

Heritage Palms

Tenant Information Packet

Table of Contents

| | |
|---|----|
| Introduction..... | 3 |
| Letter From the GM | 4 |
| Telephone Directory..... | 5 |
| Fingerprinting Times | 5 |
| Restaurant | 6 |
| Dress Code for Clubhouse Lobby, Dining Room, Designated Casual Area, Clubhouse Library and Computer Room | 7 |
| Golf Pro Shop | 8 |
| Golf Superintendent | 8 |
| Dress Code for Golf Course, Pro Shop, Driving Range and Putting Green..... | 9 |
| Chelsea..... | 10 |
| Golf Course Rules | 16 |
| Tennis Pro Shop | 18 |
| Tennis Rules and Regulations..... | 19 |
| Dress Code for the Tennis Courts and Tennis Pro Shop | 21 |
| Activities and Fitness | 22 |
| Fitness Center..... | 22 |
| Dress Code for the Fitness Center..... | 22 |
| Important Numbers | 23 |
| Member Privileges and Interim Community Rules | 24 |
| Street Map..... | 28 |

Introduction

Heritage Palms Golf and Country Club was developed and built by U.S. Home, a nationally recognized homebuilder. U.S. Home has over 250 communities in fifteen states providing quality homes at affordable prices.

Heritage Palms encompasses over eight hundred acres which include a thirty-eight acre fresh water lake, surrounded by Single Family Homes, Luxury Twin Villas, 2-story Verandas, and 4-story Terrace Condominiums.

Heritage Palms is unique as Fort Myers' premier 36-hole championship golf course featuring an automated tee time system known as Chelsea which offers members an equitable system that provides all players with convenience, and easy access to the course.

The Club also has a 28,400 square foot clubhouse which is the community's center of activity.

There is a restaurant including a grill area which offers a scenic view of the golf course and aqua range featuring daily lunch specials as well as evening dining four evenings during the season and two evenings during the summer in a range from casual to formal .

The Clubhouse also has a Library where one can host a meeting and a Computer Room with Internet Access as well as a Fitness Center with state of the art equipment to help members keep fit.

Whether you are a golfer, swimmer, tennis player, or just want to enjoy the good life ...Heritage Palms has something for everyone.

Letter from the GM

Dear Transferee,

Welcome to Heritage Palms Golf & Country Club.

The information provided in this packet is designed to assist you with information about our Club and the facilities available to you.

Inside you will find a Chelsea Automatic Tee Time Manual which will explain how to order tee times. Please call the Golf Pro Shop (239-278-9090) with any questions you may have concerning this manual.

The information package provides much of the information you will need during your stay. If there is anything you need beyond this package, please call the Administration Office at (239) 278-9090.

Please note that anything pertaining to the rental unit or surrounding common area (i.e. lost keys, water problems and plumbing issues) must be directed to the homeowner or your realtor.

Enjoy your stay in our Community.

Telephone Directory

Administration Office:

278-9090

The Administration Office is responsible for the transfer of membership. Any questions, please call (239) 278-9090.

Anything pertaining to the rental unit or surrounding common area (i.e. lost keys, water problems, plumbing issues) must be directed to the homeowner or call your realtor.

Hours:

Monday through Friday 8:30 AM to 5:00 PM

Office closed between 12:00 PM to 12:30 PM for lunch

Closed Saturday and Sunday

(Faxes \$1 per page & copies .20 per page)

Fingerprinting for Lodge

Tuesday, Wednesday & Thursday - 12:30 PM to 2:00 PM

Monday & Friday - No Fingerprinting

Community Cable Channel

96

Computer Room @ Lodge

Internet access available for members

Administration:

278-9090

David Negip, General Manager

Joney Kelly, Executive Administrator

Laurie Hansen, Administrative Assistant

Restaurant:

278-9090

Hours:

Monday, Thursday, Saturday

11:00 AM to 5:00 PM

Tuesday, Wednesday, Friday

11:00 AM to 8:30 PM

Sunday

9:30 AM to 5:00 PM

Brian Mendez, Food & Beverage Director

Golf Pro Shop

278-9090

Chelsea Tee Time:

931-3156

Hours: Monday through Sunday

7:00 AM to 6:00 PM

Bob Kelly, Director of Golf

John Osbrink, Head Golf Professional

Andrea McCarraher, Pro Shop Manager

Golf Superintendent:

275-7778

Hours: Monday through Thursday

7:00 AM to 4:00 PM

Friday

7:00 AM to 12:00 PM

Saturday and Sunday

7:00 AM to 10:00 AM

Greg Kriesch, Superintendent

Tennis Pro Shop:

278-9090

Hours: Monday through Sunday

7:30 AM to 12:00 PM

Monday through Thursday

4:00 PM to 6:00 PM

Michael Lawver, Director of Tennis

Carolyn Lawver, Head Tennis Professional

Activities & Fitness Center:

Hours: Tuesday through Saturday

7:00 AM to 9:00 PM

Sunday and Monday

7:00 AM to 5:00 PM

Toni Grace, Fitness Director

Restaurant

The Dining Room offers a wide range of selections prepared by our Chef for a most pleasurable dining experience. The menu features light lunches, extraordinary buffets, and casual to formal dinners that are sure to please everyone!

Dining Room Hours

| | | |
|------------------|---------------|--------------------|
| MONDAY | Lunch | 11:00 AM - 2:00 PM |
| | Grill | 2:00 PM - 5:00 PM |
| | Dinner | Closed |
| TUESDAY | Lunch | 11:00 AM - 2:00 PM |
| | Grill | 2:00 PM - 8:30 PM |
| | Dinner | 5:00 PM - 8:30 PM |
| WEDNESDAY | Lunch | 11:00 AM - 2:00 PM |
| | Grill | 2:00 PM - 8:30 PM |
| | Dinner | 5:00 PM - 8:30 PM |
| THURSDAY | Lunch | 11:00 AM - 2:00 PM |
| | Grill | 2:00 PM - 5:00 PM |
| | Dinner | Closed |
| FRIDAY | Lunch | 11:00 AM - 2:00 PM |
| | Grill | 2:00 PM - 8:30 PM |
| | Dinner | 5:00 PM - 8:30 PM |
| SATURDAY | Lunch | 11:00 AM - 2:00 PM |
| | Grill | 2:00 PM - 5:00 PM |
| | Dinner | Closed |
| SUNDAY | Brunch | 9:30 AM - 2:00 PM |
| | Grill | 2:00 PM - 5:00 PM |
| | Dinner | Closed |

Reservations are Recommended ~ (239) 278-9090 Ext. 28

Reservation lines are open

Tuesday, Wednesday, Friday from 10:00 AM to 8:00 PM

Monday, Thursday, Saturday & Sunday from 10:00 AM to 5:00 PM

**~ Appropriate Dress is Required ~
(Please refer to dress code on following page)**

Dress Code

Applies to the Clubhouse Lobby, Dining Room, Designated Casual Area, Clubhouse Library and Computer Room

Children under the age of 7 shall be exempt from the dress code in the Clubhouse and Club dining areas except for the swim wear restrictions.

Not Permitted:

- **Blue Jeans (pants or shorts)**
- **Tank Tops or T-shirts**
- **Fitness Center exercise attire, running shorts, cut-offs**
- **Swimwear or cover-ups**
- **Rubber, vinyl or plastic flip flops or bare feet**
- **Headwear - Permitted on casual side only bar/grill side**
Tennis t-shirts and tennis tops are allowed on casual side only for lunch

Proper Attire for Women:

- Sleeveless golf shirts with collars, boat neck, V-neck, mock turtle neck, standard collars with sleeves, tennis shirts, tennis tops
- Sleeveless, collarless dresses or blouses
- Golf shorts or similar walking or Bermuda shorts (no shorter than 4 inches above the knee), dress shorts with pleated or flat fronts, tennis shorts
- Skorts (no shorter than 4 inches above the knee), golf skirts, tennis skirts, skirts
- Slacks, capris, crop and skimmer pants

Proper Attire for Men:

- Golf shirts, collared or mock turtle neck, tennis shirts
- Golf shorts or similar walking or Bermuda shorts (no shorter than 4 inches above the knee), dress shorts with pleated or flat fronts, tennis shorts
- Slacks

As a courtesy in the Clubhouse dining room, cell phones should be set on vibrate and answered in the lobby.

Golf

An Azinger/ Lewis Designed course that features 36-holes of championship golf, a full service Golf Pro Shop, Driving Range, and two practice putting greens. We also offer the Chelsea program which is an equitable system allowing all players convenience and accessibility to enjoy playing the golf course.

The Golf Pro Shop

Telephone: (239) **278-9090**

Chelsea Tee Time: (239) **931-3156**

Hours: Daily - 7:00 AM to 6:00 PM

Bob Kelly, Director of Golf

John Osbrink, Head Golf Professional

Andrea McCarraher, Golf Shop Manager

Jim Wheeler, Assistant Golf Professional

Andy Vertacnik, Assistant Golf Professional

Chris Phillips, Assistant Golf Professional

Driving Range

Practice balls are available at the driving range during normal operating hours.

Golf Superintendent

Telephone: (239) **275-7778**

Hours:

| | |
|-------------------------|---------------------|
| Monday through Thursday | 7:00 AM to 4:00 PM |
| Friday | 7:00 AM to 12:00 PM |
| Saturday and Sunday | 7:00 AM to 10:00 AM |

Greg Kriesch, Superintendent

Kevin Bush, Assistant Superintendent

Jeff Kinsey, Landscape Manager

Lou Boudraeu, Equipment Manager

Dress Code

Applies to the Golf Courses, Pro Shop,, Driving Range and Putting Greens

The golf course dress code applies to adults and juniors.

Shirts and blouses designed to be tucked in shall be tucked in at all times. Shirts and blouses designed to be worn outside slacks, skirts or shorts may be so worn. All golf shoes and golf sandals shall have soft, non-penetrating spikes. Athletic sneakers are also acceptable as golf shoes.

Not Permitted:

- **Clothing made of denim material of any color or design including jeans, shorts, skirts, shirts, blouses and jackets**
- **Shorts/skorts shorter than 4 inches above the knee**
- **Tank tops, halter style tops, cut out shirts/blouses or t-shirts**
- **Swimwear or cover-ups**
- **Rubber, vinyl or plastic flip flops or bare feet**

Proper Attire for Women:

- Sleeveless golf shirts with collars, boat neck, V-neck, mock turtle neck, standard collars with sleeves
- Golf shorts or similar walking or Bermuda shorts (no shorter than 4 inches above the knee)
- Skorts and golf skirts (no shorter than 4 inches above the knee)
- Slacks, capris, crop or skimmer pants

Proper Attire for Men:

- Golf shirts, collared or mock turtle neck
- Golf shorts or similar walking or Bermuda shorts (no shorter than 4 inches above the knee)
- Slacks
- Sweaters, jackets, golf jackets vests and pullovers

Chelsea - 931-3156

The Facts

Chelsea is available to serve you 24 hours a day, 7 days a week. Except between the hours of 2 PM and 5 PM daily.

Statistics show that the most popular (heaviest used) times for the Chelsea System are between the hours of 5 PM and 8 PM. If you call and get a busy signal, the system is in use.

If you get the Welcome message and a busy signal, your phone is set on pulse instead of tone. You must have a touch-tone phone and it must be set on tone.

If your home phone system has call waiting and you attempt to use it while using Chelsea, the system will hang up on you.

Once you have been connected and there is no activity for a 30-second period, Chelsea will hang up on you.

How many telephone calls can we handle in a day?

Remember, since this is not a first come first serve system, the time of the call is important. Therefore, members have the ability of calling whenever the club has the system running. There is no peak calling time. An average call is approximately 35 seconds.

How does the system handle duplicate sign-ups?

Duplicate sign-ups will be rejected at the time of the attempt.

What is preferred placement ?

Preferred placement is a methodology whereby members receive tee times. At Heritage Palms, the method of Preferred Placement used is play history .”

Play History Placement is based on the last 30 days. The system assigns one point for each round of golf a member plays and one point for each guest that a member brings to play. The total number of rounds a member played plus guest plays with the last thirty (30) days is added to a team total. The total is then divided by the number of players in the team.

For Example:

Today's date is April 14.

Number of Plays Charged between March 14 and April 14:

| | |
|-------------------------|-----------|
| Member A | 10 |
| Member B | 0 |
| Member C | 20 |
| Member D | <u>10</u> |
| Total | 40 |
| Divided by # of Players | <u>4</u> |
| Average Team Total | 10 |

Chelsea - 931-3156

The team with the lowest average team total gets placed first, the second lowest second, and so on. Two teams with the same average number of plays are decided by random numbers assigned by the computer.

Why is preferred placement better than first come, first serve ?

1. Preferred placement is fair and equitable because it places the teams based on play history.
2. Tee time requests can be made any time at the member's convenience. No more long lines in front of the Pro Shop three days in advance, or members being put on hold for twenty minutes while other members make a tee time.
3. Member arguments regarding placements and favoritism have no basis. The member questioning his placement can look at the points of all the members on his team, the team average and the ranking of his team against the other teams.

Welcome to the Heritage Palms Golf and Country Club Chelsea Automated Tee Time System

Instruction Call-in Sheet

Prior to requesting a tee time, you will need to have the following:

1. a touch tone phone (set to tone not pulse)
2. the day you wish to play
3. the number of players in your group
4. numbers for all players

Note:

Your number is determined by taking your member number and placing a:

1 at the end for a male member
2 at the end for a female member
Enter member again for any guest
Please refer to your member list

Example:

Your Heritage Palms membership number (example):

Chelsea number for male is #####1

Chelsea number for female is #####2

And Chelsea number for a guest is your member number entered again, then answer prompt.

All HOME OWNER AND INTERIM numbers must be FIVE digits.
All RENTER NUMBERS must be SIX digits

Chelsea - 931-3156

Intro: Welcome to the Heritage Palms automated tee time system.

Step 1

- To make a request, press 1
- To review an assigned tee time, press 2
- To cancel a request, press 3
- To edit a request, press 4
- To edit your name greeting, press 7

To make a request:

To make an open request, press 1

To make an event request, press 2

To make an open request:

Enter the number for the day of the week

- 1 Sunday
- 2 Monday
- 3 Tuesday
- 4 Wednesday
- 5 Thursday
- 6 Friday
- 7 Saturday

Step 2

- Press 1 for Royal or 2 for Sabal

Step 3

- Press 1 to look by time or 2 to look by course. (If you look by time, it will flip between both courses to find the time nearest your request. If you look by course it will only look on the course you select.) Remember, there may be a course blocked for a certain event so I would recommend to always look by time.

Step 4

- Press 1 for 18 holes or 2 for 9 holes.

Step 5

- Enter the number of players in your party.

Step 6

- Enter the captain's number (all member numbers have a 1 at the end of it for men and a 2 at the end of it for women.)

Step 7

- If you have a guest you enter the member number again and it will ask you if this is a guest press 1 for yes and 2 for no.

Step 8

- Enter 2 digits for the hour you wish to play.

Step 9

- Chelsea will then repeat your request back and you press 1 to accept or 2 to reject. If you accept, you will receive a confirmation number

Chelsea - 931-3156

Event Request

Step 1

- Press 1 to make a request

Step 2

- Press 2 for an event request

Step 3

- Enter the # for the event you wish to play in:
 - 1 Wednesday Ladies Day 18 hole
 - 2 Wednesday Ladies Day 9 hole
 - 3 Thursday Men s Day White tees
 - 4 Thursday Men s Day Gold tees
 - 5 Sunday Mixer

Step 4

- You can only sign-up one player for Ladies and Men s Day (enter your member number)

Step 5

- Chelsea will then repeat your request back. Press 1 to accept or 2 to reject.

Cancel a request

Step 1

- To cancel an open request, press 1. To cancel an event request, press 2.

Step 2

- Enter your 5-digit confirmation number.

Step 3

- Chelsea will then repeat your request and ask you to press 1 to delete or to keep the request.

Edit a request

Step 1

- Chelsea has a couple of different options:
 - To change the time requested, press 1.
 - To change the # of holes, press 2.
 - To change the # of players, press 3.
 - To return to the main menu, press 8.

To edit the time you requested

Step 1

- Enter your 5-digit confirmation number.

Step 2

- Chelsea will then ask you to type in the NEW 2-digit hour you wish to play.

Chelsea - 931-3156

To edit the number of holes

Step 1

- Enter your 5-digit confirmation number.

Step 2

- Chelsea will ask you to press 1 for 18 holes or 2 for 9 holes.

To edit the number of players

Step 1

- Enter your 5-digit confirmation number.

Step 2

- Chelsea will ask you to press 1 to add a player or 2 to delete.

Step 3

- If you are adding a player, enter his/her member number (make sure there is a 1 for a male or a 2 for a female). If you enter your same member number, Chelsea will ask you if this is a guest press 1 for yes or 2 for no.

Handicap System

All members are to have a handicap established at Heritage Palms Golf and Country Club to be eligible for prizes in any event sponsored by the club. The fee for this service is \$12.00 per person. Please come to the Pro Shop to obtain the handicap service.

For any major events at Heritage Palms, Club Championship, Member/Member, and Mixed Club Championship, members will be required to have 10 scores registered in the Heritage Palms Handicap computer.

New members may transfer a handicap/scores from another club's USGA approved handicap system with the club Professional's verification. In most cases, we will need the club's course rating and slope rating.

All members will be responsible for posting all their scores in the handicap system. Anyone found not posting his or her score may be suspended from all competition.

Ranger System

Please play ready golf.

The basic elements of **READY GOLF** are as follows, and are recommended to use at all times.

On the Tee

- The player ready should hit. Shorter hitters should hit first.

Tee to Green

- Take appropriate clubs when approaching your ball. Be ready to hit when it is your turn.

On the Green

- Continue putting until holed out.

Short Cut

- Mark your score at the next tee. When driving a cart, drop your partner at his ball and then continue to yours. Be conscious of the 5 minutes lost ball rule.

PLEASE

PLEASE

PLEASE

PLEASE

PLEASE

PLEASE

PLEASE

- Keep up with the group in front of you.
- Take several clubs and walk to your ball or leave your partner with the cart.
- Be out of your cart and ready to hit.
- Remember 4 hours to play.
- Work your cart with your partner.
- If you are falling behind a 4-hour round, the ranger will show a yellow flag. This means you should pick up the pace.
- If you fall more than 1 hole behind, the ranger will show you a red flag, which means pick up your ball and follow the ranger to the next tee.
- Park your cart between the green and the next tee.
- Get off the green promptly.
- Obey signs.
- Park carts on the path at all tees and greens.
- Use paths as much as possible.
- Sand divots and repair your ball mark and one other.

Golf Course Rules

In setting these rules for use of the golf course, the management is in no way attempting to restrict the enjoyment obtained from playing our course. It is, however, necessary to follow certain procedures to ensure maximum enjoyment and safety to all golfers. It is hoped that pride in our club, together with the thoughtfulness and consideration we afford our fellow golfers, will make enforcement of any rules unnecessary.

- The rules of golf of the United States Golf Association (USGA) govern play.
 - The use of the golf course is controlled by the club manager and is supervised by the head golf professional.
 - All players must register at the golf shop before playing the golf course.
 - Proper attire is to be worn at all times in accordance with the published Heritage Palms Dress Code. Anyone not conforming to the Dress Code will be asked to change before he or she will be allowed to play golf or use the golf driving range.
 - The golf professional and golf course superintendent shall determine when the course conditions prohibit play.
 - All play must start on designated Number 1 tee unless otherwise directed by the golf shop staff.
 - No more than four (4) players per group are permitted unless authorized by the golf shop staff.
 - Practice golf activities shall be limited to those areas of the golf course designated for such activities. Practice is prohibited on regular greens and fairways of the golf course.
 - The head golf professional, after consultation with the club manager, may establish certain days and times during which the course shall be reserved for men's and women's golf days and special events.
 - All paper, bottles, cans and other trash should be placed in your golf bag or cart until you reach a trash receptacle.
 - Each player must have a set of clubs and golf bag when playing the course.
 - No coolers are allowed on the golf course unless supplied by the club.
 - Ball hawking is not permitted at any time.
- Damage to any private property, outside the boundaries of the golf course, caused purposely or by accident, shall be the responsibility of the person causing the damage.

Electric Golf Cart Operation

- Individuals operating electric carts must have a valid driver's license.
 - Carts restricted to two riders and two bags.
 - During normal operating conditions, the 90-degree rule is always in effect. Carts are to remain on cart paths until reaching a point adjacent to where the ball lies. At that point, carts may be driven across the fairway directly to the ball and should return to the cart path on the same line after the shot has been played.
 - Carts are never permitted on the shoulder or surface of any tee, green or bunker. The yellow rope indicates areas where the superintendent restricts cart traffic.
 - The golf professional and golf course superintendent shall determine when golf cart operation is prohibited or restricted to paths only.
 - No personal golf carts are permitted on the golf course at any time.
 - Carts must remain on the cart path on par 3s at all times.
- The driver of the cart always assumes responsibility for returning the cart in the same condition. The driver is also responsible for any damage that occurs through operation of the vehicle.

Golf Course Rules

Tee Time Policies

The following policies are not meant to limit or restrict enjoyment of the golf course, but to provide an equitable and enjoyable opportunity for golf.

- All tee times will be made by membership or ID number.
- Players must be ready to commence play at the time established by their starting time or lose their starting time. In the event of such loss, the players may not commence play until authorized by the golf pro staff.

Junior Play

- Children 18 through 21 years of age, who reside with their parents, are entitled to the same privileges as their parents.
- Juniors under 18 years of age are not allowed to start before 2:30 PM unless accompanied by an adult golfing member.
- The head golf professional may waive playing restrictions for juniors provided they are able to assure the golf professional that they have adequate knowledge of golf rules and golf etiquette.

Golf Course Etiquette

Golf is a game where courtesy and etiquette should always be observed. The following policies should be strictly adhered to for the maximum enjoyment of everyone using the golf course.

- Please repair all ball marks on greens and replace divots in fairways.
- Please rake your tracks before leaving a sand bunker.
- After finishing a hole, place the flag in the hole and leave the green area immediately. Proceed to the next tee, do not remain parked along the side of the green; mark your scores at the next tee.
- Please be respectful of private property surrounding the golf course. Under no circumstances shall electric carts be driven on, or any shot played from, private property.
- Slow play Players are required to maintain a pace of play that keeps them up with the group in front of them. Rangers and/or golf shop staff consistently monitor the speed of play and are required to enforce the following policy for the pleasure and enjoyment of the entire field.
 - First Offense - The group has fallen behind the group in front of them and has fallen behind the allotted time limit for their position on the course. The ranger will display a yellow flag, which indicated your group is out of position and that you need to catch up to the group in front.
 - Second Offense - The group has not improved their position. The ranger will again display the yellow flag and approach the group and inform them of their second warning and that the next offense will be a red flag that will require them to skip an entire hole.
 - Third Offense - The group has been warned properly and has not improved their position. The ranger will display the red flag and escort the group to the next hole.

Golf Handicaps

A golf handicap service is provided for members and transferees for a yearly fee to be determined by the head golf professional.

To establish an accurate and legitimate handicap, players are requested to post scores after each completed round of golf. The handicap computer is located in the computer room of the Clubhouse.

To be eligible for tournament play, an authorized USGA handicap may be required as deemed necessary by the head golf professional.

Tennis

We offer a state-of-the-art tennis facility with eight lighted Har-Tru hydro-grid courts that welcome the novice and the professional player.

The Tennis Pro Shop

Telephone: (239) **278-9090**

Hours:

| | |
|-------------------------|---------------------|
| Monday through Sunday | 7:30 AM to 12:00 PM |
| Monday through Thursday | 4:00 PM to 6:00 PM |

Michael Lawver, Director of Tennis

Carolyn Norris Lawver, Head Tennis Professional

The Tennis Pro Shop is a full service facility that offers:

- Tennis Racket Rentals ~ \$4.00 per racket
- A Ball Machine ~ \$12.00 per hour
- Tennis lessons \$50.00 per hour and \$28.00 per half hour.
- Pairing and Match Play
- Apparel
- Accessories

Tennis Rules

Courts are open 8:00 AM to 9:00 PM. Some or all of the courts may be closed if maintenance is required.

All players must register at the Tennis Pro Shop before going on any court by signing their name and their Heritage Palms identification number. Players using the courts when the Tennis Pro Shop is closed must sign in using the Sign In Sheet located at the light control switches adjacent to Court #1.

Reservations may be made by telephone or in person not more than two days in advance starting at 7:30 AM. Priority will be given to the first phone reservation, then the first person present and alternating until all the court times are filled. Reservations will be for 1-1/2 hours. Morning hour reservations must be for 8:00, 9:30 and 11:00 AM. Afternoon reservations can be on the hour or the half hour. The person reserving the court should state the names of all players in the party and may only reserve a maximum of two courts. If an individual who reserved a court cannot use the court, the reservation should be cancelled as early as possible. The **Ball Machine** can be reserved one day in advance.

Guests: Members are responsible for signing in their guests and paying the applicable posted daily guest fee prior to playing on any court. The desk person is responsible for collecting the appropriate guest fee. Members playing with guests when the Tennis Pro Shop is closed are expected to pay the guest fee prior to the Tennis Pro Shop closing or the next day.

Court Maintenance: Courts may be closed during maintenance periods, which will be scheduled by the Director of Tennis. Courts are swept before 8:00 AM each morning.

Courts are not to be used when nets are lowered. Only the Director of Tennis, or, in his absence, a member of the Tennis Pro Shop staff, may authorize raising the net for play.

Tennis lessons: Group or private lessons are available on Monday through Friday. Check the Pro Shop for dates, times and fees. No one other than the Director of Tennis or his designee shall give lessons for compensation.

Definition of Guest: Anyone who is not a resident member, outside associate member or transfer member is considered a guest.

Tennis Rules

Failure to register guest(s):

1st offense

Member will be charged double the normal Guest fee.

2nd offense

Member will not be allowed to bring Guests for 30 days.

3rd offense

Suspension from play for 30 days, pending approval of the General Manager.

Authority and Compliance: Any questions and requests for information or clarification pertaining to tennis facilities or rules should be directed to the Director of Tennis. The Director of Tennis or his staff has the right to forbid play for violations of the dress code or violations of any other Rules and Regulations.

Tennis Committee: The Heritage Palms Master Board of Directors appoints one of its Directors as the Co-Chair of the Tennis Committee. The designated Director appoints his Co-Chair and together they select the rest of the Tennis Committee from Heritage Palms resident members. The Director of Tennis attends all meetings. The Tennis Committee can be contacted through the Tennis Pro Shop.

Use Of Tennis Facilities

The tennis facilities are for the sole use of Heritage Palms Members and their Guests.

Players and spectators must conduct themselves according to the Rules and Regulations of Heritage Palms at all times. Normal tennis etiquette and good sportsmanship are expected of all players and spectators. Profanity of any type will not be tolerated. Smoking is not permitted on the courts.

Bikes must be parked in the bike racks. No riding of bikes is permitted. Motorcycles and motor scooters must be parked in the parking lot.

Pets are not permitted on the tennis facility.

Children under age 13 are only allowed on the tennis courts with parental supervision with the exception of those taking junior clinics or private lesson.

No skates, roller blades, skateboards or the like are permitted in the tennis area.

Posted tournament play and sanctioned League matches will have priority.

USTA rules will govern all play.

Dress Code

Applies to the Tennis Courts and Pro Shop

The tennis dress code applies to adults and juniors.

Not permitted:

- **Clothing made of denim material of any color or design including jeans, shorts, skirts, shirts, blouses and jackets**
- **Sleeveless shirts and undershirts**
- **Running shorts and cutoff shorts**
- **Black soled shoes, jogging shoes, rubber, vinyl or plastic flip flops or bare feet**
- **Swimwear or cover-ups**

Proper Attire for Women:

- Tennis shirts or tennis tops
- Tennis shorts, tennis skirts or tennis dresses

Proper Attire for Men:

- Tennis shirts or t-shirts
- Tennis shorts

Activities and Fitness

We offer planned events, educational seminars, fitness programs, and activities for entertainment and social pleasure for optimum good health!

Telephone: (239) **278-9090**

Toni Grace, Fitness Director

Programs and Events

- Fitness Orientation
- Computer Club
- Book Club
- Stretch & Tone Classes
- Water Aerobics
- Cards

Fitness Center

The Fitness Center features state-of-the-art fitness equipment, a hoist multi-station, life fitness cardiovascular equipment, dumbbells (up to 40 lbs.), a locker room and sauna.

Hours:

Tuesday through Saturday

7:00 AM to 9:00 PM

Sunday and Monday

7:00 AM to 5:00 PM

Dress Code for the Fitness Center

Not Permitted:

- **Clothing made of denim material of any color or design including jeans, shorts, skirts, shirts, blouses and jackets**
- **Swimwear or cover-ups**
- **Rubber, vinyl or plastic flip flops or bare feet**
- **No children under the age of 14 without parental supervision**
- **No food or beverage (except water)**

Proper Attire for Men and Women:

Proper fitness attire (exercise outfits, sweat suits, shirts, shorts, tank tops, slacks and athletic foot wear).

* Lockers and towels are available in the Golf Pro Shop.

~See the Activities and Fitness Schedule
located in the Computer Room~

Important Numbers

| | |
|---|-------------------------------------|
| Emergency Number ~ (for life threatening emergencies ONLY) | 911 |
| Fire | (239) 334-6222 |
| Police | (239) 338-2111 |
| Medical Emergency | (239) 334-2323 |
| Sheriff's Office | (239) 477-1200 |
| Poison Control | (800) 282-3171 |
| Highway Patrol | (239) 278-7100 |
| Southwest Florida International Airport | (239) 768-1000 |
| Transportation | |
| Majesty Airport Taxi | (239) 489-4473 |
| Yellow Cab | (239) 332-1055 |
| Hospitals | |
| Gulf Coast Hospital | (239) 768-5000 |
| Lee Memorial Hospital | (239) 332-1111 |
| HealthPark Hospital | (239) 433-7799 |
| Physician's Referral Service | (800) 257-0090 or (239) 277-2940 |
| Locksmith | |
| Koons | (239) 489-4450 |
| Cable | |
| Comcast | (239) 432-9277 |
| Telephone | |
| Sprint | (800) 339-1811 |
| Sprint Repair | 611 |
| Post Office | (800) 275-8777 |

Privileges and Rules

The following interim rules have been adopted by the Heritage Palms Golf & Country Club Board of Directors. The rules of Heritage Palms Golf & Country Club (hereafter called the club) are designed to protect the rights and privileges of members of the club, their families and guests, and to protect club property. The rules have been formulated to acquaint the members of the club with the proper utilization of the facilities. Although they place some restrictions on members and guest activities, they are intended to provide respect for the rights of the membership as a whole.

Enforcement of these rules will primarily be placed in the hands of the employee staff, who are responsible to provide all members the courtesies, comforts and services to which a member is entitled. It is the duty of those using the facilities to know the rules and to cooperate with management and staff in their enforcement.

The following is largely a restatement of Rules adopted by US Home prior to the turnover of Heritage Palms to the homeowners, and this restatement is set out here for the convenience of homeowners, transferee members and guests. This compilation does not necessarily represent the promulgation efforts of the post-turnover board, which will be reviewing the existing rules and making changes where warranted, as it has relative to dress codes, tennis rules and pending efforts relative to golf rules. Such changes are available at our heritagepalmscommunicator.org website, or at the administration office. We hope to incorporate a more fully revised and comprehensive set of Rules in future directories. Also, where the following rules address provisions in the Heritage Palms governing declaration, they are abbreviations and the detail of the declaration controls any variance.

Membership Responsibilities and Privileges

Member Privileges

- Members of the Club Every unit owner shall be a member of the Club and be entitled to the enjoyment of the Common Areas.
- Members use of the Golf Course and Tennis Facility One individual for each unit shall be considered the member of the golf course, his (or her) spouse and children less than 21 years of age who reside with parents in the unit shall be entitled to the use of the golf course and tennis facility.

Delegation of Privileges

- Any owner may delegate their right of enjoyment to the Common Area and facilities to his tenants providing a completed delegation form signed by the owner is submitted to the office, a processing fee is paid, and the transfer is in accordance with the policies set by the Board of Directors.
- During the period specified on the delegation form, which must be a minimum of one month, the owner's privileges are rescinded.
- The transferee must be renting and residing in the unit for which the privileges are delegated.
- Privileges for the use of the golf course are delegated to one individual, that individual, his (or her) spouse and children less than 21 years of age are entitled to the use of the golf course.

Privileges and Rules

Any delegation processed by Heritage Palms Golf & Country Club which is not in accordance with the policies outlined above will be rescinded immediately. In addition, a fee equal to the current guest fee will be charged to the owner of the unit involved for each round of golf played under the illegal delegation.

Guest Privileges

- An individual who is the guest of a member or transferee is entitled to the use of the clubhouse, golf course and facilities under rules established by the Board of Directors.
- An individual who has paid a daily guest fee for the use of the golf course or tennis facility is also entitled to the use of the clubhouse.
- The club manager or any other management personnel employed by the club may deny guest privileges to any individual when, in their opinion, it is in the best interest of the club to do so.

Employees of the Club

- Members, transferees and guests are to be respectful of club employees and are not permitted to reprimand club employees or in any way interfere with the management of the club.
- Serious complaints regarding specific employees should be made in writing addressed to the club manager who will notify the Board of Directors and the complaining member of the corrective action, if any, that was taken. Members should discuss other concerns with the appropriate Department Management or with the General Manager.

Membership Cards

All members, transferees and applicable members of their families shall be issued membership cards. These cards are to be carried at all times while on club property. Club staff may request to view a membership card before a member is allowed to charge to a house account. Loss of the card should be reported to the club office, at which time a replacement card will be issued for a fee.

Interim Community Rules

Use of Common Areas of the Club

- Members, transferees and guests shall at all times conduct themselves in an orderly fashion as ladies and gentlemen.
- Proper attire is to be worn at all times in accordance with acceptable practice for the particular area of the club and in accordance with the published Heritage Palms Dress Code.
- The hours of operation of the various club facilities shall be determined by the club manager and may be adjusted seasonally as member usage dictates.
- Gambling is not permitted in the clubhouse in accordance with state liquor law regulations.
- Subscriptions, petitions or notices not concerning club affairs shall not be distributed or posted on any club property without prior approval of the club manager.
- Parents are responsible for the conduct of their children at all times.

Privileges and Rules

- The cost of replacing any property of the club, broken, damaged or removed by a member, transferee, guest or any member of their families shall be charged to the member.
- No food or beverage shall be brought into the clubhouse, or consumed on club premises unless purchased from the club.
- All decorations for private parties, other than table centerpieces, must have the approval of the club manager.
- Animals are not permitted in the clubhouse, lodge, pool areas, or on the tennis courts, golf course, or playground.
- All bicycles are to be parked in the bike racks.
- Smoking will not be allowed at any time while inside the Clubhouse. Violations of the no-smoking policy will result in loss of privileges.
- The parking areas are marked in a manner which permits maximum use with a minimum of inconvenience. Anyone found parking improperly will be warned, but repeated infractions will result in the removal of the offending vehicle at the owner's expense.
- Personal property should not be left unattended on club property. The club is not responsible for damaged, lost or stolen property.

Use of the Lodge

- The Lodge will be open from 8 a.m. until 10 p.m. daily. During these times activities will be scheduled that may limit the use of the entire facility. Please check the activities calendar posted outside the Lodge for details. All times may be adjusted seasonally or as usage dictates.
- Member access will be by means of a biometric fingerprint scan. Access will only be assigned to owners or transferees registered at Heritage Palms Golf & Country Club.
- Adult owners and transferees may bring guests and relatives to enjoy the amenities at the Lodge. An adult owner or transferee must accompany guests and relatives at all times.
- The management may rent the Lodge on a very limited basis for private member related functions upon approval. Functions involving outside commercial interests will not be permitted. Please see the Activities Director for the Rental Agreement contract and applicable fees. There is a refundable damage deposit required with an hourly fee for rental of the Lodge.
- Smoking will not be allowed at any time while inside the Lodge. Violations of the no-smoking policy will result in loss of privileges.
- The wearing of bathing suits is not appropriate while inside the Lodge.
- Residents and guests using any area of the Lodge are responsible for leaving it clean after its use.
- Heating, air conditioning or music may only be adjusted by staff.
- The Activities Director will set music selections and volume in the pool area and inside the Lodge.

Privileges and Rules

Use of Club Swimming Pools (including neighborhood pools)

- Members, transferees and guests are entitled to the use of the pool during the hours of 8:00 a.m. until 10:00 p.m. unless otherwise posted.
- There is no lifeguard on duty, so swim at your own risk.
- Bathing suits or proper bathing attire only. No cut offs are allowed.
- Children under 12 must be accompanied by an adult.
- Persons with open sores, cuts or contagious diseases may not enter pool or Jacuzzi.
- No running or loud noises allowed in pool area.
- No glassware or food permitted within five (5) feet of pool.
- Diapered age children must have appropriate swimwear.
- Please shower to remove suntan lotions and oil before entering pool.
- No inflatables, other than swimming aids, are allowed in the pool.
- Radios, CD players, iPods, TVs, etc. may be played only with ear-phones.
- Pool depth is measured in feet and diving is not allowed.
- Please roll down umbrellas and leave tables in a neat manner prior to leaving the pool area.

Use of the Exercise Room

- All members, transferees and guests are entitled to the use of the exercise room and sauna.
- Hours will be determined according to usage and posted accordingly.
- Use of equipment should be in accordance with manufacturer's recommendations.
- No glass of any kind is permitted in or around exercise room.
- Children under the age of 14 are not permitted to use the exercise equipment unless accompanied by an adult.

Disciplinary Action

Because there are always a few individuals who will not always observe these rules, the following infractions will be brought to the attention of the Board of Directors for possible disciplinary action against the member.

- Knowingly violating club rules.
- Display of temper or other discourteous conduct resulting in damage to club property or physical damage.
- Disrespect shown to club employees or fellow members, transferees or guests.
- Failure to register guests when playing the golf course or using the tennis facility.

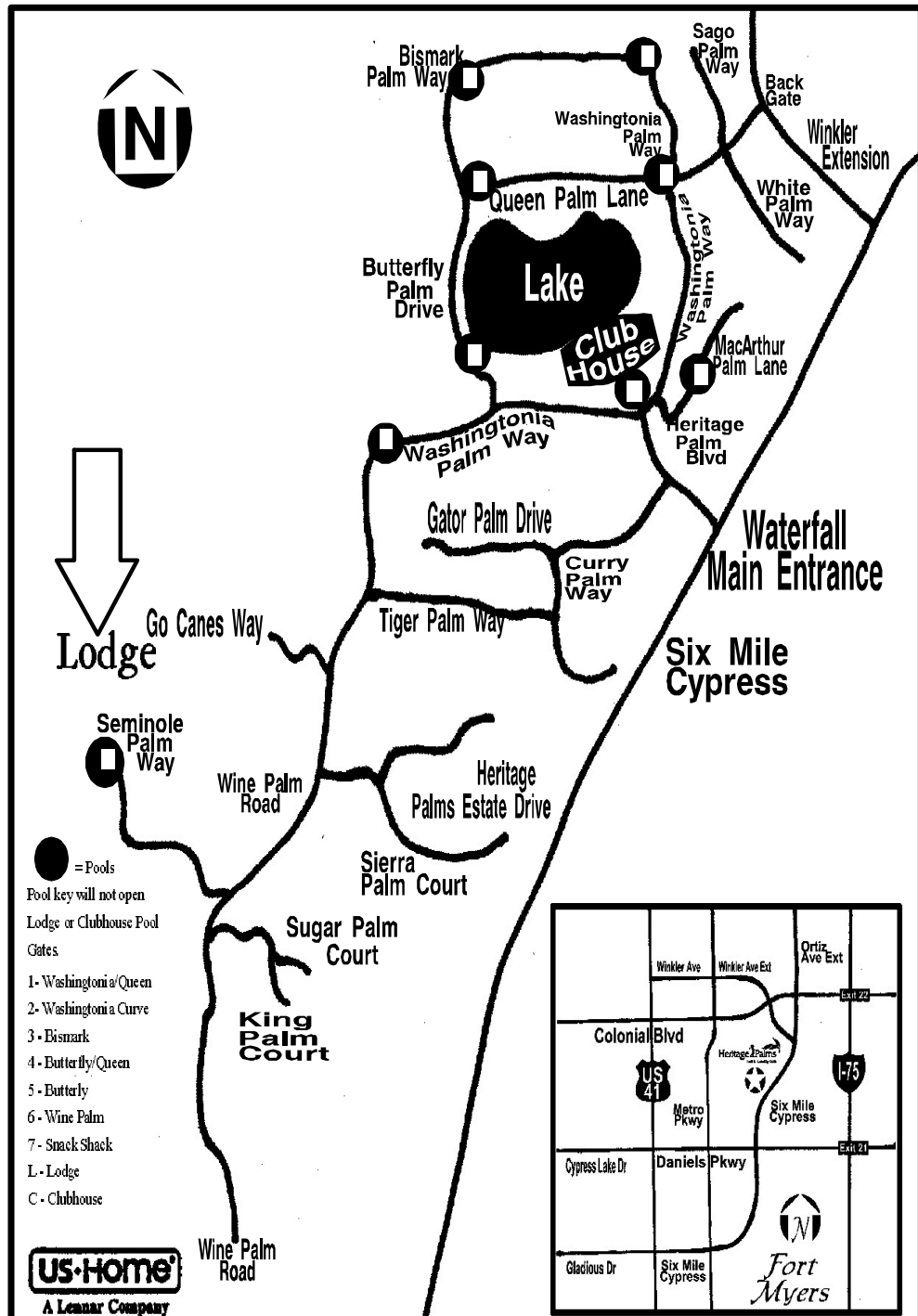
The rules as described within this document may be changed or amended by the Master Association Board of Directors at any time.

Street Map



Heritage Palms Main Number
278-9090

Gate House 277-9273



10420 Washingtonia Palm Way ~ Ft Myers, FL 33966 ~ 239-278-9090

Notes