

**THE GROVE PARK INN RESORT, INC.**  
**COMMUNITY MEMBERSHIP RULES AND REGULATIONS**  
**EFFECTIVE: November 30, 2010**

Community Membership Rules & Regulations

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**THE GROVE PARK INN RESORT, INC.**

**COMMUNITY MEMBERSHIP RULES AND REGULATIONS**

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It is the intent of The Grove Park Inn Resort (the “Resort”) to limit these Community Membership Rules and Regulations to the minimum required for the mutual enjoyment of the Resort’s Facilities by all the Resort’s Members and their families and their Designated Adults and guests.

The obligation of enforcing these Community Membership Rules and Regulations for the good of all the Resort’s Members is placed primarily in the hands of a carefully selected and trained staff whose principal responsibility is to assure you of all the courtesies, comforts, and services to which you, as a Community Member of the Resort, are entitled.

It is further the responsibility of the membership of the Resort to know these Community Membership Rules and Regulations and to cooperate in their enforcement.

**SECTION I. GENERAL RESORT RULES**

**A. HOURS OF OPERATION**

The hours of operation of the Resort, and any or all of the Resort’s facilities will be established, posted and published by the Resort, and may be adjusted seasonably or otherwise, as Community Member usage and other conditions may require.

**B. DRESS STANDARDS**

Community Members of the Resort and their families, Designated Adults and guests shall at all times be in attire appropriate for the area of the Resort in which they are located. The term “appropriate attire” shall mean and be defined as clean, presentable clothing in good condition and not to be offensive to other Members or their families, Designated Adults or guests, other Resort guests or Resort Management. The Resort Ownership and Management shall have the authority to determine what constitutes “inappropriate attire,” and may request anyone who is in violation of this provision to leave the Resort premises, or particular area of the Resort.

Shirts and shoes are required at all times on the Resort premises. Bathing suits may be worn only in the designated pool areas.

Exceptions to the standard dress code or additional dress requirements will be published and posted for notification.

**C. ALCOHOLIC BEVERAGES**

All Community Members acknowledge, agree and understand that at all times, the Community Member, his/her family, Designated Adult(s) and guests, and all employees of the Resort will comply with the applicable laws and the Community Membership Rules and Regulations concerning the possession, sale, distribution and consumption of alcoholic beverages, according to North Carolina laws.

**D. FOOD AND BEVERAGE**

All food and beverage consumed at the Resort Facilities shall be furnished by the Resort. Employees of the Resort are not permitted to deliver any food and beverage outside areas designated by the Resort.

E. SOLICITATION

Except as permitted by the Resort, no commercial advertisements shall be posted, or circulated in the Resort or on the Resort's website, nor solicitations of any kind be made at the Resort Facilities, or on Resort stationery. Other than as permitted by the Resort, no petition shall be organized, solicited, circulated or posted at the Resort Facilities. No solicitations of any kind, including but not limited to, mail, telephone or email, shall be made by use of the published membership directory.

F. EMPLOYEES

Matters of staff and employee discipline are the sole responsibility of the Resort Ownership and Management. Accordingly, a Community Member, his/her family, Designated Adult(s) or guest shall not be permitted to reprimand, discipline or abuse, whether verbally or otherwise, any staff or employees of the Resort. Complaints regarding the conduct or mannerisms of any staff or employee should be reported to the Ownership or Management immediately.

Community Members, their family, Designated Adult(s) or guests shall not interfere in the administration or performance of employees' duties. Employees may not be sent from the premises for personal errands or business of the Community Members. Community Members, their family, Designated Adult(s) or guests may not request special personal services or favors from employees.

G. ENTERTAINMENT

No performance by entertainers will be permitted at the Resort Facilities without permission of the Resort.

H. VEHICLES/PARKING

Vehicles must be parked in such areas as designated by the Resort. Vehicles should not be parked on grass lawns, at the front entrance or delivery areas of the Resort, or any place that interferes with the normal flow of traffic, unless the Resort grants special permission. Unlicensed vehicles are not permitted on Resort property without the permission of the Resort and the Resort reserves the right to limit the period and the times when vehicles may be parked at the Resort. No boats, motor homes, recreational vehicles, trailers or commercial vehicles may be parked at the Resort.

I. COMPLAINTS

All complaints concerning the normal operations of the Resort, its employees and other matters must be directed to the Resort Management. All complaints concerning a manager or Resort Management should be made in writing, to the Chief Operating Officer or appropriate Vice President of The Grove Park Inn Resort, specifying the particular offense or concerns, and signed and dated by the complainant.

J. PETS

Dogs and other pets (with the exception of Service Dogs) are not permitted at the Resort Facilities, except under special circumstances, or where authorized by the Resort. When Service Dogs are permitted on Resort property, they must be leashed.

K. FIREWORKS

Fireworks of any type are not permitted anywhere on Resort property, or adjacent areas, unless a fireworks display or exhibit is organized and conducted by the Resort.

L. OFF-LIMIT AREAS

Community Members, their families, Designated Adult(s) or guests, are not permitted in the kitchen and service areas of the Resort, or in certain maintenance areas located on Resort property.

M. GROUP FUNCTION

Use of the Resort Facilities may be restricted or reserved by the Resort or Resort Management for special group functions and activities. All group functions must be reserved in accordance with reservations and usage policies, and through the Resort Management.

N. AUTHORITY

The Resort personnel have full authority to enforce all Community Membership Rules and Regulations, and any infractions will be reported to Resort Ownership or Management. All Community Membership Rules and Regulations are subject to amendment or modification at the sole discretion of Resort Ownership.

**SECTION II. SERVICE CHARGES AND TAXES**

A standard service charge is added to all food and beverage purchases, and for services provided according to the schedules as determined by the Resort. The Resort is required to add state sales tax to food and beverage totals including service charges. The Resort is required to charge state sales tax on all purchases. A state admissions tax may be required on all guest and greens fees.

**SECTION III. MAILING ADDRESSES**

Each Community Member shall be responsible for filing his/her correct and current mailing address, and any changes, with the Resort in written form. All notices and invoices from the Resort will be sent to the address on file. Failure to receive such billings and notices on time, does not justify the excuse for late payment to the Resort.

**SECTION IV. RESORT SERVICES AND ACTIVITIES**

A. The Resort provides a variety of social, cultural and recreational events in which Community Members are entitled to participate, except in the event of a private party function, not considered open to all Community Members. All Membership functions will be published in the Resort bulletin, newsletters or web page.

B. Certain events at the Resort may have limited reservations available. Reservations will be required for most events, and are accepted on a first-come basis by the appropriate personnel in charge of reservations.

C. Reservations made by a Community Member for accommodations, meals, festivities, etc. may be charged to the Community Member making the reservation regardless of whether the reservation was used, unless it was cancelled not less than twenty-four (24) hours prior, or as noted for Special Functions, prior to the date for which it was scheduled.

D. Use of the Resort for private parties and functions is encouraged, providing these events do not interfere with the normal operation of the Resort, or with the services regularly available to all Community Members. Private parties are not permitted without prior approval from the Resort Management. The Community Member who reserves a private party is held responsible for the conduct of the guests, for all charges incurred by the guests, and any damage caused by the guests. The Resort may require a security deposit prior to the function.

## **SECTION V. CHILDREN**

Children under the age of sixteen (16) years old are not allowed in the locker rooms or in the Weight or Cardio Rooms. Children under the age of fourteen (14) can not use the Sports Complex unless supervised by an adult. Children under the applicable drinking age are not allowed in any bar area, unless accompanied by an adult. Except at the discretion of the Resort Management, children under the age of sixteen (16) are not allowed to use the golf course unless accompanied by an adult. The Resort Management reserves the right to impose additional restrictions on the use of the Resort Facilities by children under the age of fourteen (14). Children are not allowed to play on the golf course and cart paths. Bicycles are not allowed on cart paths.

## **SECTION VI. GOLF RULES**

To preserve the freedom and to maximize the enjoyment of all Members of the Resort, their families, Designated Adults and guests in their use and enjoyment of the golf course, golf practice facilities, and other golf-related equipment and amenities, the Resort has the sole responsibility and authority to enforce certain Community Membership Rules and Regulations. Community Members of the Resort and all staff and employees of the Resort are to report any violations to the Resort Management who has the authority to enforce and discipline offenders. Community Members of the Resort shall have no authority to enforce the Community Membership Rules and Regulations, and are not requested to do so. The following Community Membership Rules and Regulations shall be in effect, and are subject to change from time to time:

### **A. STARTING TIMES**

All the players must have a designated starting time assigned prior to commencement of play. All players must register in the golf shop before each round of play. Players shall start from the first (1<sup>st</sup>) or tenth (10<sup>th</sup>) tee as directed by the golf shop personnel. Starting is not permitted on any other hole, by anyone, unless so directed by the golf shop personnel. Registration is required ten (10) minutes prior to the reserved tee time. Community Members should present their membership card upon registering. Guests must present the appropriate guest card required, or be accompanied by a Community Member. Twosomes and singles will be grouped with other players, if available, and by decision of the golf shop personnel. Twosomes have no priority over foursomes, regarding play through, or dictating speed of play.

### **B. CANCELLATIONS**

It is necessary to cancel your reserved starting time at all of the Sports Facilities prior to the cancellation deadline established by each Sports Facility. Community Members repeatedly failing to show for reserved or assigned starting times without giving notice to the Sports Facilities prior to their posted notice deadlines, may be billed the Resort Guest Fees for such times, and may be subject to denial of future reservation privileges.

### **C. RAIN CHECK POLICY**

When inclement weather prevails and causes termination of play, as determined by the golf shop personnel, a credit for all, or a portion of that day's greens fees and cart fees may be given. Credit will only be issued on that day of play, and it is the responsibility of the player to apply for a rain check from the starter, or other golf shop personnel. If a Community Member insists on beginning play during inclement weather conditions, and the Community Member is forewarned by the golf shop personnel that it is unlikely he/she will be able to finish his/her round due to weather conditions, said Community Member is not due a rain check. No play is allowed during dangerous weather conditions as determined by the golf shop personnel.

#### D. CONTROL/RULES OF PLAY

The use of and play on the golf course shall at all times be subject to the control of the Resort's Head Golf Professional and his/her designated assistants. The Golf Course Superintendent in consultation with the Head Golf Professional shall determine when weather and other conditions dictate the closing of portions, or the entire course; or the prohibition of, or imposition of limitations upon the use of golf carts. Golf course rangers may be on duty to help regulate play and to enforce golf cart regulations, and have the full authority vested in them by Resort Management to enforce all Community Membership Rules and Regulations, speed of play and course etiquette. "Course closed", and "hole closed" signs are to be adhered to without exception. Practice is not allowed on the golf course. The practice greens should be used for practice and a player must practice with his own putting balls. The United States Golf Association rules shall govern all play, except when modified by local rules. Players should play to pace, or invite the following group through, should they fall one clear hole behind the group in front of them. If a group stops at the turn, and allows the following group to overtake, and pass them, the group stopping at the turn shall forfeit its place and must wait until the next available opening to resume play.

#### E. GOLF COURSE ETIQUETTE

All players are expected to observe customary golf course etiquette including, but not limited to: raking bunkers, replacing divots, repairing ball marks, proper disposal of litter, abstention from use of loud or abusive language, proper attire, and basic safety regarding timing of shots. All players must be ready to make their shot when it is their turn, and should play out of turn, if doing so will contribute significantly to the progress of their group. When the play of a hole has been completed, players should immediately leave the green. Scoring for the hole can be done while others in the group are playing at the next tee. Players searching for a lost ball should allow others to play through. A player should ensure that, when dropping bags or the flagstick, no damage is done to the green. A player should ensure that any turf that is cut or displaced by him/her is replaced and/or repaired.

#### F. HANDICAPS

Handicaps are computed under the supervision of the Head Golf Professional in accordance with current USGA recommendations. Accurate records are to be kept of scores turned in and recorded for all full rounds played.

#### G. EQUIPMENT

All players must have a golf bag, a set of golf clubs, and wear appropriate golf shoes, as established by the Golf Pro and posted in the pro shop, when on the golf course. Two or more players may not play out of the same bag, or otherwise with a single set of clubs.

#### H. DRESS CODE

All players must be appropriately attired on the golf course and at the practice facilities at all times. Community Members are responsible for informing their families, Designated Adults and guests of the proper dress code prior to their visiting the Resort. Anyone not complying with the dress code may be asked to change his attire before gaining access to the course, or be asked to leave the premises due to lack of cooperation with the Community Membership Rules and Regulations regarding appropriate attire.

The following are considered appropriate dress code regulations:

**MEN** - Shirts with collars and sleeves, slacks or golf shorts. No tank tops, t-shirts, cut-offs, sweat pants, bathing suits, jeans or athletic shorts are permitted.

**WOMEN** - Dresses, skirts, slacks, golf shorts, and golf shirts and blouses. No tank tops, t-shirts, bathing suits, sweat pants, athletic shorts, jeans or short shorts are permitted.

JEANS are defined as denim materials of any color, or any denim shorts or pants of any color that are riveted and cut in a western style.

#### I. GOLF TEE TIMES

The golf shop personnel will assign the tee times depending on availability. Reserved tee time policies are provided for Community Members. All players must have a reserved tee time, and all four (4) players' names are to be recorded. Singles and twosomes play at the discretion of the golf shop staff. Fivesomes are not permitted. The golf shop staff must approve tee time changes. Failure to register within ten (10) minutes of your tee time may result in forfeiting the tee time. Cancellation without proper notice, or not showing up for a designated, reserved tee time, is cause for forfeiture of future reservation privileges. Additionally, the Resort may impose a cancellation fee, which may, in the Resort's sole discretion, be billed directly to the Community Member's Resort account without notice.

#### J. GOLF CART RULES

A Community Member or guest player without proper assignment and registration in the golf shop shall not use golf carts.

Each operator of a golf cart must have a legal driver's license.

No more than two (2) people and no more than two (2) sets of clubs per cart are permitted on a single golf cart.

Golf carts should not be driven off course property, into heavily wooded areas, onto casual water, or "soft" areas, or on newly seeded areas.

Golf carts must stay on the cart paths, unless permitted off the path by the Resort. All "carts on path" signs must be adhered to, and all traffic signs obeyed.

Operation of a golf cart is at the risk of the operator. Any cart damages or malfunctions must be reported to the golf shop immediately. A Community Member is responsible for the cost of repairs and damages to carts if it is determined that the damage was caused due to failure of the Community Member, his/her family, Designated Adult(s) or guests to comply with Community Membership Rules and Regulations, and basic safety.

Players are permitted to walk on the course, the playing times of which are at the discretion of the golf shop personnel.

#### K. CLUB STORAGE

All golf equipment items, such as bags and clubs, are to be stored in the club storage facilities, and not in locker rooms.

#### L. MISUSE OF GOLF COURSE

The use of the golf course and all golf practice facilities for any other purpose than golf is prohibited.

No fishing, swimming or boating shall be permitted on the ponds and lakes associated with the golf course.

### **SECTION VII. TENNIS RULES**

A. Hours of operation for the tennis courts will be determined by the Resort, and adjusted according to seasons. Hours of operation will be published and posted for notification to the Community Members.

- B. Management has the authority to prohibit play on the tennis courts at any time due to inclement weather, or other poor playing conditions.
- C. All tennis players must have a reserved court time, and must register with the Resort prior to play. Players are required to present their membership or guest card when registering. All names in the playing party must be given at the time of reservation. Advance reservation times may vary seasonally.
- D. Play is limited to sixty (60) minutes for singles and ninety (90) minutes for doubles. If there are no players waiting to play, players do not have to vacate the court. After starting play, playtime may not be extended by adding players to your party, if others are waiting. Players may not sign up for additional court time before their initial court time is over. Practice time is limited to thirty (30) minutes at a time.
- E. Waiting players must secure their court at the designated time. Late arrivals are cause for cancellation of the reserved time, which may be awarded to another player. Court reservations will be held for fifteen (15) minutes before being awarded to other players who are waiting.
- F. Cancellations without proper advance notice, or not showing up for a designated reserved court time are cause for forfeiting future reservation privileges. Additionally, the Resort may impose a cancellation fee, which can be billed directly to the Community Member's account.
- G. If the courts are not playable, notice will be posted.
- H. All players must wear regulation tennis shoes. Basketball, or other sport shoes are not allowed. Proper tennis attire is required at all times, and for all ages of players. Shirts must be worn at all times. Bathing suits, tank tops, cut-offs, football jerseys, jeans and other non-tennis apparel are not permitted.
- I. Adults have certain priority playing times as determined by Management. Individuals sixteen (16) years of age and older are considered adults as it relates to priority playing times.
- J. Courts may be reserved for special tennis lessons and clinics, and socials as determined by Management.
- K. Community Members must register their guests in the Sports Complex, and pay the appropriate guest fees.
- L. Community Members are responsible for the conduct and etiquette of their families, Designated Adults and guests.
- M. Children under the age of six (6) are not allowed in the tennis court areas at any time. Parents are not allowed to play tennis while children are unattended at the court and Resort site.

## **SECTION VIII. SWIMMING POOL RULES**

- A. Hours of operation for the swimming pool will be determined by the Resort, and adjusted according to the seasons. Hours of operation will be published and posted for notification of the Community Members.
- B. Swimmers are required to wear shirts and footwear when walking between any of the Resort Facilities and pool.
- C. Swimming attire is not allowed to be worn in the clubhouse area, unless in designated access areas to showers and locker rooms. Proper swimming attire must be worn in the swimming pool. No cut-off pants, tennis shorts or other inappropriate clothing are allowed.
- D. A certified lifeguard may supervise the swimming pool. In this event, the lifeguard has sole authority to enforce all safety and pool rules. At all times, a Community Member shall use the pool facilities at his/her own risk.

- E. Non-swimmers and novices will not be allowed in deeper water or in the diving area. They are not allowed in the pool area unless supervised by a parent, lifeguard or qualified Resort personnel.
- F. A Community Member must accompany all guests, and guest fees may be charged. All guest rules apply as outlined in the Resort Membership Plan. Community Members, their families, Designated Adults and guests must register with the Resort personnel before entering the pool area.
- G. Small children must be accompanied by adults in any pool area. Pets are not allowed in any pool area. Children ages twelve (12) and under are required to have an adult chaperone with them at all times.
- H. Non-swimming equipment is not allowed in the pool. A lifeguard or Resort staff or employee has full authority to determine what types of swimming apparatus are permitted.
- I. Parents shall be responsible for the conduct of their children at all times.
- J. Community Members shall be responsible for the conduct of their families, Designated Adults and guests.
- K. No food or beverage is to be brought to the pool from the outside.
- L. All Community Members and guests are to comply with any additional posted Community Membership Rules and Regulations at all times. Participants not in compliance with Community Membership Rules and Regulations may be asked to leave the Resort premises, and are subject to disciplinary action as outlined in the Resort Membership Plan.

#### **SECTION IX. FITNESS AREAS/EQUIPMENT RULES**

- A. All Community Members using the fitness area and equipment must register with the Resort office.
- B. Children under the age of sixteen (16) may not use the Weight or Cardio Rooms.
- C. Use of the fitness equipment is at the sole risk of the participant. Community Members are advised to seek medical advice regarding their individual physical ability and use of fitness equipment.
- D. Proper exercise attire is required of all Community Members, their families, Designated Adults and guests. The Resort reserves the right to determine if workout outfits are neat and tastefully appropriate. Shirts and shoes are required at all times.
- E. Food and beverage are not allowed in the fitness area.
- F. Proper etiquette is required at all times from Community Members, their families, Designated Adults and guests. Community Members are ultimately responsible for the conduct and dress of their guests.
- G. All guest rules apply as outlined in the Resort Membership Plan.

#### **SECTION X. SPA RULES**

- A. Hours of operation for The Spa are 8:00 a.m. - 9:00 p.m. daily, and may vary by season and due to other circumstances from time to time as determined by the Resort Management. Calling in advance is highly recommended.
- B. The Spa is available for individuals 18 years of age and older.

- C. Advanced appointments are strongly recommended due to demand. Please inform your reservations representative if you are pregnant or under a physician's care. Community Members may book treatment reservations up to one year in advance.
- D. Cancellations and time changes must be received at least 24 hours prior to appointment time to avoid incurring full treatment cost.
- E. Day Pass sales are limited. When available, guests of Community Members will be given priority.
- F. You will need to bring your swimsuit, sunscreen and sunglasses for our pool areas and workout gear if you plan to use The Spa fitness room. Robes, slippers and towels are provided for use to all guests. Please do not bring jewelry to The Spa, as Management cannot secure these or other valuables.
- G. We recommend arriving a minimum of one hour prior to your first treatment. The exception is for 8:30 a.m. appointments for which you should arrive at 8:00 a.m. Arriving late may result in a shortened service.
- H. Upon arrival to The Spa, you will be asked to complete a brief health form to assist The Spa therapists in providing you the best experience possible and to assure your safety and comfort. We encourage you to disclose any pertinent health conditions that may affect your Spa experience.
- I. A service charge is automatically applied to all treatments and distributed to the staff.

**SECTION XI. SPA ETIQUETTE:**

- A. The Spa strives to be a sanctuary of tranquility and relaxation. Please respect the quiet and privacy of other Spa guests by refraining from using all electronic equipment while at The Spa.
- B. We also ask that you speak softly or simply enjoy the silence.
- C. The Spa is a non-smoking facility.