

## General Reminders

- Guest policies may be modified from time to time at the sole discretion of the Club.
- Members are responsible for informing their guests of Club policies. Any charges incurred by a guest will be charged to the Member's Club account or paid by the guest with the use of a credit card accepted by the Club.
- A Member may have no more than three guests for golf, tennis or pickleball at any time in season (November 16 – April 15) and must play along with their guests, except that houseguests may only play golf or tennis without being accompanied by a Member during the period of November 16 through January 14. More than three guests on any one day will require another Member playing with the additional guests. Consult the Director of Golf for golf guests or the Director of Racquet Sports for tennis and pickleball guests or, in his/her absence, a designated staff person if finding another Member is improbable.
- A visit is defined by the day or event, either a Member/guest event, generally accompanied for dining, social, fitness, tennis, pickleball, or golf.
- Not including the Invitational events, non-family-member guests will be limited to seven times (7) for golf during season (November 16-April 15). All numbers of visits reflect the guest, not the Member. If a guest is invited by more than one Member, the guest's visits are still limited to seven (7) times during season.

## Dining Policy

Guest charges for any services will be charged to the sponsoring Member's Club account, or the guest may pay with a credit card accepted by the Club. Cash payments are not permitted.



# Guest Policies

## Golf Policy

Playing privileges and policies of accompanied guest(s) of a TwinEagles Member is an important subject not only for the Member's experience and the Club's economics but also has a larger impact on the overall reputation and perceived value of the Club. A delicate balance of delivering the Member-first experience without diminishing the ability for the Members to share, showcase and enjoy the playground we call home must be met.

### **November-December | May-October**

Member Tee Time Lottery Window - 21 Days

Accompanied Guest (AG) Reservation Window -14 Days\*

*\*The Member may reserve any available tee time by calling the golf shop at 239-352-2121.*

*AG Play will be restricted if only one golf course is available for open play starting November 15.*

### **January- April**

Member Tee Time Lottery Window - 21 Days

Accompanied Guest (AG) Tee Time Lottery Window - 21 Days

- Tee times prior to 11 a.m. are restricted for AG play.
- Tee times prior to 12:30 p.m. are restricted for AG play on one golf course, should there be a Club-organized event on the other.

*For unaccompanied guests and extraordinary requests, please contact the Head Golf Professional, Rich Ter Haar, at [rterhaar@thetwineaglesclub.com](mailto:rterhaar@thetwineaglesclub.com).*

### **Rain Check**

- When rain or other severe weather causes termination of play, a credit or rain check for that day's fees may be granted, as determined from time to time by the Director of Golf. If fewer than four holes were played, the credit or rain check will be for the full eighteen (18) holes. If more than four but fewer than

thirteen holes were played, the credit or rain check will be for nine (9) holes. If thirteen or more holes were played, no credit or rain check will be given.

- Members and their accompanied guests will receive a credit for cart and greens fees based on current fiscal year rates.
- Once play has started, unaccompanied guests and non-members will receive rain checks, which will only be issued on the day of play. It will be the sole responsibility of the player to apply for a rain check from the Golf Shop.

### Fitness Center & Pool Policy

- The Fitness Center and Pool are for the exclusive use of Members and their houseguests. Children under the age of twelve (12) may not use the Fitness Center, and children between the ages of twelve (12) and fifteen (15) may not use the Fitness Center unless accompanied and supervised by an adult.
- Houseguests are required to sign in at the front desk of the Fitness Center.
- Guests of Members may attend fitness classes at \$10 per class, billed to the Member account. January through April, 8 a.m. – 12 p.m., there is a \$10 guest fee for general access and use of the Fitness Center, billed to the Member account.

### Racquet Sports Policy

- Each court must be reserved in the name of a TwinEagles member, and a TwinEagles member must play on the court. All players, including guests, must be entered into the court reservation system.
- Members may invite up to three guests to play.
  - There is a \$10 charge for each outside guest, which will be charged to the member's account (reduced fee of \$5 charge in the off-season: May 1 through Oct. 31)
  - There is presently no limit to outside guest frequency of play.
  - There is no charge for houseguests or limit on the frequency of play.