



## Forest Glen Golf & Country Club Master Association Rules & Regulations Updated 4-30-10

**\*These Rules & Regulations change from time to time as deemed necessary by the Board of Directors. For a complete and up-to-date list, please visit the Forest Glen Website at: [www.forestglengcc.com](http://www.forestglengcc.com). \***

### **Preamble**

The following Rules & Regulations, which may be amended from time to time as the Board of Directors sees fit, have been adopted and will be administered by the Forest Glen Golf & Country Club Board of Directors. It is the intent of the Board to limit these rules and regulations so that everyone will derive maximum use and enjoyment of our facilities. Enforcement will be placed in the hands of the staff whose responsibility is to assure you of all the courtesies, comforts and services to which you are entitled. It is the duty of those using the Club's facilities to know the rules and to cooperate with the Board and staff in enforcement.

The Rules & Regulations of Forest Glen Golf & Country Club (hereafter called the Club) are designed to protect the rights and privileges of the 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 services available to them and the proper use of the facilities.

The Rules & Regulations that follow are issued as a reminder to the Members of the Club as to the conduct that is required of them. **Please refer to the Master Documents for further information.** *Please refer to the Board Policy Book (located in the General Manager's Office) for Board Policies.*

### **General Club Rules**

**Member Privileges** - The Club has only one class of membership: Golf Member. Golf privileges are restricted to all owners listed on the property deed; however, only 2 may be considered the active member per 30 day period. The Club Documents further define: "One family made up of a natural person, spouse and their dependent children residing in the living unit or no more than two natural persons who are not related to each other by blood, marriage or adoption occupying a living unit who customarily reside and live together and otherwise hold themselves out as a single housekeeping with their children as defined in the club documents." A dependent child is classified as being nineteen (19) years of age or younger; or who is a full time student of a recognized college or university through the age of twenty-three (23). Two (2) memberships per household are issued at the Club. When a residence is owned by more than two (2) people, only two (2) members may utilize the membership privileges (i.e. golfing) in a given thirty (30) day period. The member is responsible for contacting the Membership Office and the Golf Shop prior to arrival so that the appropriate account can be activated.

Each Golf Member has the following privileges providing the conditions and restrictions of the Club documents are observed:

1. Full rights of use of the Club Common Areas and Facilities, including full golfing privileges.
2. The right to temporarily delegate his own use of the Common Areas and Facilities to a transfer member residing in the living unit (see below).
3. The rights to extend golfing privileges to his guests, provided guest fees are paid and the guest plays with the member.

### **Delegation of Privileges**

1. Any owner may delegate his/her right of enjoyment to the Common Area and Facilities to his/her guests, provided they are in good standing with the Master Association AND the Neighborhood Association, a completed transfer application is signed by the owner and submitted to the office, a processing fee is paid and the transfer is in accordance with the policies set by the Board of Directors.

2. During the period specified on the transfer application (minimum of 30 days), that a member delegates his privileges to a transfer member residing in his living unit, the member shall not be entitled to use of the facilities, except as a guest of another member during this period.
3. The transfer member must be renting and residing in the unit for which the privileges are delegated.
4. When privileges for the use of the golf course are delegated, the Club rules defined in "Member Privileges" above must be observed.
5. Any delegation by a club member 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.

**Children** - Unless permitted by the Club, children less than sixteen (16) years of age are not allowed at the Club facilities (to include but not limited to the Member's Business Center, Pool Area or fitness center), unless accompanied and supervised by an adult. Children under the lawful drinking age are not permitted in the bar area unless accompanied by an adult. Members are responsible for the conduct and safety of their children when using the Club's facilities.

**Guest Privileges** - The member will be responsible for the behavior of his/her guests. An individual who is the guest of a member or transfer member is entitled to the use of the Clubhouse, Golf Course and Facilities under rules established by the Board of Directors. The General Manager, Golf Professional 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.

1. Transfer member privileges – full use of the amenities
2. Guests are afforded club use while accompanied by the homeowner or transfer member
3. Tenants have no privileges –they are simply residing in the unit in which they are renting. Tenants may dine and golf as a non member and pay with a Visa or MasterCard.

**Membership Cards** - All qualifying members shall be issued membership cards. It is the Club's policy that all members have their photo on their Club Membership Card. Members not having their photo may be required to show a picture ID before any club charges can be made to their account when the member is not personally known by the employee. This is applicable in the Golf Shop, Dining Room and at the Cabana. These ID cards are to be carried at all times while on Club property and when visiting reciprocal clubs. A membership card may not be used by any person other than the person to whom it is issued. Failure to comply with this rule may result in suspension or termination of membership privileges. Loss of the card should be reported to the Club office immediately, at which time a replacement card will be issued for a fee of five (\$5.00) dollars per card lost. Management reserves the right to increase this fee, in which case a revision will be made to these Rules and Regulations.

**Pedestrians and Cyclists** – Pedestrians should always use the sidewalks where available. When using the streets, pedestrians should walk/jog against the flow of traffic. All bicycles at Forest Glen shall be operated with the flow of traffic. The Right of Way on all Forest Glen roads shall be in order that follows: Pedestrians, Bicycles, Motor Vehicles, Golf Carts.

**Vehicles and Parking – The Posted Speed limit throughout Forest Glen is 20mph.** Members are responsible for providing vehicle information to the gatehouse. Please fill out the security form in its entirety and mail it to the Membership Office. The form is available on the website. Automobiles shall be parked in the garage or driveway. No overnight street or sidewalk parking is allowed by anyone at anytime. Any unauthorized vehicles will be towed at the vehicle owners' expense. **Please refer to the Master Documents for a complete description of the Club's parking policy.**

**Gate Pass Bar Code Installation** - It is the Club's policy that Gate Entry Bar Codes be installed on members' personal vehicles by a Forest Glen staff member. There is a \$5+tax fee per bar code issued. For security reasons, we do not mail out bar codes under any circumstances. Members who visit for short periods of time and utilize a rental car for their stay may stop in the Membership Office for a temporary bar code. For those members who lease their units to others or allow friends or family to use their units, please advise these guests that they must register with the Membership Office in order to be issued the appropriate gate pass.

**Mailing Addresses** - Each member shall be responsible for filing with the Membership Office, his or her mailing address and any changes thereto, where the member wishes all notices and invoices of the Club to be sent. A member shall be deemed to have received mailings from the Club ten (10) days after they have been mailed to the address on file with the Club. The Club must be

notified of any change of address. Failure to do so shall constitute a waiver of the right to receive Club notices, bulletins and any other communications.

**Membership Correspondence** - Complaints or suggestions concerning the management, service or operation of the Club should be in writing, signed by the member and addressed to the General Manager. Errors in billing charges should be directed to the attention of the Accounting Department.

**Club Services and Activities** - The Club desires to encourage the use of the Club's facilities by members for private functions on any day or evening, provided it does not interfere with normal operation of the Club, or with the services regularly available to members. Members are required to make reservations with the appropriate Club personnel for available dates and arrangements. Private functions are permitted at the Club only with prior permission of the Club. The individual sponsoring the function shall assume full responsibility for the conduct of guests and the removal of any décor. The sponsor of the function shall be responsible for any damage to the Club's facilities and for the payment of any charges not paid by individuals attending the private function.

#### **BOARD POLICIES**

**Usage of Club Property Fee Policy** - All activities, classes, functions, etc. conducted on Forest Glen Golf & Country Club Property for profit is requested to donate 10% of the fee to the Club for maintenance wear & tear and upgrades that may be determined in the future. (See Policies & Procedures Manual for complete policy)

**Signage Policy** - Forest Glen Golf & Country Club is a "no sign" community. No signs (For Sale/Lease/Rent, Vehicle for Sale, Open House (except for a Master Association approved Open House Marker), Directional Arrows, and Balloons) can be displayed on or in ANY vehicle, including golf carts, or from property visible to the street. This includes from inside a garage or from windows facing the street or from lanais facing the golf course side of a unit and/or from common areas. This encompasses all of Forest Glen. If a realtor is involved in the sale of a home in Forest Glen, a magnetic business sign or a business sign that is painted on the realtor's car identifying his or her business is permissible while on property. Enforcement will be under our Rules and Regulations and Florida Statutes Section 720.303 of Florida Law.

**Open House Policy** - Open houses are held every Saturday and Sunday from 1-4PM. A community sign is displayed at the main entrance on Saturday morning and brought in no later than 5PM on Sunday. Realtors and owners wishing to hold an open house must contact the Membership Office no later than Thursday at 4PM to be included on the Open House List. This list will be given to the front gate prior to the open house. Open house markers are available and must be signed out from the Membership Director prior to Thursday at 4PM. Signs must be returned to the Membership Director no later than Monday at 12PM. Realtors and owners who do not return the signs by the 12PM deadline will be billed the cost of the sign. Website advertising of Forest Glen properties is available to Forest Glen Owners for a fee (\$50+tax one time posting; \$25+tax anytime a change is made to the listing. Additionally, the member may chose to be billed monthly (\$10+tax), semi-annually (\$50+tax) or annually (\$100+tax), which will be billed to the members account.

**\*For a complete list of Board Policies, see the website or Board Policy Book.**

#### **Dinner Reservations & Cancellations**

**Reservations** for Sunday Brunch and Regular Dinner reservations are required and can be made by calling the Administrative Assistant at 239-348-1332 ext. 125. Dinners include but are not limited to Casual Dining and Friday Night Dining. Reservations will be accepted up to thirty (30) days in advance of the night. The individual making the reservation must identify the names and member numbers of those included in the reservation. When a food choice is required, please have selections ready at the time of the reservation. Dining room seating arrangements will be based upon the date and time a reservation is received, the number of guest in the party (which is limited to eight (8) people per table), and the necessity to complete full tables. The manager on duty has complete authority with regard to table assignment. If you need to cancel your reservation, it is recommended that you call to cancel as soon as possible so the club can accommodate other guests.

**Reservations** for Special Events are required and can be made by calling the Administrative Assistant at 239-348-1332 ext. 125. Special Events include but are not limited to Holiday Parties, Hired Headliners, and Bingo & Karaoke.

Reservations for Special Events will be accepted up to thirty (30) days prior to the Event. Members wishing to bring guests will have to call forty-eight (48) hours prior to the event to check for availability. Members must understand that due to the popularity of certain events, we will not always be able to accommodate guests. Dining room seating arrangements will be based upon the date and time a reservation is received, the number of guest in the party (which is limited to eight (8) people per table), and the necessity to complete full tables. The manager on duty has complete authority with regard to table assignment.

**Cancellations** for a Special Event must be made no later than forty-eight (48) hours prior to the event by calling 239-348-1332 ext. 125. If a member does not cancel and does not attend the function, their account will be charged for the advertised event amount. If after the forty-eight (48) hours deadline a member calls to cancel, the member may submit to the General Manager a written request to be excused from the charge. The request should include the reason for the late cancellation and approval will be at the discretion of the General Manager.

**Gratuities** - For the convenience of all members, a gratuity percentage, as determined from time to time by the Club, will be added to all food and beverage sales. A member may add to the gratuity percentage by signing the ticket invoice and including the amount of the additional gratuity the member deems appropriate.

**Dress Code** - The purpose of the dress codes set forth in this section is to assure that appropriate attire is worn at the Club's facilities and at Club events. Members should dress in a fashion befitting the surroundings so as to maintain an atmosphere of a country club. The dress code is mandatory and will be strictly enforced by all Club personnel. Members or their guests violating the dress code will not be allowed to use the Club's facilities if they are improperly attired and may be asked to leave the Club's premises.

#### **Clubhouse, Restaurant & Pub Dress Code**

**Inappropriate Attire:** Includes but is not limited to (1) Denim of any look or color (I.e. jeweled or the like) (2) Cutoffs, baggy cargo (See Definition below) or jersey sweatpants (3) Clothing showing bare midriff (4) Fishnet tops (5) Undershirts and T-Shirts of any sort (6) Sleeveless tops for men (7) Headgear of any sort for men (8) Beach shoes or beach-type flip-flops

**Cargo attire definition** – Any shorts or slacks with baggy pockets. And further defined as any shorts and/or pants, sometimes called Cargo Shorts/Pants, which have exterior sewn side or front pockets are not allowed on the Golf Course and/or in the Club House Dining area.

**Appropriate Attire:** There are three (3) types of dress codes enforced at the Club. The appropriate dress code category will be indicated in the advertising for the event.

- **CASUAL:** Includes but is not limited to (1) Appropriate Golf and Tennis (daytime only) attire (2) Traditional collared shirts, turtlenecks, mock turtlenecks and banded collars for men (3) Golf length shorts or slacks for men (4) Skirts and dresses of tasteful length, slacks, Capri pants, golf-length shorts and tastefully styled shirts and blouse for women.
  - Casual events include but are not limited to: Sunday Brunch, Happy Hour, Casual Dining, Bingo, Karaoke and Summer Season Dining.
- **DRESSY CASUAL:** Includes but is not limited to (1) Slacks for men (2) Traditional collared shirts, turtlenecks, mock turtlenecks and banded collars for men (3) Closed shoes for men (4) Appropriate attire for women suitable for the event.
  - Dressy Casual events include but are not limited to: Friday Night Dining and Most Special Events
- **JACKET REQUIRED:** Includes but is not limited to (1) Suit or Sport Coats for men (2) Slacks for men (3) Closed shoes for men (4) Appropriate attire for women suitable for the event.
  - Special events requiring Jackets include but are not limited to: Christmas Dinner Dance, New Year's Eve and Valentine's Day.

Generally, appropriate attire for children in the clubhouse shall be the same as for adults except that boys under sixteen (16) shall not be required to wear jackets at a "jacket required" event but shall be required to wear long slacks and a traditional collared shirt. No denim, cargo attire or T-Shirts of any kind are permitted.

***Fitness Center Dress Code*** - These rules apply to the use of the Fitness Center by members, their families and their guests. The dress code is mandatory and will be enforced by the staff. The fitness center dress codes applies to children as well, and no child under the age of sixteen (16) is allowed in the Fitness Center unless accompanied by an adult.

**Inappropriate Attire:** Includes, but is not limited to: (1) Bathing suits (2) Leather-soled shoes, golf shoes, flip-flops, sandals or bare feet are not permitted.

**Appropriate Attire (for Men & Women):** Includes but is not limited to: (1) Shorts or pants, including athletic pants, sweatpants, warm up suits (2) Shirts (sleeveless or otherwise) (3) proper footwear must be worn at all times.

***Swimming Pool & Spa Dress Code*** - These rules apply to the use of the swimming pool and patio area by members, their families and their guests. The dress code is mandatory and will be enforced by the staff. This dress code applies to children as well, and no child under the age of sixteen (16) is allowed in or around the swimming pool unless accompanied by an adult. No child under the age of sixteen (16) is allowed in the spa at any time. Shoes and cover-ups are required when entering the clubhouse from the pool area.

**Inappropriate Attire:** Includes, but is not limited to: (1) Topless bathing suits or thongs for women

**Appropriate Attire (for Men & Women):** Includes, but is not limited to: (1) Bathing suits (2) Shorts or pants for men when not using the pool (3) Shorts, skirts, dresses or pants for women when not using the pool.

### ***Swimming Pool Rules***

1. No Food or Beverages are to be brought in to the pool area or patio, unless purchased at the Clubhouse or Cabana.
2. No bottles, glassware or china may be carried out to the pool at any time.
3. Chairs are on a first come first get basis. Members may not reserve a chair in advance. Disposable swim pants must be worn by children under the age of 5.

***Golf Course Dress Code*** - Pertains to the golf course, practice areas and putting green. This dress code applies to all adults, children and guest(s). These requirements are to be in effect at all times.

**Men** are required to wear shirts with sleeves, collars and/or mock turtlenecks. Shirts must be tucked in unless specifically designed to be worn over shorts or slacks. Shorts are to be no shorter than four (4) inches above the knee. Slacks can be worn at any time.

**Ladies:** Sleeveless tops must have a collar or high neck. Collarless tops must have sleeves. Shirts should be tucked in unless they are specifically designed to be worn out. Shorts or skirts are to be no shorter than four (4) inches above the knee. Slacks can be worn at any time.

**The following are NOT ACCEPTABLE:** Running shorts, cargo shorts – (See Definition below), jeans, denim shorts or slacks, string or halter tops, tennis or swim shorts, T-Shirts, tank tops, tennis or denim shirts, sweatpants and/or sports jerseys/shirts, beach shoes or beach-type flip-flops or metal golf spikes. Shirts may not have phrases or slogans.

Cargo attire definition – Any shorts or slacks with baggy pockets. And further defined as any shorts and/or pants, sometimes called Cargo Shorts/Pants, which have exterior sewn side or front pockets are not allowed on the Golf Course and/or in the Club House Dining area.

It is the responsibility of each member to inform his/her guest(s) ahead of time of these requirements. Members and guests not appropriately attired will be denied registration for play.

**General Golf Information** - 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.

### ***Golf Rules***

1. The rules of golf of the United States Golf Association (USGA) govern play.
2. Use of the golf course is controlled by the Head Golf Professional.
3. All players must register in the Golf Shop before playing the course.
4. All players only using the driving range must check in with the starter or the Golf Shop.
5. The Golf Course Superintendent and Head Golf Professional shall determine when the course conditions prohibit play.
6. All play must start on Number One (1) Tee unless otherwise directed by the Golf Shop Staff.
7. No more than four (4) players per group are permitted unless otherwise directed by the Golf Shop Staff in League play.
8. Practice golf activities shall be limited to those areas of the golf facility designated for such activities. Practice is prohibited to, or on, regular greens and fairways of the golf course.
9. The use of range balls anywhere on the golf course or common properties, other than the driving range is prohibited and will be strictly enforced.
10. The Head Golf Professional, after consultation with the Greens & Golf Committee, may establish certain days and times during which the course shall be reserved for Men's and Women's Golf Days or Special Events.
11. Each player must have a set of clubs and golf bag when playing the course.
12. All paper, cans and other trash should be placed in your golf bag or cart until you reach a trash receptacle. No glass of any kind is allowed on the course.
13. No food or beverages are to be brought onto the golf course, putting green, or practice range, unless purchased at the Clubhouse or Cabana.
14. No coolers are allowed on the golf course unless the beverages are purchased at the Clubhouse or Cabana.
15. Ball Hawking is not permitted at any time.
16. No walkers, joggers or bikers are allowed on the cart paths or golf course at any time, even when the course is closed.

### ***Electric Golf Cart Operation***

1. All golf carts shall be driven in accordance with the motor vehicle laws of the State of Florida. Specifically, driving on the right side of the road with the flow of traffic.
2. Golf carts shall obey all posted signage to include (but not limited to): Stop Signs, Posted Speed, Keep Right, Blocking of Fire Hydrants, Yield and No Parking.
3. No golf carts or motorized vehicles are allowed on the nature trails at any time.
4. Individuals operating electric carts must have a valid driver's license. Under no circumstances, should a child be operating the Golf Cart on the golf course, practice areas or clubhouse common areas at any time.
5. Carts are restricted to two (2) riders and two (2) bags.
6. Only one (1) cart per twosome or two (2) carts per foursome permitted.
7. Riders are allowed if the number of players is less than four (4). At no time is there to be more than four (4) people per group. A rider fee may apply.
8. During normal operation Conditions, the 90-degree rule is always in effect. Carts should remain on cart paths until reaching a point near where the ball lies. Carts may then be driven across the fairway to the ball and should return to the cart path on the same line after the shot has been played. If possible, golf carts should not drive on the rough.
9. Carts are never permitted on the shoulder or surface of any tee, green or bunker. Cart directional signs indicate areas where the Superintendent restricts cart traffic.
10. The Golf Course Superintendent and Head Golf Professional shall determine when golf cart operation is prohibited or restricted to cart paths only.
11. Carts must remain on the path on par 3's at all times and on any holes designated as "Cart Path Only".
12. The driver of Club-owned golf carts 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.
13. Club-owned golf carts are not to be operated in the parking lot, on streets or taken to a residence.
14. Privately-owned carts used on the course or street must pass inspection each year. They are required to show proof of insurance and have the appropriate paperwork on file with the Golf Shop and annual fees must be paid (if used the golf cart is used for golf). Forms are available in the Golf Shop Office or on the Club's Website.

***Walking the Course*** - Walking is permitted on the golf course in accordance with the walking policy. It is at the discretion of the General Manager to make any changes. The Golf Shop does not provide pull carts for those individuals walking the course; however, walkers are required to purchase a sand bag and scoop from the golf shop.

**Tee Time Policies-** Tee Times shall be made through the Chelsea Automated Tee Time System or in the Golf Shop. For more information, please see The Chelsea Instructional Manual or a member of the Golf Shop Staff.

**Tee Time Cancellation** - Players failing to appear at the golf shop at least ten (10) minutes before their assigned tee time may have their starting time cancelled. Members who fail to cancel their starting times are subject to any applicable cancellation fees and green fees. A cancellation of a tee time must be made no later than twenty-four (24) hours prior to the event by calling the Golf Shop at 239-354-1898. If a member does not call and does not show up for the tee time, their account will be charged the published rate for that tee time. Private cart owners will be charged the same amount as those using a Forest Glen Cart. If a member calls the Golf Shop to cancel a tee time after the twenty-four (24) hours deadline a cancellation fee will apply. Please see the Golf Shop for the current cancellation charges.

### **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.

1. Repair ball marks on the greens and fill divots in the fairways.
2. Rake your tracks before leaving the bunker. All carts are equipped with rakes.
3. 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.
4. Be respectful of private property surround the golf course. Under no circumstances shall electric carts be driven on, or any shot played from, other than golf course property.
5. Slow Play – Players are required to maintain a pace of play that keeps them up with the group in front of them. Starters and/or Rangers may ask members that fall behind in pace of play to speed up and/or pick up and go to the next hole if their pace is significantly behind in the pace of play.
6. Golfers who interrupt their play after nine (9) holes may lose their position for the next nine (9) holes and must check with the Starter/Ranger before continuing play.
7. All golf shop employees, including Rangers, Starters and Range Attendants are empowered to enforce all golf rules. Members are expected to show proper courtesy to Club employees.

### **Golf Handicaps**

A golf handicap service is provided for members and transfer members for an annual fee to be determined by the Head Golf Professional.

1. Establish an accurate and legitimate handicap, players are required to post scores after each completed round of golf. The handicap posting stations are located in the Men's and Ladies' Locker Rooms.
2. To be eligible for member events and tournament play (including Men's, Ladies' & Couples Leagues), an authorized USGA handicap is required.
3. Scores may be reviewed occasionally by the Handicap Committee and a penalty score may apply for inaccurate or non-posted scores.

### **Handicap Flag Policy**

*Personal Handicap Flags – Use of personal handicap flags are prohibited. Club issued handicap flags are prohibited to be taken home by Private Cart Owners.*

**Assignment of Handicap Flags** - Handicap flags will be issued only to those individuals who have a State Issued Disabled Permit or Physician's note. The appropriate forms must be completed and submitted along with the appropriate documentation from the State. No exceptions will be made. Handicap flags will be issued by the Head Golf Professional.

**Renewal of Handicap Flags** - State Issued Disabled Permits will validate Handicap Flag usage for one year. Please renew your Permit status in Golf Shop annually. Physician's notes will validate Handicap Flag usage for 30 days. Please see the Golf Shop at the end of the 30 days if you are still in need of a Handicap Flag and you can file for an extension.

**Usage of Handicap Flags** - Persons given usage of a Handicap Flag may utilize the 90-degree rule during Cart Path Only situations. Carts with Handicap Flags may not travel within thirty (30) feet of the green or on bunker mounds. Handicap Flags

may be used by the disabled individual only. Spouses and other players are not permitted to use the flag in the absence of the disabled person. Disregard for this policy will result in loss of privilege for the disabled individual. If two (2) players in a group are assigned a Handicap Flag, both players must ride in the same cart. Abuse of this will result in loss of privilege. The Head Golf Professional may, at any time, based solely on his judgment of the current course conditions, prohibit the usage of handicap flags.

## **General Accounting Information & Board Policies**

### **Late Fee Information –**

Monthly Statements for Club Charges for golf, food and beverages, etc., are due and payable upon receipt. Full payment must be **received by our bank** by the last day of the month to avoid late fees.

All Quarterly Assessments are **due in our bank**, as follows:

1<sup>st</sup> Quarter (January 1<sup>st</sup>)      2<sup>nd</sup> Quarter (April 1<sup>st</sup>)      3<sup>rd</sup> Quarter (July 1<sup>st</sup>)      4<sup>th</sup> Quarter (October 1<sup>st</sup>)

Special Assessments are **due in our bank** on the exact date specified.

A late fee is levied on every member account for quarterly assessments and/or special assessments that are not paid within 15 days of the due date.

If there is an error on your account, please contact the Accounting Department as soon as possible so that any corrections may be made. However, payment in full must be **received by our bank** by the date to avoid late charges. Any credits will be reflected on the following month's statement. Late fees applied to any delinquent account will not be removed. There are no exceptions to this rule. Therefore, be sure to allow ample time for any payments sent through the US Postal Service to be **received by our bank** on or before the due date. All delinquent accounts will be charged a late fee plus interest, pursuant to Florida law, retroactive to the due date.

**Appeals Process for Interest Charges** - It is Forest Glen Golf & Country Club's Policy that any request to remove or reverse any Interest Charges assessed to a club account must be made in the following manner. After paying the charges, the member may request that the Interest Charges be reversed or removed by submitting a written appeal to Forest Glen Golf & Country Club, 3855 Forest Glen Blvd., Naples, FL 34114; Attention: Forest Glen Rules and Infractions Committee. This written appeal must state: (1) the name and number on the account (2) the dollar amount (3) the date the account statement was mailed (4) the date the late fee was initially levied (5) the date the interest started to accrue and (6) the reason(s) why these interest charge(s) should be reversed. Failure to provide all of this information and follow these directions will result in automatic denial.

The decisions of the Rules and Infractions Committee are final and binding. Accounting Department employees or the General Manager are not authorized to remove or reverse Late Fees or Interest Charges. **FYI** – The Accounting Department offers options that can help our members avoid any late fees or interest charges. For further information, please contact the Accounting Department.

### **Late Assessment and Club Charge Collections Policy**

If the Club account of any member is delinquent, the Club may at its option take whatever action it deems necessary to effect collection. If the Club commences any legal action to collect any amount owed by any member or to enforce any other liability of any member to the Club, and if judgment is obtained by the Club, the member shall also be liable for all costs and expenses of such legal action and reasonable attorneys' fees, including any fees required in connection with appellate proceedings.

#### **Collections Policy on Late Assessments and Club Charges**

1. When an account is 15 days past the due date, the account is placed on credit card only status and any entrance bar codes associated with the address are disabled.
2. The following day, the account is sent to the attorney for collection.
3. Within 10 days of receiving the account, the attorney will send the member a collection letter advising that a lien will be placed on the property if the account is not brought up to date within 45 days. (**NOTE:** It is routine practice for credit bureaus to monitor these actions; and, if a lien is filed, credit ratings could be affected).



4. 45 days after the attorney's collection letter is sent out, if the account has not been brought current, a lien is placed on the property.
5. 45-50 days following placement of the lien, if the account has not been brought current, foreclosure proceedings are initiated.

#### *Estimate Costs to the Membership*

1. Membership Privileges are suspended throughout this entire time, which also prohibits a transfer of the membership.
2. Legal fees for the attorney after a lien has been filed – at least \$600.
3. Legal fees if it goes through the foreclosure process will add at a minimum, an additional \$2,000.

**Acceleration of Assessments** - Sec 15.20 of the Declaration of Restrictions and Covenants states that: "In the event of a default in the payment of any assessment, Master Association may accelerate the Assessments then due for up to the next ensuing twelve (12) month period."

**Discipline** - Members are responsible for their own conduct and for the conduct of their family members and guests. Any member whose conduct or whose family's or guest's conduct shall be deemed by the Club to be likely to endanger the welfare, safety, harmony or good reputation of the Club or its members or otherwise improper, may be reprimanded, fined, suspended or expelled from the Club and have all privileges associated with the membership suspended or terminated by the Club. The Club shall be the sole judge of what constitutes improper conduct, but improper conduct will include, without limitation: (1) failure to meet eligibility for membership (2) submitting false information to the Club (3) allowing his/her membership card to be used by another person (4) failing to pay any amount owed to the Club in a proper and timely manner (5) failing to abide by the Rules and Regulations as set forth herein and as established by the Club from time to time (6) abusing Club personnel or employees or (7) acting in a manner incompatible with the standard of conduct of the existing membership or which would likely injure the reputation of the members of the Club.

A suspension of Club privileges applies to all members of the household as well as all transfer members and guests. No member may on account of any restriction or suspension be entitled to any refund of any deposits, dues or any other fees. During the restriction or suspension, dues and other charges shall continue to accrue and shall be paid in full prior to reinstatement as a member in good standing.

#### **Forest Glen Golf & Country Club Code of Conduct, Amended 4/24/2008**

In order to promote the highest level of civility within our community, members are required to treat all employees, other members and guests with courtesy and respect at all times. If a member has a complaint or suggestion relating to the performance of an employee, the member must submit a signed and dated letter or email outlining the issue(s) to the General Manager. If the issue relates to the General Manager, the letter should be submitted to the Officer in Charge of the Master Association.

Upon receipt of a written complaint, the General Manager shall have the right to censure, suspend, fine or assess specific damages to any member for violating the Club's rules and regulations, or for any conduct that in his/her opinion is inappropriate in our community and/or prejudicial to the welfare or reputation of Forest Glen Golf and Country Club. This can include actions which directly or indirectly cause financial harm or specific expenses to be incurred by the Master Association.

Complaints against members must be in writing and submitted within three (3) business days of the occurrence. In the case of physical violence or threats of physical violence, members or employees should call the Collier County Sheriff to report the incident by calling 911 in case of an emergency or 239-774-4434 in case of a non-emergency.

Members will be held responsible for the behavior of their household as well as the behavior of their transfer members and guests.

Demeaning or disrespectful behavior toward any Forest Glen member, guest or employee will not be tolerated. Any member who fails to follow this Code of Conduct shall be subject to the penalties outlined below for the various levels of infractions. The following types of behaviors between members, guests, employees, individually or in combination, shall be first level violations and shall be considered to be particularly egregious and shall result in the suspension of privileges, fines or both:

1. Physical violence; including, but not limited to, striking, pushing, shoving, grabbing, poking, or any other behavior that might inflict bodily harm.
2. Threats to inflict bodily harm on employees, members or guests.
3. Actual damage or threats of damage to the personal property of the Club, another member, an employee or guest.

A second level of violations would include, but not be limited to, the use of offensive oral or written communication and/or obscene gestures. Members who violate these rules of conduct or other Club rules and regulations shall receive a written letter of reprimand. If violations continue, further steps, up to and including fines and/or suspension of privileges, as deemed appropriate by the General Manager, shall be taken.

A third level of violations includes actions taken by members, their guests or transfer members, against the Master Association in an attempt to counter, reverse, or frustrate proper Board and/or Member approved actions and which actions are in direct violation of the provisions of our Master Documents. These shall be actions, which in the opinion of the Board of Directors and/or the General Manager, are likely to cause significant harm, delay, and/or damage to our Association's operations, finances, and/or reputation in the community. These actions shall include, but are not be limited to a member making, writing, or filing false and/or misleading statements or accusations to a public body or regulatory office in an attempt to prevent or delay the processing of needed permits or other approvals that are required for a Board or Member approved project to go forward. This level of violations shall not be deemed to restrict the rights of any member to properly and truthfully petition a public body or regulatory office for grievances or which restrict the member's rights to truthful free expression and free speech. They shall include actions which are based on false or misleading statements and intended to cause a properly approved project undue delay, physical damage, or unnecessary costs to the Master Association.

These third level of violations described above are considered the most harmful to the orderly governance of the association and shall be subject to the most severe penalties available to the Master Association. Members who are guilty of this level of behavior and misconduct may be fined, permanently suspended, and/or assessed for the total amount of the Master Association damages or additional costs caused by such actions as shall be determined by the Board of Directors and the General Manager. Complaints against these members must be in writing and must be submitted to the General Manager or Board of Directors within six (6) months of knowledge of the occurrence of such actions.

**Fines and Suspensions** - When a fine or suspension is the recommended penalty or disciplinary action for a serious infraction or our Rules and Regulations, as determined by the General Manager or the Board of Directors, that information will be sent to both the member and the Rules and Infractions Committee. Although most suspensions will become effective immediately, if the General Manager or the Board of Directors determines that a suspension should become effective at some future date due to unusual circumstances (e.g. closed clubhouse, and/or closed golf course), the suspension may be set to be served at a future date.

Suspensions for first offenses shall be for a minimum of fourteen (14) days. Suspensions for second and subsequent offenses shall be for a minimum of twenty-eight (28) days. Please note that the suspension of membership privileges applies not only to the member, but also to the household of the member, and his or her guests.

No member shall be fined or suspended until such member has been notified in writing of the charges filed against him/her and has been heard by the Rules & Infractions Committee (*See Forest Glen Rules & Infractions Committee Procedural Rules*).

***Forest Glen Rules & Infractions Committee Procedural Rules, Adopted 9/18/08***

Pursuant to Florida Statutes, S. 720.305 (2) the Board of Directors of Forest Glen Golf & Country Club Master Association shall establish a standing committee named the Rules & Infractions Committee, to hear and determine the validity of fines/suspensions imposed by the Board against the Association's members or others for whom the members are responsible under the Association's governing documents and its Rules & Regulations. If the committee, by majority vote, does not approve a proposed fine or suspension, it may not be imposed.

***Members of the Committee*** - The Committee shall be composed of at least three (3) members of the Forest Glen Golf & Country Club Master Association who are not officers, directors, or employees of the Association, or the spouse, parent

or child, brother or sister of an officer, director, or employee of the Association. All Committee members shall serve at the pleasure of the Board of Directors and may be removed, with or without cause, by the Board at any time.

The Board Executive Committee will appoint the members of the Committee. In most cases the Chairperson is elected by the Committee Members, however, the Chairperson on some Committee may be appointed by the Executive Committee. The Chairperson may appoint a member to preside at any Committee meeting or hearing. The operation of the Committee shall be in compliance with the Association's governing documents, Florida Statutes, S.720.305 (2), and with the rules and procedures provided herein.

*Functions of the Committee* - The Committee's function is to review any action to impose a fine/suspension made by the Master Board of Directors upon a member or any other person under the provisions of the Association's governing documents. The Committee is charged with the responsibility to schedule and conduct a hearing thereon, and render a binding decision approving or disapproving the fine/suspension. No fine or suspension will be imposed without the approval of the Committee by majority vote.

#### *Administrative Procedures*

1. The General Manager will initiate or shall receive complaints made by any member of the Association regarding the infraction of any rules established by law or by the governing documents of the Association. It will be the duty of the General Manager to gather all facts and information about the alleged infraction and to take written statements from the complainant and others. Complaints filed anonymously shall not be allowed.
2. The General Manager shall notify the Executive Committee of the Board of Directors of the complaint within 10 business days of the complaint and shall provide the Executive Committee the information gathered. The General Manager may also make a recommendation to the Executive Committee as to the disciplinary action to be taken. The Executive Committee may require more information to be gathered by the General Manager. When information sufficient to the Executive Committee concerning the alleged violation has been gathered, the Executive Committee shall refer the matter to the entire Board of Directors to recommend the appropriate disciplinary action to be taken. When the Board of Directors has determined that a fine or suspension is to be assessed against any member, the General Manager shall be notified of the action to be taken.
3. The General Manager shall notify the person charged/owner with a violation by mailing a Notice of Violation by certified mail, return receipt requested, to the address on file with the Master Association, which sets forth the proposed fine/suspension to be levied against the person charged/owner. At the same time, the General Manager shall file the following documentation with the Committee:
  - a. A copy of the Notice of Violation together with proof of mailing.
  - b. The full name and unit address of the person charged/owner.
  - c. The address or description of the location where the infraction occurred, if applicable.
  - d. A brief description of the infraction, along with the citation of the appropriate section of the governing document claimed to have been violated.
  - e. Any other documentation deemed important or relevant.
4. The Committee Chairman or Presiding Member shall, within seven (7) days from the date of receipt of the information from the General Manager, schedule the matter for a hearing, and will notify the person charged/owner and the General Manager of the time and place of the hearing. The hearing date will be scheduled no earlier than fourteen (14) days from the date notice was sent by certified mail, return receipt requested, to the address of record for the person charged/owner. The hearing date notice will have enclosed a copy of the complainant's Notice of Violation and the action(s) taken.
5. If the person charged/owner is the subject of multiple infractions for which such person has received Notices of Violation, all matters must be consolidated for hearing and disposition at the direction of the Chairman or Presiding Member.
6. At the appointed time and place for the hearing, a full hearing will be held before the Committee composed of at least three (3) members, all of whom shall be present. At the hearing, the General Manager shall first present evidence reflecting that proper notice of the violation(s) was served upon the person charged/owner, and then present the facts upon which the entire Board relied for the imposition of the fine/suspension. The person charged/owner may then present the facts upon which he/she will rely in opposition to the imposition of a fine/suspension.

7. Each side shall have the right to offer such evidence as is relevant and probative of the issues, and each side may present and cross examine witnesses; but the Chairman or Presiding Member shall have the exclusive authority to admit or deny the admission of any irrelevant, immaterial or redundant evidence offered, whether it be testimonial or documentary. Every effort shall be made for the Committee to consider as much evidence as possible. Formal legal rules of evidence may not be required, but the proceeding shall comply with standards that will ensure due process.
8. The person charged/owner may appear in person or be represented by one other person who is not a member of the Board of Directors, an employee of the Association, or the spouse, parent or child, brother or sister of an officer, director, or employee of the Association. The person charged/owner need not appear in person, but may appear by filing a written statement for consideration by the Committee. The person charged/owner, may choose not to, or otherwise fail to, appear at the hearing, either personally, by a written document, or through a representative. Such non-appearance shall not impede the completion of the hearing or the authority of the Committee to render a decision. Such non-appearance will be deemed a waiver of any issues not raised by the person charged/owner.
9. No electronic or mechanical recording or taping the hearing, by any means, will be permitted, including by any stenographic method. Handwritten notes by the parties or Committee members shall be permitted.

#### *Committee Decision*

1. The authority to approve or disapprove the imposition of fines/suspension is found in the published Master Association Rules & Regulations, and Florida Statutes S. 720.305(2).
2. Upon submission of the matter to the Committee for decision, the Committee may, in its sole discretion, keep the hearing open for a reasonable length of time and refer the matter back to the Board for further consideration on any issue or part thereof relating to the charge(s).
3. A decision approving/disapproving the imposition of a fine/suspension will be issued no more than thirty (30) days after the conclusion of a final hearing. A copy of the Committee's decision will be sent to the person charged/owner by certified mail, return receipt requested, and a copy given to the General Manager for inclusion in the file maintained in the matter. The file will be maintained by the Master Association for a period of at least two (2) years after notification of the decision of the Committee.
4. The General Manager shall report the Committee decision to the Board of Directors. If the Committee, by majority vote, does not approve a proposed fine/suspension, it may not be imposed. If the Committee by majority vote approves the imposition of a fine/suspension, the Board of Directors shall impose the said fine/suspension and shall take all necessary steps to enforce it.
5. Either party, in addition, shall retain the right to maintain an action at law or in equity, or both, to redress the charges as provided in Florida Statutes S. 720.305 (1).
6. The requirements of these rules and procedures do not apply to the imposition of suspensions or fines upon any member because of the failure of the member to pay assessments or other charges when due if such action is authorized by the governing documents.

***Special Conduct Rules for Board Members*** - It must be understood by all Board Members that our management staff and other employees do not work for individual Board Members.

Board Members are required to treat managers and other employees with courtesy and respect at all times. If a Board Member has an issue or suggestion for improvement with respect to a manager or employee, the Board Member must put it in writing and submit the statements to the President or Vice President of the Master Association. The officer receiving the statement will discuss the issue with the General Manager and employee. If that officer and the initiating Board Member mutually decide the initiating Board Member needs to be involved in the discussion, the Board Member will be invited to participate. Should the original issue involve the President, the submission should go to the Vice President. If the issue is raised by the Vice President, the submission will go to the President.

A Master Board Member demeaning a manager or employee will not be tolerated. Failure to follow this procedure will result in the Board Member receiving a fourteen (14) day suspension from membership privileges. A second and subsequent violation will result in a twenty-eight (28) day suspension. In the event that a suspension is in force during the day of a board meeting, the suspended Board Member is permitted to attend the board meeting and exercise his or her right to full participation in the meeting.

***Loss or Destruction of Property or Instances of Personal Injury*** - No person shall remove any item from the room in which it is placed or from the Club's premises any property or furniture belonging to the Club without proper written authorization. Every member, family member or guest of the Club shall be liable for any property damage and/or personal injury at the Club. In the case of the member, the cost of such damage shall be charge to the responsible member's Club account.

Any member, family member, guest or other person who, in any manner, makes use of or accepts the use of any apparatus, appliance, facility, privilege or service whatsoever owned, leased or operated by the Club, including without limitation, the use of golf carts, or who engages in any contest, game, function, exercise, competition or other activity operated, organized, arranged or sponsored by the Club, either on or off the Club's premises, shall do so as his or her own risk. The member and his or her family members and guests or other persons shall hold Forest Glen Golf & Country Club, its affiliates and their respective shareholders, partners, directors, officers, members, employees, representatives, agents and members of any advisory board or committees (collectively, the "Indemnified Parties") harmless from any and all loss, cost, claim, injury, damage or liability sustained or incurred by him or her, resulting there from, arising out of or incident to membership in the Club and/or from any act or omission of any of the Indemnified Parties. Any member shall have, owe and perform the same obligation to the Indemnified Parties hereunder in respect to any such loss, cost, claim, injury, damage or liability sustained or incurred by any guest or family member.

Should any party bound by these Rules & Regulations bring suit against any Indemnified Parties in connection with any event operated, organized, arranged or sponsored by the Club or on any other claim or matter in connection with membership in the Club, and fail to obtain judgment therein against any one or more of them, said party shall be liable to the prevailing Indemnified Parties for all costs and expenses incurred by them in the defense of such suit, including court costs and attorney's fees and expenses through all appellate proceedings.

### **Master Board Meetings**

#### ***Procedure for Speaking at Board Meetings, Amended 4/24/2008***

*Procedure for Speaking in an "Open Session" Following the Master Board Meeting* - Upon entering the room, members who wish to speak during the open session following the Board Meeting must sign up with the Secretary. The signup sheet will consist of Name, Address and Subject Matter. Following adjournment of the Board Meeting, the President or Presiding Officer will start the "open session," and the Secretary will call the name(s) of the member(s) wishing to speak in the order that they are signed up. Following the Board Meeting, members with questions regarding the meeting's agenda will be given an additional opportunity to sign up to speak.

*Procedure for Speaking on an Agenda Item during the Master Board Meeting* - The agenda will be posted at least 14 days prior to a meeting in the Clubhouse and on the Forest Glen Website. If a member wishes to speak on an agenda item, they must write a letter of intent which must be received by the Secretary no later than two (2) days prior to the meeting. This letter must include the member's name and address, agenda item, and the member's position on that agenda item. This letter will become part of the record. Speakers will be called upon in order; first by agenda item, and second by receipt of the letter of intent by the Secretary. When called upon, the speaker will have no more than three (3) minutes to state his/her position.

#### ***Procedure for Taping (Video and/or Audio) During a Master Board Meeting, Adopted 4/24/08***

Upon entering the room, the individual who wishes to tape (Audio and/or Video) must set up their equipment prior to the meeting being called to order. The recording equipment may be set up on the Board of Directors table only. If the equipment malfunctions during the meeting, due to tape running out, power failure, etc., the member (person) doing the recording may not make repairs or approach the Master Board table without prior recognition and approval of the President or Presiding Officer.

### ***Master Board Meeting Minutes***

Minutes are the official record of a meeting and must include the following:

1. Members present
2. Establishment of quorum
3. Report of agenda items
4. Motions (it is suggested that presenter of the motion put the motion and rationale in writing, especially if it is lengthy).
  - The motion

- The rationale for the motion
- The makers of the motion, first and second
- Results of the vote (if the vote is not unanimous, votes should be listed)

Minutes will be filed in an official “Board Book” after Board approval. This copy is to be updated by the Secretary. The Board Book will be kept in the office of the General Manager. These copies are available to members for review upon request. Copies will be available (for a fee) or may be downloaded from the Forest Glen Website.

***Committee Assignments, Amended 9/18/08***

In considering committee appointments to serve the Master Association, the Board of Directors has tried to meet the following objectives:

1. To establish permanent Standing Committees based on their need to meet on a regular, ongoing basis to fulfill their roles and responsibilities;
2. To establish Ad Hoc Committees to assist with specific projects that are more narrowly focused and likely to be of a shorter duration;
3. To reduce the number of committees by transferring responsibilities to our paid Administrative Staff;
4. To rotate some members off committees who have already served multiple terms to make room for other members who have expressed an interest in participating, while at the same time maintaining some level of continuity; and
5. To designate Chairs/Co-Chairs of each committee who will work with the Board and management to more clearly define their respective roles and carry out their responsibilities.
6. In an effort to provide opportunities for participation, no member has been assigned to more than one Standing Committee with the exception of Board Liaisons.

**For further information, please refer to the Forest Glen Master Association Documents, the Neighborhood Documents of your specific association, Board Minutes or the Board Policy Book. Management and the Board of Directors reserve the right to change and amend these Rules & Regulations.**