not swim alone.
- X Please shower prior to entering pool.
- X Only water soluble lotions permitted in the pool compound.
- X Only small floating devices are allowed. (If the pool is crowded, staff reserves the right to ask residents, and/or their guests, to remove devices for safety reasons.)
- X Non-inflatable rubber belts worn around the waist or noodles (one per person) are permitted for use. The noodle should not exceed 3" in diameter and 70" in length.
- X Kickboards are allowed for use at any time by persons 18 years of age and older, provided the kickboard is no larger than 18"X24" and is so constructed that pieces will not break off.
- X Throwing of any object into the pool is NOT allowed other than in an activity approved by the Residents Club staff.
- X Smoking is prohibited
- X Upon completion of pool usage, you are responsible for the removal of debris from your immediate area.
- X Pool rules and policies are posted and must be obeyed.
- X Absolutely no diapers are allowed in the pool.
- X **THE WASHOE COUNTY HEALTH DEPARTMENT REQUIRES ALL GATES TO BE CLOSED AT ALL TIMES. DO NOT PROP OPEN ANY ACCESS GATES.**



**RULES AND REGULATIONS (continued)****Spa**

- X No one under the age of eight (8) years of age is permitted in the spa. (Per Health Department)
- X Children between the ages of 8 and 16 must be accompanied by an adult 18 years of age or older.
- X Please shower prior to entering the spa.
- X No food or glass containers are permitted in the spa compound (fenced area)
- X No floats, toys, noodles, etc. in the spa.
- X The spa is for therapeutic enjoyment only, therefore, jumping, nudity, splashing, loud behavior, boisterous activity, offensive conduct or music is not permitted.
- X No soap or soap products are permitted in the spa.
- X **THE WASHOE COUNTY HEALTH DEPARTMENT REQUIRES ALL GATES TO BE CLOSED AT ALL TIMES. DO NOT PROP OPEN ANY ACCESS GATES.**

**Tennis, Basketball Courts**

- X **Shoes:** All players or others entering on court surfaces must wear regulation tennis shoes. Black soled shoes that created marks on the courts and heel type shoes are not permitted.
- X **Attire:** It is mandatory that a shirt or top is worn at all times. (No bare chest players are permitted)
- X **Children:** An adult resident and/or guest must accompany children with little or no tennis or basketball experience. Resident discretion is suggested for appropriate time of play to avoid court utilization conflicts.
- X **Pets:** No pets are allowed at any time.
- X **Debris:** Upon completion of play, the participants will be responsible for removal of debris from their immediate area of play.
- X **Glass Containers:** No glass containers area allowed in the immediate play areas.
- X **Policies:** All posted rules and policies must be observed.

**Tot Lot (Childrens Play Area)**

- X All children must be accompanied by an adult
- X Children are not to be left unattended.
- X All posted warning signs and closures must be observed.
- X Smoking and alcoholic beverages are not permitted in the Tot Lot area.
- X No glass containers are allowed in the play area.
- X No pets are allowed in the sand lot area.
- X Children must wear shoes.

**REGULATION COMPLIANCE AND ABUSIVE BEHAVIOR POLICY (adopted April 8, 2002)****Background**

The ArrowCreek HOA Residents Club has been provided for the use and enjoyment of all ArrowCreek residents, their families, and guests. The following regulations and associated policies/ procedures have been established to ensure that each individual, or group of individuals, use of the facilities is given the greatest consideration.

### **Authority**

The ArrowCreek HOA's Board of Directors has empowered the Community Activities Coordinator, and the Director of Security, or his representative, with the authority to enforce any and all Rules & Regulations, Policies and Procedures established for the Residents Club.

Should any resident member or their guest refuse to comply with the direction given by a Residents Club staff member, the ArrowCreek HOA's Security Staff will be notified. Any willful refusal to respond to requests for compliance by a member of the ArrowCreek Security Staff will be recorded and reported immediately to the Director of Security.

### **Local Jurisdiction**

Should the violation constitute a violation of local, state or federal law the matter will be reported to the law enforcement agency having jurisdiction over the ArrowCreek community.

### **Compliance**

Willful violations of the Rules and Regulations of the Residents Club will not be tolerated and may be reported to the ArrowCreek Homeowners Associations Board of Directors who are authorized to investigate the alleged violations. The Board may impose disciplinary sanctions for sustained allegations. The following sanctions may be imposed, but are not limited to; a verbal warning, a written warning, a monetary fine, a temporary (time specific) suspension of facility privileges, exclusion from the use of Association facilities or any combination of fine and suspension.

### **Notice of Disposition**

Each member resident who has been reported to the Board of Directors for a violation of the Rules and Regulations of the Residents Club and has been subjected to any sanction(s) by the Board of Directors, shall receive notice of such sanction(s), in writing, after the Board's findings.

### **Appeal of Imposed Sanction**

Within ten (10) calendar days from receipt of the Notice of Penalty, a resident may appeal the Board's decision by requesting, in writing, a hearing before the HOA Board. Requests for appeal may be submitted to the HOA Board through any of its members.

Upon receipt of a timely written request for a hearing, the HOA Board shall schedule a hearing to be held by the Board in executive session within the next thirty (30) calendar days. The HOA Board shall serve the resident with a written notice of the hearing, including the time and place of the hearing, which shall not be less than ten (10) calendar days from the issuance of the notice.

The resident shall have the opportunity to be heard during the hearing, and may produce any statement, evidence, and/or witnesses on his or her behalf. The minutes of the executive session shall contain a written statement of the results of the hearing and any modifications, deletions or variances, if any, to the imposed sanctions will be recorded.

### **Special Use Restrictions**

Due to the limitations of the Residents Club facilities current available interior space, and the overwhelming requests for its use, it has become necessary to establish clearly defined rules and regulations to govern these requests.

### **Special Use Restrictions (continued)**

Due to the close proximity of individuals and groups using the Residents= Club gym facility the following measures have been adopted in order to alleviate the possibility of conflicts/confrontations between users.

- No personal boom boxes are permitted without earphones/plugs
- Group classes are limited to fifteen (15) individuals per class
- Individuals using exercise equipment will not be asked to modify their programs
- Likewise, group activities will not be asked to modify their programs.
- Organized classes, whether contracted or exclusively resident, may not utilize the Residents= Club to the exclusion of other members and their guests.
- Mutual respect between all residents and their guests utilizing the gym facility will be expected at all times.

**NOTE: These restrictions are in addition to, not in lieu of, those already established.**

### **Conduct of Members/Guests**

The following conduct will not be tolerated under any circumstances:

#### **Abusive Behavior Policy Statement**

***The use of profane, threatening, intimidating, demeaning or inflammatory language by residents and/or guests toward an ArrowCreek employee, another resident or their guest, or any individual contracted by the ArrowCreek Homeowners Association as a service provider, is expressly prohibited.***

Any member or guest exhibiting this type of conduct will be asked to leave the facility immediately. Any failure to comply with a request to leave immediately made by the Community Activities Coordinator or a member of the Security Staff may result in disciplinary sanctions against the member.