



CLUB WINDSOR RULES AND REGULATIONS

CLUB WINDSOR RULES & REGULATIONS

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SECTION 1. STATEMENT OF RESPONSIBILITY

Club Windsor is owned jointly by all Windsor Hills homeowners for their use and enjoyment. The Club's facilities and activities are available for use by homeowners/residents. The rights of all homeowners/residents individually and as a group, shall be respected. These Rules and Regulations are designed to define and protect these rights while establishing basic guidelines.

SECTION 2. HOURS OF OPERATION

Interior of Clubhouse:

Monday	12:00 PM – 9 PM
Tuesday	9:00 AM – 9 PM
Wednesday	9:00 AM – 9 PM
Thursday	9:00 AM – 9 PM
Friday	9:00 AM – 9 PM
Saturday	9:00 AM – Dusk
Sunday	Closed

Swimming Pool and Spa:

Monday	Closed
Tuesday – Sunday	6 AM – 12 AM
*Holidays	6 AM – 12 AM

**For Federal holidays which fall on a Monday, the swimming pool and spa will remain open that day and close the following Tuesday.

Fitness Room:

Monday – Sunday	6 AM – 12 AM
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Children's Swim Hours

Wednesday	1 PM – 5 PM
Friday	1 PM – 5 PM
Saturday	1 PM – 5 PM
*Holidays	1 PM – 5 PM

Guest fees must be paid for all guests and children.

*Holidays include Memorial Day, Fourth of July, Labor Day and all other federal holidays.

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SECTION 3. GENERAL RULES

All persons using Club Windsor facilities and/or attending any approved trips shall conduct themselves in a courteous manner with due respect for the rights of others. Violations of these Rules and Regulations could result in removal on demand, written reprimand, and/or suspension of the use of Windsor Hills facilities for a period determined by the Board of Directors. All persons using Club Windsor facilities must follow the Rules and Regulations as instructed by the Club Windsor manager or staff regarding the use of the facilities. Supplemental rules and regulations may be posted in specific areas or rooms. All residents and their guests are responsible for reading and abiding by these rules. **All guests, including children, must be accompanied by a resident.**

The number of persons using any or all of the recreational facilities at a given time may be limited, as needed, by Club Windsor manager or staff.

Club Windsor is not be responsible for lost or stolen items.

Only service animals; e.g., seeing eye dogs, are allowed in the clubhouse, pool, or deck area or by special request to be approved by Club Windsor manager.

SECTION 4. I.D. BADGE AND ACCESS CARD INFORMATION

Resident I.D. Badge(s) and Access Card(s) may be obtained at the Club Windsor office during posted hours. Lost or damaged Resident I.D. Badges will be replaced for a \$10.00 fee. Lost or damaged Access Card will be replaced for a \$15.00 fee. Report a lost or stolen Access Card to the Club Windsor Office as soon as possible.

Resident / Owner I.D. Badge and Access Card: In order to obtain an I.D. Badge and Access Card, each resident is required to attend an orientation. If the status of a resident changes, i.e. from two residents in the home to one resident, the resident must surrender the second Access Card to the office prior to receiving a Single Resident Guest Pass.

Resale Buyer/Renter I.D. Badge: Resale buyer/renter may not be issued I.D. Badge and Access Card until the former owner (seller)/renter surrenders their I.D. Badge(s) and Access Card(s) to the Club Windsor manager's office, and the new resident(s) attend an orientation. Club Windsor manager approval is required for all new Resident I.D. badges and access cards.

Houseguests: A "houseguest" is a guest staying onsite at a resident's home. A Guest Badge may be purchased for a houseguest for a period not to **exceed 30 days**. The cost of a Guest Badge is covered under **Section 5. Fees**. Proof of age may be required to show that the houseguest(s) is (are) over 19 years of age. The Guest Pass purchased under this provision allows the guest to use Club Windsor facilities, such as the meeting room, library, game room, swimming pool, spa, and fitness room. The guest may also join regularly scheduled activities, space permitting, and be

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charged any additional fee(s). A houseguest's access to special trips and activities is not included above and is covered under **Section 19 Special Events** of this document. Houseguests must wear an I.D. Badge while using Club Windsor and must be accompanied by a resident.

Visitor: A "visitor" is a day-guest not staying overnight in the home of a resident. Visitors are permitted to use Club Windsor facilities (meeting room, library, game room, swimming pool, spa, and fitness room) with a resident sponsor for a fee of \$3.00 per day. The visitor's access to special trips and activities is covered under **Section 19. Special Events**. Any visitors to Club Windsor facilities, including pool, are required to check in with Clubhouse Staff. After the visitor fee has been paid for each visitor, they will be given a name tag on which to write their name(s) to wear while using Club Windsor facilities. Visitors must wear a name tag while using Club Windsor facilities and must be accompanied by a resident.

Children: Children are defined as anyone under the age of 19. Children are permitted to use the pool and spa facilities during designated hours and must be accompanied by a resident.

Single Resident I.D. Badge:

- A. Residents who are single and live alone in one house are issued one reusable Single Resident Guest Pass from the office. This pass enables them to bring one adult guest to Club Windsor any time at no charge. The Single Resident Guest Pass may also be used for a child during children's pool hours.
- B. **A resident must accompany guests at all times.**
- C. Single residents, living alone in one house and hence having guest pass privileges, are eligible to purchase one additional ticket for a normally scheduled event, class, or a special event or trip. In the case of trips and special events, this additional ticket may be purchased at the time tickets go on sale to other residents. The same charge or fee will be applied to the guest as to the resident. Guests must be accompanied at the event by the resident who purchased the guest ticket.
- D. Fee for lost Single Resident Guest Pass will be \$10.00.
- E. The Single Resident Guest Pass is not to be used by anyone other than the guest of the single resident.
- F. The issuance of the Single Resident Guest Pass is a privilege, and the guest must conform to all Rules and Regulations.
- G. The Single Resident Guest Pass is not transferable.

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SECTION 5. FEES

Club Windsor is a facility of Windsor Hills Homeowners Association, Inc. (WHHOA) which is an incorporated, nonprofit organization. Fees will be assessed for various Club Windsor activities and classes.

Each household is entitled to two (2) Access Card(s) and two (2) I.D. Badges. Each additional Resident I.D. Badge and Access Card issued to a family member will cost \$150.

There is a non-refundable fee of \$3.00 per day, \$15.00 per week, or \$30.00 for up to 30 days for Houseguests to use Club Windsor facilities. **Guests must be accompanied by a resident.**

Visitors will be charged \$3.00 per day to use Club Windsor facilities. Any visitors to Club Windsor facilities, including pool, are required to check in with Clubhouse Staff. After the visitor fee has been paid for each visitor, they will be given a name tag on which to write their name(s) to wear while using Club Windsor facilities.

- The maximum number of visitors allowed per household per day is 10. More than 10 visitors per household will be considered a special event and rental rules and fees may apply.

Residents may rent the ballroom for personal events. Contact Club Windsor manager for fee information and procedures.

- The \$3.00 guest fee will be waived (a) when a visitor is attending a private event where a rental fee has been collected or (b) the visitor has a ticket for a special event. The visitor will only have access to the area where the event is being held and for the scheduled time period of that event.

All fees are subject to change with Board of Director approval. Residents will be duly notified in advance of such becoming effective.

SECTION 6. RENTAL OF BALLROOM AND MEETING ROOM

Residents and outside organizations may rent the ballroom or meeting room. See Club Windsor manager or staff for reservation procedures and fee information. All room reservation requests require approval of the Club Windsor manager.

Any event that requires prior planning and/or calendar time or is being held for a “special occasion” will incur a rental fee.

A. Resident Private Rentals: To receive the resident rental rate, the sponsoring resident is the responsible party and as such must fill out the appropriate paperwork and make all necessary

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arrangements with Club Windsor. The resident must be present for the entire event including set-up and clean-up. Additional personnel may be required, and the deposit shall be forfeited if the resident does not attend the entire event. No exceptions.

B. Outside Organization Rentals: Outside organizations may rent the ballroom as availability allows, and with approval of the Club Windsor manager and the Board of Directors. See “Private Room Rental Form” and Section 18. B. for details.

SECTION 7. AGE RESTRICTIONS

Club Windsor facilities are available to residents and/or guests 19 years and older or as otherwise provided in these Rules and Regulations.

Children under 19 are permitted to use the pool and spa facilities during designated hours and only when accompanied by a resident. Children, when accompanied by a resident, may enter and leave the foyer area of Club Windsor to use the pool area or visit the office on business.

SECTION 8. POSTERS AND SIGNS

No signs of any sort may be posted upon Club Windsor facilities nor may any advertising leaflets, papers, or written material be distributed within the Club Windsor facilities. Material shall be posted by and approved by Club Windsor manager or staff only.

SECTION 9. CLUB WINDSOR

- A. All new residents are required to complete a new resident orientation before first use of Club Windsor facilities.
- B. Residents and guests must have I.D. Badges visible at all times when using Club Windsor facilities.
- C. Club Windsor facilities, including pool and spa, are designated as NO SMOKING AND TOBACCO FREE. The only designated smoking area is located at the front of the clubhouse next to the mailbox.
- D. Suitable casual attire is required in Club Windsor facilities during regular hours of operation. All persons are required to wear shoes, shirt, or other covering in the clubhouse at all times.
- E. Only plastic or other non-breakable containers are permitted in the fitness room and swimming pool area.

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- F. Alcoholic beverages may be brought into Club Windsor for social functions only in areas where eating or drinking is permitted.
- G. The Club Windsor office and staff will be available during regular clubhouse hours except when early closure is approved by the Board of Directors.
- H. Club Windsor staff will provide the following services during posted hours:
 - Copies* - 10 cents per page, black & white
- 50 cents per page, color
 - Sending Faxes* - \$1.00 per page
 - Receiving Faxes* - \$.50 per page
 - Laminating* - \$1.00 per page
 - Scanning and emailing* - .50¢ per page

SECTION 10. FITNESS ROOM

- A **Usage of equipment should be limited to 30 minutes when other residents are waiting.**
- B. The dress code established for the fitness room is for your comfort, safety and protection of fitness equipment. If your attire is determined to be unacceptable, you will be asked by the staff to leave the fitness room. Bring a towel for your personal use.
- C. Wipe down machines after use. Disinfectant wipes are available in the fitness room.
- D. A phone is available for emergency use only.
- E. Only plastic or other non-breakable water bottles are permitted in this room.
- F. Consult with your physician prior to starting an exercise program. **Residents use the fitness room at their own risk.**
- G. The television is for your viewing pleasure. Do not remove the remote from the room. You may turn to any channel, but please keep the volume to a respectable level. The last person to leave the fitness room is responsible for turning off the television and overhead fans.
- H. One of the clubhouse defibrillator machines is located in the fitness room.
- I. No one under the age of 19 is permitted in this room.

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SECTION 11. GAME ROOM

- A. The television is for your viewing pleasure. Do not remove the remote from the room. Please keep the volume to a respectable level.
- B. Return pool balls to the pockets at the conclusion of your play and return cue sticks and chalk to the wall racks.
- C. Notify the staff if any equipment is missing or broken.
- D. Refrain from sitting, leaning, placing personal items, or food/drink on game tables.
- E. When table is occupied and others are waiting, we request that you limit your playing time to one hour.

SECTION 12. LIBRARY / COMPUTER CENTER

- A. The library books are available for your enjoyment. When you are finished with a book, please return it to the container located in the library.
- B. The library accepts donations of books, CDs, and DVDs less than 5 years old. Magazines are also accepted and donated to charity.
- C. When Computer Class meetings are in progress, residents must wait for use of computers.
- D. Computers and printers will be turned on and off by Club Windsor staff only.
- E. Limit time to 30 minutes when other residents are waiting.
- F. Computers have been configured for your use. Do not change the configuration or settings. If there is a problem, contact Club Windsor staff.
- G. Store all of your personal information on a CD ROM or USB Flash Drive.
- H. Do not store data on the hard drive. Any data, new software, or configuration changes stored on the hard drive will be erased at reboot.
- I. If you have any problems or questions, contact Club Windsor staff.

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- K. Users may not misrepresent themselves on the internet while using Club Windsor computers.
- L. Users may not access or view pornography or other offensive or inappropriate material. The display of internet content must comply with the above guidelines and State and Federal laws. Inappropriate use of the computers is subject to discipline by the Board of Directors.

SECTION 13. GRAND BALLROOM

- A. Use of this room is by schedule only. If the room is not occupied and a resident would like to use the room, contact Club Windsor staff.
- B. The grand ballroom may be rented for private functions. Check with Club Windsor staff for current rates, procedures, and availability.
- C. **The sound stage/control center is to be operated by Club Windsor staff or their designee only.**
- D. The jukebox is for your enjoyment. If you need assistance with operation, contact Club Windsor staff.

SECTION 14. KITCHEN AND PANTRY

- A. Kitchen facilities may be used by residents, guests, staff and caterers for social events.
- B. Overnight storage is permitted with authorization by the Club Windsor manager or staff.
- C. **Supplies stored in the pantry are for organized clubhouse activities. Clubs and other resident groups must provide their own supplies.**
- D. Club Windsor is not a storage facility. All items stored onsite must be approved by Club Windsor manager or staff.
- E. The kitchen must be cleaned after use by the group or groups that used the facility.
- F. Garbage must be removed to the dumpster after all events. Ask staff for assistance, if necessary.
- G. Kitchen appliances must be used as intended and cleaned after use by resident(s).
- H. Ice machine will be cleaned and maintained by Club Windsor staff.

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SECTION 15. CLUB WINDSOR POOL, SPA, AND DECK

- A. **SWIM AT YOUR OWN RISK!** There is no lifeguard.
- B. Children, accompanied by a resident, are permitted in the pool area during children's designated hours.
- C. Scheduled classes take priority to free swim. Check calendar for class times.
- D. The pool and spa will be heated as determined by the Board of Directors.
- E. An emergency phone is located in pool area on the wall adjacent to the ballroom.
- F. Resident I.D. badges must be visible at all times. (If swimming, please keep badges visible nearby on pool deck area.)
- G. Pay guest fees in the Club Windsor office prior to use.
- H. **A resident must accompany guest(s) at all times.**
- I. Posted pool rules and hours must be observed.
- J. Use outdoor shower before entering the pool or spa.
- K. Glass items are not permitted. Food and drink must be in unbreakable containers. Residents are required to clean their area when finished.
- L. Diving, jumping, running, and horseplay are not permitted and should be reported to Club Windsor staff.
- M. Everyone using these facilities shall conduct themselves in a courteous manner with regard to the rights of others. Violators will be asked to leave the pool area. Continued inappropriate behavior is subject to discipline by the Board of Directors.
- N. Flotation devices, balls, and diving equipment are only permitted if they do not interfere with other swimmers.
- O. Children who use diapers must wear swimmer's diapers (disposable swim pants) while using the pool.
- P. Only service animals are allowed in the pool or deck area.

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- Q. The pool will be closed during adverse weather.
- R. Positively no reservation of chairs or lounges. One chair or lounge per person if pool/deck is crowded.
- S. Proper bathing attire is required for pool use. No cutoffs.
- T. Swimming or wading is not allowed in the pool fountain. The fountain water is not maintained to the purity level required for swimming pools.
- U. The last person to leave the pool area at dusk is asked to close the umbrellas.

SECTION 16. BARBECUE AND PICNIC AREA

- A. Barbecue equipment is available for resident's use. Reservations for use of barbecue equipment and/or picnic area must be made at the Club Windsor office.
- B. Residents are requested to clean barbecue equipment and area after use.
- C. It is recommended that staff be notified in advance of residents desiring to use a barbecue grill, so that a full propane tank is available.

SECTION 17. SPECIAL INTEREST GROUPS/ CLUBS

- A. All club and special interest group activities need to be approved and scheduled by the Club Windsor manager (with input of the Activities Committee) and follow all Club Windsor Rules and Regulations/Policies and Procedures.
- B. All Windsor Hills groups and clubs shall be open to any resident who wishes to attend the meetings.
- C. Each club will prepare a "Mission" or "Purpose" statement describing the general objectives and by-laws of the organization. All clubs shall function under basic Rules of Order to include nomination and election of officers by majority vote.
- D. Club presidents or designees will coordinate facilities usage with Club Windsor manager See Section 18. Use of Club Windsor Facilities.
- E. A club president or designee shall coordinate with Club Windsor manager when a guest speaker is invited to present a program.

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- F. Articles regarding specific club activities for the Windsor Hills Newsletter shall be submitted in writing by the designated club officer, in accordance with deadlines. Every effort will be made to print each article, space permitting.
- G. All fundraisers shall be approved by the Board of Directors (50/50, raffles, drawings, events, etc.). No fundraisers are allowed that are in contravention of the laws of the State of Texas.

SECTION 18. USE OF CLUB WINDSOR FACILITIES

Club Windsor is owned jointly by all Windsor Hills homeowners for their use and enjoyment. The Club's facilities and activities are available for use by all residents. The rights of all homeowners/residents, individually and as a group, shall be respected.

The Club Windsor manager shall develop a clubhouse calendar for the coming year based on requests from committees, clubs, special interest groups, and residents. Once the calendar is confirmed, any request for facility usage that conflicts with a scheduled event will be resolved by Club Windsor manager.

A. **Group Usage:**

- **Special Interest Groups, i.e. Games, Section Gatherings, etc.:** Group designated liaison will coordinate usage of Club Windsor facilities with Club Windsor manager to schedule meetings and/or other events consistent with Policies and Procedures. Activities, which generate revenues and expenses, must also follow budgetary policies and procedures.
- **Committees:** Committee designated liaison(s) will coordinate usage of Club Windsor facilities with Club Windsor manager to schedule meetings and/or other events consistent with Policies and Procedures. Activities, which generate income and expenses, must also follow budgetary guidelines consistent with policies and procedures.
- **Clubs:** Club designated liaison(s) will coordinate usage of Club Windsor facilities with Club manager to schedule meetings and/or other events consistent with Policies and Procedures. Activities, which generate revenues and expenses, must also follow income policies and procedures.

- B. **Private Rentals:** Residents and outside organizations may rent the ballroom for personal events. Room reservation requests by residents and outside organizations shall be approved by Club Windsor manager and Board of Directors. Priority vis-à-vis rentals shall be given to residents over third party outside organizations on a first come first serve basis. See Club Windsor manager or staff for reservation procedures and fee information.

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Resident Private Rentals: The Resident may rent the ballroom or other rooms. To receive the resident rental rate, the sponsoring resident is the responsible party and must fill out the appropriate paperwork, and make all necessary arrangements with Club Windsor manager. The resident must be present for the entire event including set-up and clean up. **The deposit will be forfeited if the resident does not attend the entire event. No exceptions.** The deposit will be forfeited if property damage occurs and/or cleaning is unsatisfactory, per agreement. Club Windsor manager is to determine if additional personnel are required.

Outside Organizations: Outside organizations may be permitted by Club Windsor manager and the Board of Directors to use clubhouse facilities. These meetings will be scheduled in advance and will not interfere with regularly scheduled resident's groups, clubs, classes or events, whenever possible or determined by Club Windsor manager and approved by the Board of Directors.

- C. **Use of Club Windsor Facilities:** Use of Club Windsor facilities by residents or non-residents for the purposes of generating revenue by providing a service to the residents (i.e. personal training, etc.) will be determined on a case by case basis by the Board of Directors.

SECTION 19. SPECIAL EVENTS

General:

- A. Tickets for special events are offered to residents at a time set by the Activities Committee. All attendees, including volunteers working the event, must purchase a ticket. Tickets are offered on a first come, first served basis. Purchasing a ticket for a special event or activity requires presenting a check or cash at the clubhouse desk. In case an event or activity is sold out, residents may place their name(s) on a resident's waiting list maintained by the clubhouse staff. The maximum number of tickets available for purchase is four per household.
- B. Guests are not allowed to buy tickets, nor are residents (except for single residents with guest pass privileges covered below) allowed to buy tickets for guests or "houseguests" when tickets initially go on sale. Guests, including "houseguests" may be placed on a separate waiting list for a special activity. Single residents living alone and hence with guest pass privileges see **Section 4, D.** are allowed to buy one additional guest ticket at the time of the initial offering if space is available. In case of cancellations or when additional tickets become available, the resident waiting list will be cleared first and then the guest waiting list. In case the activity is not sold out to residents or guests of residents, the tickets may be made available to others outside the community at the recommendation of the Activities Committee with approval of the Club Windsor manager.

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- C. Those with special needs or impairments should inform the Club Windsor staff at the time they pay for the event. Money will be refunded if appropriate accommodations cannot be made. Anyone needing assistance must be accompanied by a companion able to provide that assistance.
- D. While the ID Badge does not need to be worn to ticketed events, the wearing of the I.D. badge is encouraged.
- F. All ticket sales are final. No refunds are given unless the event is cancelled. A waiting list is maintained by the Club Windsor staff. Contact the clubhouse if you cannot attend the event. The staff will try to find someone to purchase your ticket. If your ticket is resold, you will receive a refund.
- G. A minimum number of people are required for certain events. If this minimum number is not met, the event will be cancelled.

Trips:

- A. Tickets for trips are offered to residents at a time set by the Trips Committee. All those taking a trip including the trip leader(s) are required to buy a ticket. Tickets are offered on a first come, first served basis. Purchasing a ticket for a trip requires presenting a check or cash at Club Windsor office and also signing the Release Form (if one is not already on file for a resident).
- B. With the exception of trips to Coughatta, guests are not allowed to buy tickets for trips initially, nor are residents allowed to buy extra tickets for guests or "houseguests." Residents may put their guests on a separate Guest Waiting List, if desired. Single residents living alone and hence having Guest Pass privileges, are allowed to buy one extra guest ticket for a trip at the time of the initial offering. In case a trip is sold out, residents may put their name(s) on a resident waiting list. In case of cancellations or additional tickets becoming available, the resident waiting list will be cleared first and then tickets will be offered to those on the guest waiting list. At the discretion of the Trips Committee, tickets may be made available to those outside the community when both the resident and guest waiting lists have been cleared.
- C. It is imperative that those with special needs or impairments inform the Club Windsor staff of their special needs or impairments at the time they pay for the event. All efforts will be made to make appropriate arrangements, but they depend on availability. For example, wheelchair-accessible buses and seats at events can be requested, but availability is limited. Money will be refunded, if appropriate accommodations cannot be made. Anyone needing assistance must be accompanied by a companion able to provide that assistance.

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- D. A bus trip has a specified departure time. Attempts will be made to contact no-shows, but a delay of five minutes is the maximum wait time. Tickets for no-shows will be left at the clubhouse desk.

These Rules and Regulations are effective as of September 25, 2018, and may be amended by the Board of Directors.