



***Recreation District
POLICIES & PROCEDURES
Revised & Adopted March 29,
2017***

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I. GENERAL STATEMENTS AND DEFINITIONS

A. Definitions

The purpose of these Policies and Procedures is to describe the general operations of the District. Definitions set forth within any section hereof shall be applicable within all other sections, unless specifically stated to the contrary.

The term "Facilities" wherever used herein shall mean the Clubhouse, Clubhouse Maintenance, including its Ballroom, Verandah, Gazebo, Picnic Areas, Activities Rooms, Card and Meeting Rooms, Billiards Room, Rest Rooms, Outdoor Heated Pool & Spa, Pump Houses, Storage Rooms, leased space, offices, stage etc.; the Fitness Center, the Outdoor Lighted Tennis Courts, Shuffleboard Courts, and Bocce Courts, Pickleball Courts, all Parking lots the Golf Course Maintenance Buildings and Golf Course Restrooms and attendant areas; the premises upon which said buildings are located and all attendant appurtenances including the bridge.

A Resident is any person who resides within the boundaries of the Herons Glen Recreation District as established by Lee County Ordinance No. 98-08 pursuant to Chapter 418, Part II, Florida Statutes and as amended by Lee County Ordinance No. 98-18.

A Non-Resident is any person who resides outside the boundaries of the Herons Glen Recreation District as established by Lee County Ordinance No. 98-08 pursuant to Chapter 418, Part II, Florida Statutes and as amended by Lee County Ordinance No. 98-18.

A Permitted Non-Resident is any person, residing outside the boundaries of the District as hereinbefore set forth, who has paid the requisite fees and complied with these Rules and Regulations and is thereby permitted to use the Facilities in accordance with the said Rules and Regulations.

Resident events are defined as any non-business related social event which is sponsored, hosted, and attended by a Herons Glen resident and where all of the charges for the event are charged to the resident's house account or personal credit card. Resident events may also include sorority meetings, Socialites, Golf or Tennis outings, or other similar events of groups sanctioned by the HGRD. A resident event would also include a wedding reception, where the bride or groom is directly related to the resident host.

Non-resident events are any events other than a resident event and events by organizations not sanctioned by the HGRD.

The term "Management" used in these Policies refers to the Herons Glen Recreation District's General Manager, whose title is the "Recreation District General Manager" but who shall be referred to in these Policies and Procedures as the "General Manager" and his/her Department Heads.

B. Statements

The Facilities are governed by the Herons Glen Recreation District through its elected Board of Supervisors and use is available to all Residents and Members, to Residents' house Guests and to visiting family members of Residents, subject to conditions and rules.

No pets are allowed in any HGRD buildings or on any recreation facilities, including covered outside areas and including but not limited to the enclosed or improved play areas, such as pool and deck; tennis, bocce and pickleball courts; golf course and practice facilities. Service animals and animals that are part of educational programs and accompanied by handlers, subject to the approval of the General Manager are the exception. When on other outside HGRD property, pets shall be confined on a leash held by a responsible person. Persons walking pets shall be responsible for removing all solid pet waste and properly disposing of it.

Pet policy revised and adopted at September 23, 2015 HGRD Board Meeting
Pet policy revised again & adopted at May 25, 2016 HGRD Board Meeting

Any Resident, Permitted Non-Resident, Guest, family member or other person who in any manner makes use of, or accepts the use of any apparatus, applicant, facility, privilege or service whatsoever owned, leased or operated by the District, or who engages in any contest, game, function, exercise, competition or other activity operated, organized, arranged or sponsored by the District, either on or off the Facilities, shall do so at his or her own risk, and shall release and hold the District, its Supervisors, officers, employees, representatives and agents harmless from any and all loss, cost, claim, injury, damage or liability sustained or incurred by such person, resulting therefrom and/or from any act or omission of any Supervisor, officer, employee, representative or agent of the District. Any Resident or Permitted Non-Resident shall have, owe and perform the same obligation to the District, its Supervisors, officers, employees, representatives and agents hereunder in respect to any loss, cost, claim, injury, damage or liability sustained or incurred by any Guest or family member of the Resident or Permitted Non-Resident.

Should any party bound by the HGRD Rules and Regulations bring suit against the District, its Supervisors, officers, employees, representatives or agents in connection with any event operated, organized, arranged or sponsored by the District or on any other claim or matter in connection with use of Facilities, and fail to obtain judgment thereon against the District, its Supervisors, officers, employees, representatives or agents, said party shall be liable to the District, its Supervisors, officers, employees, representatives and agents for all costs and expenses incurred by it in the defense of the suit (including court costs and attorney's fees incident to appeals).

Hérons Glen may be designated as a political polling place. When used as a polling place, Florida Statutes governing polling places will prevail.

II. ADMINISTRATIVE CODE AND POLICIES

A. District Purpose.

The Herons Glen Recreation District (the “District”) is an independent special district of the State of Florida created pursuant to Chapter 418, Florida Statutes (the “Act”), Ordinance No. 98-08 enacted by Lee County, Florida on April 28, 1998 (the “Charter”), a referendum of the qualified electors of the District and other applicable law. The purpose of the District is to finance, acquire, plan, improve, own, operate, equip, maintain and manage recreational facilities within the District, as more fully set in, and subject to the provisions of, the Act and the Charter.

B. HGRD Mission Statement

Herons Glen Recreation District is a Florida Special District, a community that provides quality recreation, activities, and programs for all residents. We strive to provide excellent financial value and well-maintained facilities to satisfy varied interest groups and promote healthy lifestyles.

C. HGRD Vision Statement

Continue to be one of the premier active adult communities in southwest Florida, that provides an excellent value for our current and future residents.

D. District Location.

The District is located in Lee County. The boundaries of the District are set forth in the Charter.

E. Purpose of Policies and Procedures: Definitions.

The purpose of these Policies and Procedures is to describe the general operations of the District. Definitions set forth within any section hereof shall be applicable within all other sections, unless specifically stated to the contrary.

F. The District Governing Body; Officers: Indemnification.

1. District Governing Body. The District is governed by a five (5) member Board of Supervisors (the “Board”) which shall exercise all powers granted to the District by the Act, the Charter and the laws of Florida.
2. Organization of Board. At the first Board meeting held after each election where the newly elected members of the Board take office, the Board shall, at a minimum, select a Chair and Vice-Chair of the Board and a Treasurer and an Assistant Treasurer and a Secretary and an Assistant Secretary of the District. Each of the persons selected to hold such positions shall serve for a term of one (1) year or until their successor is elected or until their earlier resignation, removal from office or death.
3. District Chair. The Chair shall be a member of the Board with full rights of participation to make, second, and discuss a motion as any other Board member. The Chair shall convene and conduct all meetings of the Board and shall have such other authority and responsibilities as specifically delegated by the Board from time to time, including the authority to call a member, or other attendee, to order for lack of proper decorum. The Chair shall sign resolutions and other legislative documents for the Board and all

contracts and instruments to which the District is a party, on behalf of the District. If the Chair ceases to be a member of the Board, the Board shall select a Chair to serve the remainder of the term, after filling the Board vacancy.

4. District Vice-Chair. The Vice-Chair shall be a member of the Board and shall perform all duties of the Chair in the absence of the Chair and such other duties and responsibilities as specifically delegated by the Board from time to time. If the Vice-Chair ceases to be a member of the Board, the Board shall select a Vice-Chair to serve the remainder of the term, after filling the Board vacancy.
5. District Secretary. The District Secretary shall be a member of the Board. The District Secretary shall attest the signature of the Chair on all resolutions and other documents to which the District is a party.

5. (a). Assistant District Secretary. The Assistant District Secretary shall perform all duties of the district Secretary in the absence of the District Secretary.

6. District Treasurer. The District Treasurer shall be a member of the Board. The District Treasurer shall have charge of the funds of the District and such other duties as may be assigned by the Board from time to time.

6 (a). Assistant District Treasurer. The Assistant District Treasurer shall perform the duties of the District Treasurer in the absence of the District Treasurer; however, the Assistant District Treasurer shall not have charge or control of any funds of the District; and, further, shall not, if not a supervisor, have authority to sign or co-sign checks or bank drafts or in any manner obligate the District, District funds, or District property, real or personal.

7. Other District Officers. The Board may appoint assistant and other officers of the District and give to such officers such powers and duties as the Board may deem appropriate.
8. Job Descriptions for District Officers are available in the Administrative Office.

G. Committees.

The Board may establish committees of the Board, either on a permanent or temporary basis, to perform specifically-designated functions. Committees may include individuals who are not members of the Board. Committee appointments are further defined in committee charters.

H. Compensation.

Members of the Board serve without compensation. However, the members of the Board are entitled to per diem and travel expenses as provided by Section 112.061, Florida Statutes. Compensation of the General Manager and employees of the District shall be determined by the Board, from time to time.

I. Legal Services

A “continuing contract” for legal services may be entered into between the District and a firm whereby the firm provides professional legal services to the District for work outlined in the contract with no time limitation, except that the contract shall provide a termination clause.

J. Vacancies of Board.

If during the term of office of a Board member a vacancy occurs, the remaining members of the Board shall fill the vacancy by appointment of a qualified person residing in the District for the remainder of the unexpired term. If three or more vacancies occur at the same time a quorum is not required to fill vacancies.

K. Election Procedures.

In connection with elections of the Board, the following procedures shall apply:

1. All elections of the Board shall be ordered by resolution of the Board to be held on such date and time and in such manner as is determined by the Board subject to the requirements of applicable law. Elections for the Board shall be held not less frequently than once each year.
2. Candidates for the Board shall qualify in accordance with District rules and applicable law. The District Counsel or its designee shall publish notice of the beginning of the qualifying period, prepare ballots, make absentee ballots available, and publish notice of the elections, in all cases in accordance with applicable law.
3. For Board elections there shall be one vote per owner listed on the deed. Should the property be in trust, only those named as trustee may vote. Each owner/trustee may only vote once no matter how many properties are owned.
4. The District or its designee shall certify a list of the names of all electors who may vote in elections for the Board.

L. Terms of Office of Board Members.

Members of the Board shall serve a 3 year term. Membership on the Board shall be staggered.

M. Indemnification.

Each person (including the heirs, executors, administrators, or estate of such person): (I) who is or was a Board member or officer of the District; or (ii) who is or was an agent or employee of the District other than an officer; and as to whom the District has agreed to grant such indemnity shall be indemnified, defended and held harmless by the District as of right to the fullest extent permitted or authorized by current or future law against any fine, liability, cost or expense, including attorneys’ fees, asserted against such person or incurred by such person in the capacity of a member of the Board, officer, agent or employee of the District or arising out of or relating in any way to their status as a member of the Board, officer, agent or employee of the District unless such Board member, officer, agent or employee acted intentionally, in bad faith or with malicious purpose or in a manner exhibiting wanton and willful disregard of human rights, safety or property. The District may maintain insurance to protect itself and any such person against any such fine, liability, cost or expense.

N. General Description of Administration.

General Manager. The Board will appoint and fix the compensation of a General Manager, under the direction and supervision of the Board. The General Manager shall be responsible for the day-to-day operations of the District and shall have the authority to expend District funds of proper District expenditures that are consistent with the Management Agreement and the District Budget. The General Manager shall submit the annual budget to the Board; shall make regular reports to the Board on District affairs; and shall keep the Board fully advised on the financial condition and future needs of the District and make such recommendations on District affairs as deemed desirable by the General Manager.

Consultants. The Board shall have the power to appoint and fix the compensation of attorneys, accountants, professional advisors and such other consultants as it may, from time to time, deem necessary, subject to compliance with any applicable law relating to competitive bidding and negotiation, and such persons or entities shall have such professional duties as may be delegated to them by the Board from time to time.

O. General Information Concerning District.

1. District Principal Office. The District's principal office shall be that of the General Manager located at 2250 Herons Glen Boulevard, North Fort Myers, Florida, or such other address as the Board may designate. The principal office is open for business between the hours of 9:00 a.m. and 5:00 p.m. on all weekdays, except State holidays.
2. Records. The Board shall keep minutes of all meetings, resolutions, motions, and proceedings of the Board and all contracts and instruments executed by the District. All minutes, including Resolutions and all documents evidencing ownership of District property or rights in other property shall be maintained as permanent records of the District. All other Official Records of the District, including contracts, shall be maintained indefinitely and only disposed of in the manner prescribed by the Florida law.
3. Official Audio and Video Recordings of District Meetings. Official audio and video recordings of District meetings shall be maintained until obsolete, superseded or until their administrative value is lost, but not less than two anniversary years after adoption of the official minutes. Audio and video recordings of District meetings which otherwise are Public Records may be destroyed after the expiration of two anniversary years from the date of adoption of the official minutes of the meeting for which they were made.
4. Public Records. All public records of the District shall be available for public inspection pursuant to Chapter 119, Florida Statutes, except those specifically exempted by Florida Statutes. Any person wishing to examine public records of the District may do so during normal business hours at the office of the District's counsel.
5. Copying of Public Records. Copies of public records shall be made available to the requesting person at a charge of \$.15 per page for one-sided copies and \$.20 per page for two-sided copies if not more than 8 ½ by 14 inches, and for copies in excess of that size at a charge not to exceed the actual cost of reproduction. Certified copies of public records shall be made available at a charge of \$1.00 per page.

6. District Audit. At least once each year, the Board must cause the financial books and accounts of the District to be audited by an independent certified public accountant. The District is required to comply with the provisions of Section 11.45, Florida Statutes with respect to its audit. The Board of Supervisors will establish an independent audit committee. This committee solicits bids from qualified CPA firms and recommends the board's auditors.
7. District Depository. The Board is authorized to select, from time to time, as depository of funds any qualified public depository as defined in Section 280.02, Florida Statutes, which heeds all the requirements of Chapter 280, Florida Statutes, upon such terms and conditions as to the payment of interest by such depository upon the funds deposited as the Board may deem just and reasonable.
8. Fiscal Year. The fiscal year of the District shall begin October 1 of each year and end September 30 of the following calendar year.

Revised and adopted as Resolution 2010-18 at the June 30, 2010 HGRD Board Meeting (Item #3 was added)

P. Meetings.

1. General. The Board of Supervisors shall hold regular meetings on the last Wednesday of each month at 5:00 o'clock p.m. in the Herons Glen Clubhouse, or such other location as may be determined by the Board from time to time. At a minimum, the meetings of the Board will comply with the provisions of Section 189.417, Florida Statutes, and Chapter 286, Florida Statutes. All meetings of the Board shall be open for public access under the provisions of Section 286.011, Florida Statutes. A regular meeting may be canceled, provided that notice of cancellation shall be given by means calculated to give the best reasonable notice possible of such cancellation.
2. Special Meetings; Emergency Meetings. Special meetings of the Board of Supervisors may be held at any time upon written or oral call of the Chairman, Vice-Chairman, or any three (3) members of the Board of Supervisors. Notice of any such special meeting shall be given personally to all members of the Board of Supervisors by means calculated to provide the best opportunity to inform each Board Member of the time, place and date of such meeting. Seven-days' Notice shall be given except in cases of emergency, in which case a meeting to deal with the emergency may be held as necessary, with reasonable notice, so long as it is subsequently ratified by the Board. The advertisement shall be placed in that portion of the newspaper where legal notices and classified advertisements appear. Such notice shall state at a minimum:
 - (a) the date, time and place of the meeting;
 - (b) a brief description of the purpose of the meeting;
 - (c) that if a person decides to seek review of any official decision made at the Board meeting, a record of the proceedings will be required and the person intending to

appeal will need to ensure that a verbatim record of the proceedings is made, including the testimony and evidence necessary for the appeal.

3. Conduct of Business. New information concerning an item to be voted on at a scheduled Board meeting shall be presented to the Supervisors either 3 days prior to the meeting to allow sufficient time to review or discussed at and moved forward from a workshop. The conduct of all business at regular meetings shall be governed by this Administrative Code and the usual rules of parliamentary order. Where not in conflict with this Administrative Code, Roberts Rules of Order, current edition, shall be the guide for such usual rules of parliamentary procedure.
4. Quorum. No decision or action of the Board of Supervisors shall be effective unless a quorum is present. A quorum shall consist of three (3) members of the Board of Supervisors. No decision or action of the Board of Supervisors shall be effective unless approved by at least three (3) members of the Board of Supervisors.
5. Voting.
 - (a) All Board members present at a Board meeting must vote on items properly before the Board, unless the member has a conflict of interest. Any board member present may request a roll call vote, the results of which shall be recorded in the minutes.
 - (b) Tie Vote. In the event of a tie vote the motion shall be ruled as having failed.
 - (c) Conflict of Interest. The Board shall comply with Section 112.3143, Florida Statutes, so as to ensure the proper disclosure of conflicts of interests on matters coming before the Board for a vote. For the purposes of this section, “voting conflict of interest” shall mean any matter coming before the Board for a vote which would inure to a Board member’s special, private gain, or which a Board member knows would inure to the special private gain of a close relative, a business associate, any person by whom a Board member is retained, or the parent organization or subsidiary of a corporation by which a member is retained. “Special, private gain” as used herein means a monetary benefit different in scope or kind from the benefit inuring to District residents in general.
 - (i) When a Board member knows he or she has a conflict of interest on a matter coming before the Board, the member should notify the Chairman prior to participating in any discussion with the Board on the matter. The member shall publicly announce the conflict of interest at the meeting. This announcement shall appear in the minutes. The member may not then vote. The District Counsel shall prepare a memorandum of voting conflict which shall then be signed by the Board member, filed with the District and attached to the minutes of the meeting within fifteen (15) days of the meeting.
 - (ii) If a Board member inadvertently votes on a matter and later learns he or she has a conflict thereon, the member shall immediately notify the Chairman. Within fifteen (15) days of the notification, the member shall file the appropriate memorandum of voting conflict which will be attached to the minutes of the Board meeting during which the vote on the matter occurred. The memorandum shall immediately be provided to other Board members and shall

be read publicly at the next meeting held subsequent to the filing of the written memorandum. The Board member's vote is unaffected by this filing.

Q. Procedure Under Consultants' Competitive Negotiation Act.

COMPETITIVE NEGOTIATION.

In order to comply with the requirements of Section 287.055, Florida Statutes (regarding certain types of professional services), the following procedures are outlined for selection of firms or individuals to provide professional services exceeding the thresholds herein described and in the negotiation of such contracts.

1. Definitions.

- (a) "Professional Services" means those services within the scope of the practice of architecture, professional engineering, landscape architecture or registered surveying and mapping, as defined by the laws of Florida, or those performed by any architect, professional engineer, landscape architect or registered surveyor, in connection with the firm's or individual's professional employment or practice.
- (b) "Project" means that fixed capital outlay study or planning activity when basic construction cost is estimated by the District to exceed the threshold amount provided in Section 287.017, Florida Statutes, for CATEGORY FIVE or for a planning study activity when the fee for professional services is estimated by the District to exceed the threshold amount provided in Section 287.017 for CATEGORY TWO.
- (c) A "continuing contract" is a contract for professional services (of the type described above) entered into between the District and a firm in accordance with the Operating Procedures in this subsection whereby the firm provides professional services to the District for projects in which construction costs do not exceed \$25,000, or for work of a specified nature as outlined in the contract required by the District with no time limitation, except that the contract shall provide a termination clause.
- (d) "Emergency purchase" is a purchase necessitated by a sudden unexpected turn of events (e.g., acts of God, riot, fires, floods, hurricanes, accidents or any circumstances or cause beyond the control of the Board in the normal conduct of its business) where the Board decides the delay incident to competitive bidding would be detrimental to the interests of the District.
- (e) "District Representative" means the person or group designated by the Chair to administer the bidding process. The District Representative may be the Chair, the Board, any member or committee of the Board, District Counsel, the General Manager, or any other group or person.

2. Qualifying Procedures. In order to be eligible to submit a bid proposal, a firm must, at the time of receipt of the bid;

- (a) Hold the required applicable state professional license in good standing.

- (b) Hold all required applicable federal licenses in good standing, if any.
- (c) If the bidder is a corporation, hold a current and active Florida corporate charter or be authorized to do business in Florida in accordance with Chapter 607, Florida Statutes.
- (d) Meet any special pre-qualification requirements set forth in the project or bid specifications.

Evidence of compliance with the foregoing may be submitted with the bid, if requested by the District.

3. **Public Announcement.** Prior to a public announcement that Professional Services are required for a Project, the Board shall identify the Project as meeting the threshold requirement. Except in cases of valid public emergencies as certified by the Board, the District shall announce each occasion when Professional Services are required for a Project by publishing a notice providing a general description of the Project and the method for interested consultants to apply for consideration. The notice shall appear in at least one newspaper of general circulation in the District and in such other places as the District deems appropriate. The District may maintain lists of persons interested in receiving such notices. The Board has the right to reject any and all bids, and such reservation shall be included in the public announcement. Bidders not receiving a contract award shall not be entitled to recover any costs of bid preparation or submittal from the District.
4. **Competitive Selection.**
 - (a) The District Representative shall review and evaluate the data submitted in response to the notice described above regarding qualifications and performance ability, as well as any statements of qualifications. The District Representative shall conduct discussions with, and may require public presentation by firms regarding their qualifications, approach to the project, and ability to furnish the required service.
 - (b) The District Representative shall, following the review and/or public presentation, select and list the firms, in order of preference, deemed to be the most highly capable and qualified to perform the required professional services, after considering these and other appropriate criteria:
 - (i) The experience, ability and adequacy of the professional personnel.
 - (ii) Past performance for the District and in other professional employment settings.
 - (iii) Willingness to meet time and budget requirements.
 - (iv) Geographic location of the firm's headquarters or office in relation to the project.
 - (v) Recent, current and anticipated workloads of the bidder.
 - (vi) Volume of work previously awarded to the bidder.

Nothing in this section shall prevent the District from evaluating and eventually selecting a firm if less than three responses, including responses indicating a desire not to submit a formal bid on a given project, are received.

- (c) If the selection process is administered by any persons other than the full board, the selection made will be presented to the full Board with a recommendation that competitive negotiations be instituted with the selected firms in order of preference listed. All selections are subject to Board approval.
5. Continuing Contract. Nothing herein shall prohibit a continuing contract between a firm or an individual and the District.
6. Emergency Purchase. The District may make an emergency purchase without complying with the Operating Procedures in this subsection. The fact that an emergency purchase has occurred or is necessary shall be noted in the minutes of the next Board meeting.

R. Procedure for Purchasing Contractual Services.

1. All purchases for contractual services exceeding the threshold amount provided in Section 287.017, Florida Statutes, for CATEGORY TWO shall be made by competitive Invitation to Bid to the maximum extent practicable. If state or federal law prescribes with whom the District must contract, or establishes the rate of payment, then this section shall not apply. A contract involving goods, supplies and materials plus contractual services may, ~~in~~ at the discretion of the Board, be treated as a contract for goods, supplies and materials.
2. Contract Manager and Contract Administrator. The Board may designate a representative to function as contract manager, who shall be responsible for enforcing performance of the contract terms and conditions and serve as a liaison with the contractor. The Board may also designate a representative to function as contract administrator, who shall be responsible for maintaining all contract files and financial information. One person may serve as both contract manager and administrator.
3. Emergency Purchase. The District may make an emergency purchase of contractual services without complying with this subsection. The fact that an emergency purchase has occurred or is necessary shall be noted in the minutes of the next Board meeting.
4. Continuing Contract. Nothing herein shall prohibit a continuing contract between a firm or an individual and the District, however the relationship should be reviewed annually.

Robert's Rules were originally adopted as Operating Procedure at the June 15, 1998 HGRD Board Meeting

"Administrative Code and Policies" was originally passed and adopted as "The Administrative Code" at the July 29, 1998 HGRD Board Meeting

Revised and adopted at the November 24, 1999 HGRD Board Meeting

Renamed and codified as the “Heron’s Glen Recreation District Policy and Procedures Code” by Resolution 2000-06 at the May 31, 2000 HGRD Board Meeting

Revised and adopted as Resolution 2002-05 at the February 27, 2002 HGRD Board Meeting

Two Documents were created by Resolution 2003-13. The first to be “The Heron’s Glen Recreation District Policies and Procedures” and the second to be “The Heron’s Glen Recreation District Rules and Regulations”

III. OTHER ADMINISTRATIVE POLICIES

A. Herons Glen Recreation District Communication Policy

The Board has established the following methods for communicating official information to our residents:

1. Regularly scheduled Workshops and Board Meetings
2. Special Workshops or Special Meetings for Specific Topics
3. Bulletin Board near Restaurant Entrance
4. HGRD E-mail notices and the weekly HGRD Newsletter
5. Letters or Messages to our Residents (U.S. Mail)
6. HGRD Web site: <http://www.heronsglenrecdist.com>

The recommended methods of communication from residents to Board Supervisors are as follows:

1. Attendance at Committee Meetings, Workshops, Special Workshops or Meetings, Monthly Board Meetings.
2. Emails addressed to the HGRD BOARD OF SUPERVISORS and sent to: hgrdboard@hgrdnfm.com (Located in Supervisors Office)
3. Signed letters sent or delivered to the HGRD Administration Office.

The Board has agreed that the following methods are not to be considered a means for exchanging official information:

1. The GOGGLE NEWSGROUP or similar types of electronic communications.
2. Emails sent to Supervisors at their personal Email addresses.

In addition, contacts made directly by our residents to our District Counsel are not appropriate. Our District Counsel is on retainer and reports directly to the Board of Supervisors.

The guidelines for communications between the Board of Supervisors, the General Manager and also HGRD staff members and employees are:

1. When the General Manager receives a request from a Board member to investigate potential projects, complete some specific task or prepare reports, the General Manager will share the request with other Board members at his/her earliest convenience so that all Board members are aware of what the General Manager has been asked to work on and, consequently, devote a portion of his/her time to completing.
2. Staff members receiving such requests from an individual Board member are directed to communicate the fact of an nature of the request to the General Manager as soon as reasonably possible and, notwithstanding any one Supervisor's request, they are expected to take direction from the General Manager as to the timing and handling of all such special requests.
3. When an individual Board member communicates a question or request to the General Manager or Staff through email, the return email will be copied to all Board members so that the same set of information is available during discussions and the decision-making process on an issue.

Approved at the May 25, 2005 HGRD Board Meeting
Revised at the April 20, 2009 HGRD Board Meeting
Revised at the January 26, 2011 HGRD Board Meeting

B. Related Websites

The Board has approved the Fitness Center website and the Tennis Association website, both linked through the HGRD website.

C. Disciplinary Action Toward Residents

Any person determined by Management to be in violation of the HGRD Rules & Regulations, or to have been conducting him or herself in a manner deemed offensive or detrimental to the best interests of the HGRD while on HGRD properties, shall be subject to immediate disciplinary action. At the discretion of the General Manager (or the person empowered by the General Manager to act in his/her behalf while he/she is not available) or the Board of Supervisors such disciplinary action may include immediate removal from the event, function or premise, formal written warning or suspension of the right to use HGRD facilities for a period of up to six months. Any Resident has the right to appeal such disciplinary action. Any notice of intent to appeal must be made in writing to the administrative office within fourteen (14) days following the disciplinary action. Upon receipt of such notice the Board of Supervisors will schedule a Special Board Meeting, which must be open to the public, to hear the appeal, in accordance with all applicable law. The Board of Supervisors will retain final authority for upholding or reversing the disciplinary action.

Any person suspended under this section is prohibited from using any HGRD facility under any circumstances during the period of his or her suspension.

Revision adopted at the May 25, 2005 HGRD Board Meeting
Affirmed by Resolution 2005-09 at the June 29, 2005 HGRD Board Meeting
Revision adopted at the July 26, 2006 HGRD Board Meeting
Revision adopted at the September 25, 2015 HGRD Board Meeting

IV. COMMITTEE DOCUMENTS

A. General Policies Concerning All Committees

The Board of Supervisors appoints all committees and committee members. The Board may, if needed, create standing committees, appoint ad hoc committees and appoint sub-committees. The ad hoc and sub-committees may report either directly to the Board of Supervisors or through a standing committee based on the charter of the committee. Committee members may be asked to serve on special committees and/or perform special studies. The Board may appoint ex-officio members of committees. All appointees and/or members of any committee must be a resident of Herons Glen.

Committees may recommend, but do not approve or take action pertaining to the Recreation District. Committee members may not direct HGRD management and/or staff. All Committee recommendations are subject to Board of Supervisors' approval.

After each meeting, the committee chair will prepare a brief written report dealing with the activities of the committee, including any recommendations that were approved by vote of the committee membership. This written report will be summarized and verbally presented along with recommendations and presented to the Board of Supervisors at its next regularly scheduled workshop. If the committee has a recommendation to the board it must also be presented to the board at its next regularly scheduled board meeting. Only committee recommendations must be presented at the board meeting.

Revised and adopted at the April 22, 2015 HGRD Board Meeting

B. Standing Committees

All standing committee appointments begin on the first day of May. All standing committee appointments expire on April 30th of each year. All standing committees are advisory only and will meet once per calendar quarter. In addition, an organizational meeting may be held during May to select the Chair and review the charter. Regular quarterly meetings will be held in June or July, October, January, and April. The Board Liaison will establish meeting times, dates and locations. Special meetings may be scheduled if there is a specific need.

All standing committees will consist of no less than five (5) nor more than seven (7) members in good standing. An additional person may be appointed as a nonvoting, ex-officio member. In the absence of a regular member at any meeting the ex-officio member's status would change to that of a regular member for the duration of that meeting. In the case of a committee member's resignation, the ex-officio member would become the regular member. Committee members may only serve on one standing committee at a time. Committee members are expected to attend the quarterly meetings and are invited to participate in the budget workshops.

The General Manager and the respective department manager, if applicable, will be ex-officio members of all standing committees. Each standing committee will have a Supervisor from the Board to serve as the liaison between the committee and the Board of Supervisors. The Executive Assistant to the Board, or designee, will be secretary for the committee for purposes of minutes only. All other correspondence is the responsibility of the committee chair.

Committee scope may be expanded by the Board of Supervisors.

The standing committees are the Finance Advisory Committee and the Facilities & Amenities Advisory Committee.

C. Ad Hoc Committees

Ad hoc committees and their membership are appointed as the need arises and are discharged after the task for which they were formed has been completed. The membership of an ad hoc committee is largely dependent upon its purpose and area of study. The HGRD has five continuing ad hoc committees: Resident Events, Concert Series Selection, Media Resources, Library and Long Range Planning.

The Resident Events is a continuing committee with new members appointed in May or throughout the year as needed. This committee works with management as needed.

The Concert Series Selection committee meets between November/December through the final recommendation of performers, but in no event later than March. This committee is coordinated by the Executive Assistant to the General Manager and Board of Supervisors who shall be referred to in these Policies and Procedures as the “Executive Assistant to the General Manager”.

The Media Resources is a continuing committee with new members appointed in May or throughout the year as needed. This committee’s liaison is the Clubhouse Maintenance Superintendent.

The Library is a continuing committee with new members appointed in May or throughout the year as needed. This committee’s liaison is the Executive Assistant.

The Long Range Planning is a continuing advisory committee with new members appointed in May or throughout the year as needed. This committee’s liaison is the General Manager.

Serving on a standing committee does not preclude a person from serving on an ad hoc committee at the same time.

Established by Resolution 2012-02 at the January 25, 2012 HGRD Board Meeting & approved at the February 22, 2012 HGRD Board Meeting
Amended at the December 18, 2013 HGRD Board Meeting
Amended by Resolution No. 2014-08 at the May 28, 2014 HGRD Board Meeting
Amended at the May 27, 2015 HGRD Board Meeting
Amended at the June 24, 2015 HGRD Board Meeting

D. Facilities & Amenities Advisory Committee

CHARTER

HERONS GLEN RECREATION DISTRICT

DEFINITION: FACILITIES SHALL BE THOSE DEFINED IN THE HGRD POLICIES AND PROCEDURES. IN ADDITION, INCLUDED ARE THE GOLF OPERATIONS, FOOD & BEVERAGE OPERATIONS, CLIS OPERATIONS AND RECREATIONAL ACTIVITIES IN OR UPON THESE FACILITIES.

The Facilities & Amenities Advisory Committee is subject to the General Policies which apply to all of Herons Glen Recreation District's committees.

The Facilities & Amenities Committee's advisory responsibility is limited to receiving and reviewing resident concerns and requests in the following areas:

- Maintenance, improvements, logistics, and safety of all buildings and grounds including, as examples, lighting, heating & cooling, cleaning, landscaping, etc.
- Recreational Activities provided by the HGRD.
- Proposals for new activities.
- **Recurring** problems in the general operation of Golf Operations, Food & Beverage Operations, and Common Lot Irrigation System (CLIS) operations.

After reviewing a concern or request, the committee may:

- Have its chair make a request of management, with an informational copy to the Board of Supervisors.
- Have its chair make a recommendation to the Board concerning the issue. The recommendation may include the request that the Board establish an ad hoc committee with the needed expertise to evaluate the issue.
- Have its Chair forward a request to the Long Range Planning Ad Hoc Committee for further evaluation.
- Decide to study the issue further, including creating a subcommittee if needed, and notify the Board of Supervisors of its intent.
- Decide to take no further action on the concern or request.

Recommendations that are made for the short and long-term needs of the Recreation District must consider budget impact and any new item submitted to the Board must include the Capital Project Investment Worksheet.

Established by Resolution 2012-02 at the January 25, 2012 HGRD Board Meeting & approved at the February 22, 2012 HGRD Board Meeting
Amended at the October 24, 2012 HGRD Board Meeting

Note: As of April 1, 2012, the Building and Recreation Other Than Golf Advisory Committee, the Golf Advisory Committee, and the Restaurant Advisory Committee were abolished. The Facility and Amenities Advisory Committee, includes within its charter and scope the operational areas that were previously covered by those three committees.

Residents' Small Request Account Guidelines and Application Request approved at the January 23, 2013 HGRD Board Meeting

Residents' Small Request Account Guidelines amended and approved at the March 27, 2013 HGRD Board Meeting

Revised and adopted at the Oct. 23, 2013 HGRD Board Meeting by Resolution No. 2013-22

Charter revised and adopted at the Mar. 30, 2016 HGRD Board Meeting by Resolution No. 2016-09

Responsibility for Residents' Small Request Account removed and transferred to management at the March 30, 2016 HGRD Board Meeting by Resolution No. 2016-09

E. Finance Advisory Committee

CHARTER

HERONS GLEN RECREATION DISTRICT

The Finance Advisory Committee is subject to the General Policies which apply to all of Herons Glen Recreation District's committees. The committee will meet the month following the close of each calendar quarter and during the month of December.

The Finance Advisory Committee's area of oversight is the following:

Review of the financial plans, performance and condition of the District. Make recommendations to the Board of Supervisors, as appropriate to improve performance, accountability, or controls.

1. Review of the District financial policies regarding fiscal operation, investments, and protection of assets of the Recreation District. Recommend to the Board of Supervisors changes to policies where appropriate.
2. Ensure that the fiscal integrity, short and long term, of the Recreation District is protected through adequate plans and investments.
3. As directed by the Board of Supervisors this committee will appoint a Bid Oversight Subcommittee

Established by Resolution 2012-02 at the January 25, 2012 HGRD Board Meeting & approved at the February 22, 2012 HGRD Board Meeting

Finance Subcommittee On Bid Oversight

This subcommittee will review bids in excess of \$25,000 received for District expenditures from the Capital Budget or Deferred Maintenance Budget or other large contracts required by the General Manager or the Board of Supervisors. The Subcommittee shall:

1. Ensure all bid requirements are met.
2. Ensure all bids offer comparable requirements.
3. Evaluate company ability to perform work or provide product contacting references and other business organizations.
4. Determine "best value" for the District.
5. Make recommendations to the Board of Supervisors as to offerings and preferred provider.

***Amended by Resolution 2003-13 at the November 26, 2003 HGRD Board Meeting
Amended at the May 27, 2009 HGRD Board meeting***

F. Resident Events Ad Hoc Committee

CHARTER

HERONS GLEN RECREATION DISTRICT

This is a planning committee and will meet as needed. The committee chair will present a brief written report on a quarterly basis. Those recommendations that were approved by vote of the committee membership are presented to the Board of Supervisors at their next regularly scheduled meeting.

Ad hoc committee members cannot direct HGRD management and/or staff.

The committee chair will establish meeting times, dates and locations.

The Resident Events Committee's area of responsibility includes, but is not limited to, the following:

1. Create a proposed schedule of special resident functions and events in the lounge/restaurant and ballroom and work in conjunction with management in the planning and execution of these events. The proposed schedule of events for the upcoming fiscal year must be completed by May 1 of each year. This does not preclude the addition of events at a later date as long as they fit in the budget.
2. Work with the F&B Manager to create events menus as needed.
3. Select the appropriate entertainment for the ballroom events and recommend entertainment for the lounge to management. Request management to obtain contracts for ballroom events and lounge entertainment.
4. Create a budget for all events and work with the F&B Manager to assure that the price for ticketed events covers the direct costs.
5. Create publicity for the scheduled events and encourage our residents to attend functions in our lounge/restaurant, pool and ballroom.
6. Review rules and regulations governing F&B and the F&B facilities as they pertain to resident events and make recommendations to the Board for any suggested changes.
7. If appropriate, provide coverage after the event for the community newspaper.
8. Organize and maintain the storage area. The committee will work with representatives of all groups using the storage area to create a clean, safe, organized environment. Property belonging to management is not subject to this committee's oversight.

The HGRD Board of Directors may remove a committee member at any time.

Approved at the May 27, 2009 HGRD Board Meeting

Revised and approved at the April 25, 2012 HGRD Board Meeting

G. Concert Series Selection Ad Hoc Committee

CONCERT SERIES SELECTION COMMITTEE POLICY

The Concert Series Committee Coordinator will be the Executive Assistant to the General Manager. Annually, the Concert Committee Chair will send a request to all residents requesting interest in serving on this committee. A list of interested residents will be distributed to the Board for its review.

The Committee will consist of five residents selected by the Board of Supervisors. Committee appointments will be made annually and announced in the fall at a Board of Supervisors Meeting.

The Committee will review and recommend the entertainers for concert series commencing in January two years hence. (Ex. Committee selected in November 2009 will recommend the 2011 Concert Series.)

The Committee Chair will be responsible for all the contacts, scheduling, arrangements, negotiations, and contracts, under the supervision of the General Manager.

Reports on the Concert Series will be given through the General Manager.

Policies regarding Ticket Sales will be determined by Management. Pricing of tickets will be approved by the Board of Supervisors through the budget process.

H. Media Resources Ad Hoc Committee

CHARTER

HERONS GLEN RECREATION DISTRICT

The Media Resources Ad Hoc Committee is subject to the General Policies which apply to all of Herons Glen Recreation District's committees.

The Media Resources Ad Hoc Committee's responsibility is limited to providing media resources services in the following priority order:

1. Meetings of the HOA or HGRD Boards
2. Activities sponsored by the HGRD
3. Activities sponsored by the HOA
4. Any other special function as requested by HGRD management
5. Resident groups presenting a program in the Recreation District facilities that have received prior management approval to use sound and/or light.

This committee is required to hold one meeting annually in March for the purpose of creating a budget request for the following fiscal year. This budget request should be turned in to the General Manager prior to the end of April.

This committee should also designate a chair who can determine volunteer availability. This chair has the option to refuse service and notify management of the refusal if there are no committee members to work a function.

The Clubhouse Maintenance Superintendent is the liaison for this committee.

Adopted at the December 18, 2013 HGRD Board Meeting

Amended at the May 27, 2015 HGRD Board Meeting

I. Library Ad Hoc Committee

CHARTER

HERONS GLEN RECREATION DISTRICT

The Library Ad Hoc Committee is subject to the General Policies which apply to all of Herons Glen Recreation District's committees.

The Library Ad Hoc Committee's responsibility is limited to keeping the print and non-print media collections of the HGRD organized and updated. This includes

1. Hardback and paperback books,
2. Magazines and other print periodicals,
3. Electronic media formats that are included in the District's collection
4. Determining the appropriateness of the material to be included in the collection and
5. Weeding and discarding as needed to keeping the collection serviceable.

This committee is required to hold one meeting annually in March for the purpose of creating a budget request for the following fiscal year. This budget request should be turned in to the General Manager prior to the end of April.

This committee should designate a chair to coordinate committee members' schedules and to serve as the committee's link to its liaison.

This committee's liaison is the Executive Assistant to the General Manager and Board of Supervisors.

Adopted at the December 18, 2013 HGRD Board Meeting

J. Long Range Planning Ad Hoc Committee

LONG RANGE PLANNING AD HOC COMMITTEE

CHARTER

HERONS GLEN RECREATION DISTRICT

Committee purpose, charter and deliverables

The HGRD Board of Supervisors has established an ad hoc Long Range Planning Committee to assist the Board in its decision-making process regarding the long range plans of the Community. This is a continuing advisory committee and will meet as needed. The committee chair will establish meeting times, dates and locations.

- The Ad Hoc Committee's basic function will be to serve as a review, research and analytical arm of the Board. The Committee should include among its functions, as examples:
 - Review the current Capital Expenditures – Master list plan
 - Review the current Deferred Maintenance – Master list plan
 - Review the Strategic Planning Survey
 - Using the Strategic Planning Survey as a basis, recommend items for inclusion or removal from the Plans
 - Work with management to assure that estimated costs and useful life are accurately reflected in the Plans.
 - Identify ongoing costs such as Operating & Maintenance and/or any potential impact on insurance and accident claims, or parking needs for any recommended additions to the Plans.
 - Work with management to assure that items included in the Plans are correctly identified as either Capital Expenditures or Deferred Maintenance.
- The committee should produce written reports detailing its recommendations.
- The Board of Supervisors retains the right and responsibility to make final decisions regarding placement of items on the Master Plans.

Committee Formation and General Operations

- The Long Range Planning Ad Hoc Committee will consist of a minimum of five members selected by the Board of Supervisors from a list of volunteers. The General Manager will serve as an ex-officio member of and liaison for this committee and his/her staff will be available to provide support as required.
- Strong consideration should be given to the background of volunteers before appointment is made.
- The committee will report directly to the Board of Supervisors, which has the responsibility to provide general direction and oversight. Updates to the Board should be reported at its regular workshop meetings following any meetings of the ad hoc committee.

- The committee should appoint a Chair and Vice-Chair/Secretary. The Vice-Chair/Secretary should ensure that Notices of Committee meetings are posted and minutes are provided to management for posting or publishing.
- Review annual committee report with Board prior to annual budget meetings.

Charter adopted at the January 28, 2015 HGRD Board Meeting.

Charter amended at the June 24, 2015 HGRD Board Meeting.

V. PERSONNEL POLICIES

A. Employee Manual

Management is responsible for developing a Board approved Employee Manual and operating the District within the guidelines of the Manual. The Board must approve any change to employment policies contained in the Manual.

It is also the policy of the Herons Glen Recreation District that Residents and Permitted Non-Residents or the immediate family of Residents and Permitted Non-Residents are not eligible for employment.

Revised at the July 25, 2007 HGRD Board Meeting

Revised and adopted at the July 22, 2009 HGRD Board Meeting as Resolution 2009-08

Revised Handbook adopted at the January 26, 2011 HGRD Board Meeting as Resolution No. 2011-04

Revised & adopted by Resolution No. 2015-17 at the HGRD Board Meeting, October 21, 2015

B. Bonuses and New Positions

No bonus, loan, or payment may be made to any employee without Board approval. Pay increases for non-management employees may be made within the approved budgetary parameters. Management pay increases may be made with the approval of the Board. No contract/agreement will be issued with a provision to pay a bonus, loan or payment other than the negotiated salary. No new positions may be created or filled, even though such positions may be budgeted, unless and until the position and position description have been discussed with and officially approved by the Board.

Adopted at the January 22, 2001 Emergency HGRD Board Meeting

VI. FINANCIAL POLICIES

Prior to the start of each fiscal year, the Board of Supervisors approves the budget for the upcoming fiscal year. This approval is made at the Annual Budget Meeting. In accordance with Florida statutes, expenses are appropriated. Annual district owner assessments are approved, which may be paid quarterly.

After the completion of the annual fiscal year audit, the Board of Supervisors may allocate any budgetary surplus earned by the District. The District determines the fiscal year surplus by comparing results with the approved District-wide O&M budget. If golf operations contributed to the budgetary surplus, the Supervisors may approve to reserve funds in the Golf Project Fund. The amount allocated to the Golf Project Fund cannot exceed the amount contributed by golf operations or the amount of the district-wide budgetary surplus.

A. Policy On Operation and Maintenance Assessments

It is the policy of the Herons Glen Recreation District (“District”) that all bills for Operation and Maintenance Assessments are due when rendered and prompt payment of such assessments is expected. Management will implement the following procedures for rendering, collecting, and handling such payments:

1. Prior to October 1 of each year, a notice (“Notice”) showing the Quarterly Assessment due will be mailed to the Owner or Owners of Record (“Owners”) of property located within the District and subject to such assessments. Statements will be provided to Owners on a monthly basis. Payments may be made via Automatic Payment Accounts, through the clubhouse on-line system or via check. Owners are liable for all costs of collection including interest.
2. Assessments will be billed the last day of June, September, December and March.
3. Assessments will be due the last day of July, October, January and April. Members on auto-pay will have their fees debited on this day. All assessments not paid by the due date will be charged a one-time \$20 late fee. Monthly interest on the unpaid balance will also be charged at the highest annual percentage rate allowed by law.
4. Owner’s privilege to use any of the District facilities will be suspended if a balance remains at the last day of August, November, February and May.
5. Any assessment not paid by the last day of September, December, March or June will be considered past due and the Owner or Owners of Record will have a lien placed against their property by the District Treasurer.
6. Any Owner with a lien placed against his or her property, as in “5” above, which is in effect on the last day of December, March, June or September, may have foreclosure action initiated against the property. This action will be initiated by the District Treasurer, with the concurrence of the District Finance Committee and the Board of Supervisors.

7. Bank fees incurred by the District resulting from bank processing of a resident's financial instrument(s), other than routine credit card transactions, will be charged back to the account of the resident presenting the financial instrument. Bank fees to be charged back include, but are not limited to, returned checks or automatic debits/EFT fees, fees to process non-US financial instruments, and fees for emergency electronic funds transfers.
8. Management is authorized and directed to implement and effectuate this policy.
9. The sanctions described in Numbers 4 through 6, will be imposed at the direction of the District Treasurer with the advice of the District Finance Advisory Committee.
10. Any Owner suspended due to non-payment of dues or assessments may not charge to their house account or enjoy any other resident benefit until all delinquencies are paid. Suspension means that the Owner may not use any HGRD facility, including but not limited to: Clubhouse; restaurant and lounge; golf course; pool; tennis, Pickleball and bocce courts; and fitness center. An Owner suspended for non-payment of dues or assessments may only use the Restaurant/Lounge or Golf Course by making payment with a valid credit or debit card and paying the rates charged to the general public. Other HGRD facilities may only be used if the delinquent Owner purchases a non-resident membership and pays the fees required of non-residents. The suspension and this rule are applicable to all members of the delinquent Owner's household, as well as to the Owner's tenants and guests.

Revised by Resolution No. 2012-04 at the January 25, 2012 HGRD Board Meeting
Revised by Resolution No. 2014-18 at the September 24, 2014 HGRD Board Meeting
Revisions adopted at the September 23, 2015 HGRD Board Meeting

B. New Resident Working Capital Assessment

1. The Working Capital Assessment shall be established at \$2,500.00.
2. The Working Capital Assessment shall not be levied in the following circumstances:
 - The conveyance of a Lot in the community when the Owner or Owners of the Lot conveyed is/are simultaneously, meaning within 90 days, acquiring fee title to and moving into another home within the Herons Glen community.
 - The conveyance of a lot in the community by an Owner or Owners to a trust in which the Owner or Owners is/are the Trustee or Beneficiary of such trust.
 - The conveyance of a Lot in the community by an Owner or such Owner's estate to the Owner's spouse and/or children.
 - The conveyance of an undivided interest in a Lot by the Owner thereof to any then-existing Co-Owner(s) of such Lot.

Established by Resolution No. 2014-12 at the June 25, 2014 HGRD Board Meeting

C. Allocation of New Owner Capital Fees

1. Monies received as “New Owner Capital Fees” are surplus income to the District. These fees may be used to SUPPLEMENT the annual capital replacement reserve assessment required for the improvement and replacement of District capital assets.
2. All monies received during a fiscal year shall be maintained in a separate account ~~under~~ identified as the NEW OWNER CAPITAL FEES. These monies may be for investment purposes per the HGRD investment policy. All funds must be retained in state approved depositories.
3. Monies received in a fiscal year shall not be spent during that fiscal year.
4. Annually, as part of the budget process, the Board of Supervisors and Management shall allocate the NEW OWNER CAPITAL FEES received in the prior fiscal year into one of two accounts. Those accounts being known as: Emergency Reserve (Uninsured Losses Reserve) and Capital Replacement Reserve.

The Board of Supervisors shall decide the percentage split of the NEW OWNER CAPITAL FEES BETWEEN the two accounts based on the goals set for each fund. Until the Emergency Reserve reaches its goal, the allocation between funds shall be 50%/50%.

- *The Emergency Reserve*, and existing account, is intended to fund capital expenses caused by natural disasters/events and not covered by insurance. This reserve is also maintained in order to pay the District’s portion of deductible expenses on insured losses.
- The Emergency Reserve shall be \$350,000 or the total insurance deductible, whichever is greater. This level of reserve shall be maintained and replenished anytime it falls below the goal.
- *The Capital Replacement Reserve* is intended to fund capital items: (1) New or improved community-wide amenities that have been on the Long-Range Plan for at least one year; and (2) expenses for capital assets that need to be replaced before their useful life has been completed.

The monies in the Capital Replacement Reserve shall continue to grow without limit. When an item on the Capital Master List comes into the 10-year averaging window in the reserve, the Supervisors will decide how much of the unreserved balance, if any, should be considered in the annual assessment calculation and how much should be relied on from the New Owners Capital Fee.

Adopted at the March 25, 2015 HGRD Board Meeting

D. Capital Projects/Assets Policy

From time to time various capital projects/assets will need to be proposed and approved, which will be funded from the Herons Glen Recreation District Capital Reserves Fund. (Capital is currently defined as an asset according to HGRD accounting policies. Future modifications to this definition will originate with the Herons Glen Recreation District Board of Supervisors and Controller.) In order for the Board of Supervisors and management to adequately assess these proposed projects/assets, a number of criteria need to be defined by the proposer(s) of the projects/assets. Generally, but not always, these proposals will originate in the Facilities & Amenities Advisory Committee.

In order for the Board of Supervisors and management to determine whether these projects/assets should be approved for inclusion in the District's Long-Range Plan, the project/asset proposal has to include information on the reason for and scope of the project/asset, the priority of the project/asset, the cost and benefit of the project/asset, and some information regarding the degree of difficulty of the project/asset (SECTION IV, ATTACHMENT E). The required information for a proposed project/asset is to be submitted to the Board of Supervisors, generally at a Board Workshop or Board Meeting. Sometimes, not all of the desired information can be obtained prior to submitting a capital proposal; however, the Board requests that the project proposer(s) make a good-faith effort to provide as much information as possible.

The categories are:

- Reason for the proposal. What is proposed and why? Give a brief description of the project or asset. Give an explanation of why the project or asset is being requested.
- Scope of the proposal. Some specifics to define exactly what is being asked. (This depends on the size of the project or asset with some requiring a lot of explanation and others requiring minimal explanation.) Some kind of specifications for the project or asset.
- Alternate means to achieve. (Sometimes requests are received with no discussion about other ideas that have been considered.) If nothing is done about this project or asset, what would happen?
- Some idea of cost estimate.
- Permitting issues (Lee County, South Florida Water Management District or Department of Environmental Protection). Any potential legal issues.
- How the proposal fits in with HGRD rules.
- An idea of maintenance costs.
- Some sort of benchmarks, such as what is done in other communities, information from suppliers or users, etc.
- Priorities: Critical, Important or Desirable.
 - Critical would be that it is required for safety, health or regulatory reasons, or if it is not done there would be irreversible and significant damage to community property.
 - Important would be that it might prevent damage to community property or large costs for not doing, a large community impact or high cost benefit.
 - Desirable would be that it would have a moderate community impact or good cost benefit.
- Under Recommendations to the Board, sources could be standing committees, ad hoc committees, residents, General Manager, department heads or Board members.

**Resolution 99-16 established a special capital project account at the October 27, 1999
HGRD Board Meeting
Amended at the December 17, 2008 HGRD Board Meeting**

E. Capital Project Investment Worksheet

Project Name: _____

Description: _____

Scope:

- Definition and Specs:
- Alternatives:
- Cost Estimates:
- Permits Required and Issues:
- Legal Issues:
- HGRD Rules Compliance:
- Operating and Maintenance Costs:
 - List:
 - Schedule:
 - Changes from Existing O&M Costs and Capital or Deferred Maintenance Costs:
- Benchmarks:

Priority (See Approved Process Document for Definition):

- Critical – Why:
- Important – Why:
- Desirable – Why:

Recommendation To HGRD Board (From Submitter):

HGRD Board:

- Date Received:
- Subcommittee Needed, If so Date Established and Recommendation:
- Finance Committee Review:
- Prioritization: Capital: Contingency: Deferred Maintenance:
- Date Agreed to Place On Capital Budget Or Denied:
 - Year to Begin Funding
 - Year to Implement.

If you prefer to fill this out electronically, the form is available at
<http://hgccc.com/hgrd/files/policy.pdf>

Adopted at the March25, 2009 HGRD Board Meeting

F. Financial Internal Controls Policy

Detailed Financial Internal Controls Policies can be found in the Internal Controls Policy Manual located in the Controller's Office.

G. Check Signing Authorization

Checks for \$5,000 or less and for any amount for recurring vendors are to be signed by the General Manager. All checks in settlement of invoices over \$5000 should be signed by the General Manager and counter signed by a member of the Board of Supervisors. The Treasurer should counter sign, but if the Treasurer is not available, then the Board Chair or Assistant Treasurer may sign. Invoices must be present for review when a check is presented for payment. A sampling of invoices under \$5000 should be reviewed periodically by the Treasurer for proper documentation and legitimacy. All checks regardless of amount, payable to the General Manager, must be counter signed.

***Adopted at the July 22, 2009 Board Meeting
Revised List for Recurring Vendors that Consistently Have Checks Over \$5,000 approved at
the March 30, 2011 HGRD Board Meeting***

H. House Accounts Policy

It is the policy of the District that all bills for House Account charges are due when rendered and prompt payment of such House Account charges is expected. On-line payment of the bill is the preferred method of payment. Management will implement the following procedures for rendering, collecting and handling such payments:

1. A Statement ("Statement") showing House Account charges due will be mailed or electronically delivered to the Owner, Owners or those with House Accounts monthly as long as there is a balance due. The owner is responsible for all costs of collection, including interest.
2. Payment of the charges is due the last day of the month of the mailing or electronic delivery i.e., a May 31st statement is due June 30. If a balance remains on the due date, a one-time \$20 fee will be charged and added to the balance. Monthly interest on the unpaid balance will be charged at the highest annual percentage rate allowed by law.
3. If a balance remains on the 1st day of the following month, i.e., July 31 in the example from Number 2 above, the holder of the house account's privilege to use any of the District facilities will be suspended until full payment is made.
4. Bank fees incurred by the District resulting from bank processing of a resident's financial instrument(s), other than routine credit card transactions will be charged back to the account of the resident presenting the financial instrument. Bank fees to be charged back

include, but are not limited to, returned checks or automatic debits/EFT fees, fees to process non-US financial instruments, and fees for emergency electronic funds transfers.

5. Management is authorized and directed to implement and enforce this policy.

Adopted at the January 26, 2000 HGRD Board Meeting
Revised and Incorporated into Resolution 2000-06 at the May 31, 2000 HGRD Board Meeting
Revised in Resolution 2000-07 at the June 28, 2000 HGRD Board Meeting
Revised at the March 28, 2001 HGRD Board Meeting
Revised at the November 28, 2001 Board Meeting
Revised by Resolution No. 2012-04 at the January 25, 2012 HGRD Board Meeting
Revised by Resolution No. 2014-18 at the September 24, 2014 HGRD Board Meeting

I. Investments Policy

The following rules will apply until otherwise amended:

1. Must be legal investment of eighteen (18) months or less.
 - a. Must be made in a “Qualified Public Depository” pursuant to Florida law. [Fla. Statute 280.02(26)(2002)]
 - b. Legal investments would include those which apply to any municipal or public entity by law, which would govern Herons Glen Recreation District in its investments.
 - c. Type of investments that are legal
 - (1). U.S. Government Bills, Notes and Bonds
 - (2). Obligations of U.S. Government Agencies Such as:
 - a) Federal Home Loan Banks
 - b) GNMA Securities
 - c) Federal Land Banks
 - d) Certificates of Deposits of Banks that are governed by either the Comptroller of the Currency (National Banks), or by the Federal Reserve System (state chartered banks) and have FDIC insurance. Investments of certificates are limited to the insured maximum per certificate in each insured bank.

The District approves as the depository for district funds any institution qualified as a public depository and so approved by the state of Florida as well as United States treasury instruments. The district treasurer is authorized and directed to invest available funds of the district in the manner described in these policies as amended.

Adopted at the March 28, 2001 HGRD Board Meeting
Revised as Resolution 2003-04 at the February 26, 2003 HGRD Board Meeting
Revised as Resolution 2008-16 at the May 28, 2008 HGRD Board Meeting

J. Uninsured Losses

The District has established a reserve fund to satisfy, or partially satisfy, as the case may be, storm or other emergency expenditures including, but not limited to losses incurred by the

District which would not be covered by District insurance policies for the reason that they are less than the applicable policy deductible and other contingencies. The General Manager is authorized to maintain and to utilize the funds in a manner consistent with Resolution 2006-02.

Adopted as Resolution 2006-02 at the January 25, 2006 HGRD Board Meeting

K. Delinquent assessments

The treasurer is empowered to take whatever steps necessary to enforce the collections, including the placing of liens on the properties. Additionally, the Board will use Chapter 170 and/or Chapter 197, Florida statutes, as a method of collecting assessments. In order to utilize Chapter 170 and Chapter 197 as a means of collection, assessments for owners of developed and vacant platted lots, which are two or more quarters delinquent, will appear on the annual tax bill to be collected by the County Tax Collector.

Adopted by Resolution 2014-14 at the July 16, 2014 HGRD Board Meeting

Adopted by at the December 30, 1998 HGRD Board Meeting

L. Cashless Operations In Restaurant, Casual Lounge & Pro Shop

Cash payments will not be acceptable in the Restaurant, Lounge or Pro Shop. Charges may be made against the residents' house accounts, or credit cards and residents' personal checks will be accepted. This cashless policy applies to residents and all other customers.

Adopted at the Dec. 19, 2007 HGRD Board Meeting

M. Herons Glen Employee Discount Policy

It is the intention of the Herons Glen Recreation District to promote the use of the Herons Glen logo by employees of the District. Therefore, the Golf Pro, Assistant Pros and Golf Course Superintendent will be allowed to purchase items in the Pro Shop for an amount at cost plus 10%.

Adopted at the June 30, 1999 Board Meeting

N. Annual Non-Resident Other-Than-Golf Memberships

The Recreation District's facilities and recreational activities, such as the tennis courts, bocce courts, shuffleboard courts, pickleball courts, billiards, darts, card rooms, artists' facilities and groups, quilting facilities and groups, pool and spa, dance classes and groups, various clubs, various activities, etc. are for the use and enjoyment of Herons Glen residents. Herons Glen residents' houseguests may utilize the facilities and recreational activities with the resident.

The Clubhouse facility and the recreation facilities and activities may be utilized by non-residents for a fee as provided for by the Florida Statutes and Lee County ordinances described in the HGRD Charter and in our Rules & Regulations.

1. Application may be made by Non-Residents to the Board of Supervisors, Herons Glen

Recreation District, to be accepted as Annual Non-Resident Members for the purpose of access to and the use of the recreational facilities.

2. The number of such Annual Non-Resident Memberships will not exceed the level which can reasonably be accommodated by these facilities.
3. An Annual fee will be set by the Board of Supervisors.
4. Memberships are personal and non-transferable. No Guest privileges are attached to such personal Memberships. No group events or usage will be permitted.
5. Members will abide by all Rules, conditions and regulations which are authorized and published by the Board of Supervisors. Gross and/or continued non-compliance will result in cancellation of Membership rights, without recompense for unexpired time of Membership.
6. Members will be provided with a copy of the applicable Rules and Regulations and will be issued a Membership Card which will serve as authority to be admitted by Security Personnel.

Limit to outdoor recreation facilities only adopted at the May 25, 2005 HGRD Board Meeting – Affirmed by Resolution 2005-09 at the June 29, 2005 HGRD Board Meeting Revised at HGRD Board Meeting in 2007 - Fee increased from \$750 to \$1000 Revised at the February 27, 2008 HGRD Board Meeting Revised at the October 29, 2008 HGRD Board Meeting Revised at the October 23, 2013 HGRD Board Meeting (all HGRD amenities for \$1500 and authorization – with approval – for GENERAL MANAGER to offer household (2 members at same address) for \$2,200). Annual fees and authorization approved during annual budget process.

O. Annual Golf Memberships

It is the policy of the District that all bills for Annual Golf Membership Fees are due as described below and prompt payment of such charges and assessments is expected. On-line payment is the preferred method of payment. No cash payment will be accepted. Management will implement the following procedures for rendering, collecting and handling such payments:

1. Payment of the Fee for the renewal of Annual Golf Membership is due not later than the last business day of September each year (Due Date), and if payment is not received, golf privileges will be suspended at the close of business September 30th. There will be no pro-rated renewals.
2. No Annual Golf Membership Fee will be accepted and no golf privileges associated therewith will be afforded until the applicant for the Annual Golf Membership has paid all past due amounts to the District for Annual Golf Membership and all other District charges and assessments.
3. New Annual Golf Membership Fees will be prorated on the number of months remaining

in the fiscal year at time of payment.

2. Annual Golf Members are subject to suspension of all Golf Course privileges for failure to pay charges for assessments or House Accounts within thirty (30) days of their Due Date.
3. Resident Non-Members may pay an Annual Fee or Daily Fee to use the practice facilities as posted in the Pro Shop.
4. Management is authorized and directed to implement and effectuate this policy.
5. It is the District's policy that no person (other than specially permitted employees) will be permitted to play golf on the District's course unless all fees have been paid to the District. No credit privileges for golf play will be granted to any person or entity.

Policy for Annual Golf Memberships was Adopted at the January 26, 2000 HGRD Board Meeting

Revised and Incorporated into Resolution 2000-06 at the May 31, 2000 HGRD Board Meeting

Revised in Resolution 2000-07 at the June 28, 2000 HGRD Board Meeting

Revised at the March 28, 2001 HGRD Board Meeting

Revised at the November 28, 2001 HGRD Board Meeting

Revised and adopted as Resolution 2001-11 at the November 28, 2001 HGRD Board Meeting

P. Volunteer Appreciation Reception

In order to promote committee volunteerism, each spring the HGRD will host or co-host with the HOA a Volunteer Appreciation Reception. Residents who served on the Board or a Board appointed ad hoc or standing committee during the previous year will be invited. Other volunteers may be included if approved by the Board.

VII. BUILDING/BUILDING FACILITIES POLICIES

A. Participation

The facilities shall be open on the days and during the hours as may be established by the Herons Glen Board of Supervisors or as directed by management. Areas of the Facilities may be closed from time to time for scheduled maintenance and repairs.

Use of the Facilities may be restricted or reserved from time to time by the Board of Supervisors or Management.

Each Resident or Permitted Non-Resident and their respective House Guests, as a condition of use of the Facilities and each House Guest as a condition of invitation to the Facilities, assumes sole responsibility for his/her property. The District shall not be responsible for any loss or damage to any private property used or stored on or within the Facilities. All personal property left without payment of storage thereon, in or on the Facilities, for six (6) months or more may be sold by the District, with or without notice, at a public or private sale, or may be otherwise disposed of and the proceeds, if any, shall belong to the District.

B. Room Priority List Including Ballroom

The following groups receive top priority and may schedule events on a biennial calendar on a first-come, first-served basis, except that Halloween, New Year's Eve and Mardi Gras are reserved for the Resident Events Committee. Also, scheduling an event on the regular monthly meeting dates of the HGRD Board and the HOA Board is to be avoided.

- Food & Beverage Operations
- Resident Events Committee

After transferring the events from the biennial calendar, the Executive Assistant to the General Manager will use the following priority order in preparing the annual calendar:

- Recreation District Meetings
- Homeowners Association Meetings
- Food & Beverage Operations
- Resident Events Committee
- Resident events
- Non-resident events other than those scheduled by Food & Beverage Operations.

Once the Executive Assistant to the General Manager has prepared the annual calendar all further requests for activities are scheduled on a first-come, first-served basis. Regularly occurring weekly activities may be rescheduled from time to time in order to accommodate a revenue producing event.

Priority list adopted at the May 25, 2005 HGRD Board Meeting
Affirmed by Resolution 2005-2009 at the June 29, 2005 HGRD Board Meeting
Revised at the June 29, 2011 HGRD Board Meeting

C. Reserving Areas Where Food May Be Served

Any Resident or Resident organization may reserve the Ballroom, Verandah, Gazebo Fitness Center Patio and/or Picnic Area by completing the appropriate reservation form and

receiving Management's approval. The Food & Beverage Manager and the Executive Assistant to the General Manager will be responsible for the reservation requests, approval and usage schedule for the Ballroom, Verandah, Gazebo and/or Picnic Areas. Residents and Resident organizations are completely responsible for the conduct of the participants, as well as the cleanup and final condition of the area used, and any setup and cleanup fees applicable.

When catered food is served, the caterer shall be the Herons Nest restaurant. However, if the reservation requires the group to provide its own personal catered food, management or Board of Supervisors should be advised in advance. Residents may not provide their own personal food during the regular business hours of the Herons Glen Recreation District's Food & Beverage Operations without the expressed consent of Management. Management may, under extraordinary circumstances, such as the extended closing of the Food & Beverage Operations, allow outside catering.

The liquor license of the Recreation District requires that alcoholic beverages consumed on the premises of the Recreation District properties be purchased from the Recreation District venues of the Herons Nest restaurant or the Golf Pro Shop related facilities.

If a Ballroom event is scheduled, the Verandah will be unavailable for a separate function.

Approved at the February 27, 2008 HGRD Regular Board Meeting

Revised at the June 29, 2011 HGRD Regular Board Meeting

D. Rental Fees

For Resident or events where at least 80% of the attendees are Herons Glen residents or those functions sponsored by the Homeowners Association or other clubs or groups associated with either the Homeowners Association or the HGRD, rental charges will not apply; however, there may be charges assessed for actual costs of setup and cleaning, etc., at the discretion of Management.

Revised at the June 29, 2011 HGRD Regular Board Meeting

E. Fitness Center

1. The building is only available during posted open hours. The doors automatically lock and unlock at the appropriate hours. Anyone in there when the doors lock will not be locked in and will be able to exit the building.
2. The Herons Glen Recreation District is not responsible for any injury which may result from the use of any equipment.

F. The Courts

Scheduling of the tennis, bocce, shuffleboard, pickleball or other courts is handled through the process designated by the Board of Supervisors.

1. Tennis

Individuals or groups may reserve court times up to seven days in advance.

a. Round Robin Play

- 1) Tuesday of each week from 8:00 a.m. to 9:30 a.m. is reserved for ladies' play. Round Robin rules shall take precedence. All ladies, regardless of level of play, are welcome to play in this period.
- 2) Wednesday of each week from 8:00 a.m. to 9:30 a.m. is reserved for men's play. Round Robin rules shall take precedence. All men, regardless of level of play are

welcome to play in this period.

- 3) Saturday of each week from 8:00 a.m. to 9:30 a.m. is reserved for mixed doubles play. All men and women, regardless of level of play, are welcome to play in this period.
- 4) Players may schedule court time before or after the reserved Round Robin play so as not to interfere with that play period.
- 5) Round Robin Play takes precedence over HGTA scheduling.
- b. The Herons Glen Tennis Association (HGTA)
 - 1) The HGTA shall be assessed an annual fee as part of the HGRD's approved budget.
 - 2) The HGTA fee is due October 1 of each year and is subject to all HGRD assessment/fee late payment rules.
 - 3) The established fee will be determined by HGRD management and approved by the HGRD Board of Supervisors.
 - 4) Upon payment in full of the annual fee, the HGTA receives rights and privileges to accommodate its approved league and intramural match schedules including:
 - a) The right to reserve courts in advance of seven days using the process designated by the Board of Supervisors
 - b) The right to reserve immediately adjacent courts, regardless of actual number needed for the league and intramural matches, to prevent interference from casual play.
 - c) The right to use the HGRD tennis courts as its home court in order to host HGTA approved league tennis matches.
 - 5) No other individual, group or association is granted the HGTA privileges.

3. Pickleball

- a. Pickleball players are requested to begin play no earlier than 8 AM.
- b. Players may sign up for court time around regularly scheduled group play and tournaments. They may reserve courts 7 (seven) days in advance.
- c. The Herons Glen Pickleball Association (HGPA) will use the scheduling process designated by the HGRD.

Adopted at the March 28, 2012 HGRD Board Meeting by Resolution No. 2012-11.

G. Activities/Card Rooms

ROOM USE POLICY

1. Scheduling of the Activities/Card Rooms will be the task of the Executive Assistant to the General Manager. The Executive Assistant will advise residents of the need to sign up for Activity/Card Room use.
2. A list of groups authorized to use the Activities Rooms will be maintained by the Executive Assistant to the General Manager.
3. Final approval for new groups will be the task of the Executive Assistant to the General Manager and will be based on room availability, size of group and other factors as necessary.
4. Incidental use by Residents will be scheduled at the discretion of the Executive Assistant to the General Manager, based on availability of the room and appropriateness of the room for the activity.
5. Any disagreement with the Executive Assistant to the General Manager's decision with

regard to suitability or availability will be presented to the General Manager in writing for a final decision.

6. Activities Rooms A and B may be utilized for food with a function being held outdoors in accordance adopted policies.
7. Continued violations of room use rules will result in the activity being eliminated from the “authorized use” list by the General Manager.

Approved at the February 27, 2008 HGRD Board Meeting
Revised at the November 29, 2000 HGRD Board Meeting

ACTIVITIES ROOMS EQUIPMENT USE POLICY

1. Rules for use of the kilns and the potter’s wheel shall be posted near the equipment.
2. The Executive Assistant to the General Manager shall maintain a list of those residents authorized to use the kilns.
3. Residents or others may become authorized to use the kilns by being trained by a
4. certified instructor approved by the General Manager or Designee.
5. The Executive Assistant to the General Manager shall maintain a list of Residents
6. authorized by the General Manager and the Potters Instructor to use the potter’s wheel.
7. Additional Residents may be trained to use the potter’s wheel by a certified instructor
8. approved by the General Manager, Potters Instructor, or someone else approved by the
9. General Manager (in writing).

H. Assignment of Keys

DOOR KEYS

1. The General Manager has the responsibility for controlling and issuing of all Keys. The procedure is documented in the Administration Policy.
2. At a minimum, a two-step issuance policy is to be required. The General Manager shall authorize the issuance and a second member of management will handle the actual logging and issuance of keys.

ACTIVITY ROOM LOCKER KEYS

1. The Executive Assistant to the General Manager will be responsible for all locker keys.
2. Any Resident requesting a key and showing a need for one must present his or her need and applicable locker fee to the Executive Assistant to the General Manager in writing.

I. Resident Notices and Activities Display Policies

1. Resident community bulletin boards and activity displays areas are under the direction and control of the Executive Assistant to the General Manager. Items for the bulletin boards and the display case will be approved, displayed and organized on a weekly basis.
2. Resident-community **Bulletin Boards** will be in locations as determined by the board of supervisors.
 - a. Personal notices on 3x5 cards posted in/on the resident-community bulletin board will be allowed to remain for a period of thirty (30) days and unless renewed and approved will be removed at the expiration of said thirty (30) day period.

- b. Activity/event notices with a maximum size of 8.5 x 11 posted on resident-community bulletin boards will be allowed to remain for a period of thirty (30) days and unless renewed and approved will be removed at the expiration of said thirty (30) day period.
3. An **Activities Display Case** will be provided at a location determined by the board of supervisors for interior display of upcoming resident-sponsored events.
- a. Signs must be no larger than 22 inches wide by 28 inches high and be of professional quality.
 - b. Signs are to be posted no more than seven (7) days prior to the event.
 - c. The following event organizers are authorized to annually, for a period not to exceed 30 days, create displays outside the stated size and location parameters with the approval of the General Manager.
 - 1) Rally for the Cure
 - 2) Community Day
 - 3) Angel Tree
 - 4) Toys for Tots
 - d. No other display will be allowed in the clubhouse.
4. All resident notices or notices for upcoming resident-sponsored events shall be displayed only in the locations designated by the board of supervisors.
- a. The board has designated the **Community Bulletin Boards** to be those on the exterior of the building along the promenade and one located in the fitness center.
 - b. The board has designated the **Activity Display Case** as that bay window on the lobby side of card room c.
 - c. The board has designated the lobby alcove for **ticket sales** for resident sponsored events. Ticket sales may also be conducted at the ballroom door on the day of the event.
 - d. The board has designated the area to the right of the walkway entry to the gazebo for **exterior display** of resident-sponsored events signs. These signs are subject to the same criteria as those for the **Activity Display Case**. On the day of the event, directional signs may be allowed upon approval of their location and format by the General Manager. No other displays for resident-sponsored events will be allowed on the recreation district property.
5. The display limits defined in this section do not apply to the Herons Glen Recreation District.

Adopted at the June 28, 2000 HGRD Board Meeting

Revised as Resolution 2003-08 at the June 25, 2003 HGRD Board Meeting

Revised & adopted at the July 18, 2012 HGRD Board Meeting

Revised & adopted at the January 23, 2013 HGRD Board Meeting

J. Holiday Decorations

During the period between Thanksgiving and New Years, the HGRD is extensively decorated for the holidays. The HGRD's decorations may not be moved, removed, or in any way altered for any event during that period of time.

K. Craft Show Policy

Outside vendors are allowed and are charged a table fee with the stipulation that no goods other than handcrafted materials shall be sold. The Chair of the Craft Show Committee shall monitor compliance with this stipulation. Proceeds from the outside vendor table fees will go to the charity of the Craft Show Committee's choosing.

*Craft Show rules adopted at the September 24, 2008 HGRD Board Meeting
Revised at the September 30, 2009 HGRD Board Meeting (Fee set at \$20.)*

L. Charity Events

1. The room rental fee for an event will not be waived.
2. Our Residents are well recognized in the community for their generous support of charitable events and causes. Each Resident individually supports the charity of his/her choice. Therefore, the HGRD will not make any donations in the name of the HGRD to any charity.
3. All food and beverage items served at the HGRD must be purchased from the HGRD at the appropriate retail price. In the case where a charity has an item of food or beverage donated by a vendor, the HGRD will charge its normal retail price for the service of that item. However, the HGRD will issue a credit for that item in the amount that the HGRD would have had to pay for that item if it had not been donated. In other words, the HGRD will give a credit to the charity for the donated item, but will collect its normal selling price for that item.

M. AED

AED (Automated External Defibrillation) units are utilized to provide early intervention for cardiac emergencies to increase survival rate. AED's are available in the following three areas: Clubhouse Lobby, Golf Course Starter Building near the Practice Facilities, near the tennis courts and the Fitness Center. Certification and re-certification classes are offered annually for employees. Management will be responsible for annual recertification of the units.

*Established at the October 24, 2001 HGRD Board Meeting
Approved as Resolution 2002-05 at the February 27, 2002 HGRD Board Meeting
Resident Responders were discontinued at the October 26, 2009 HGRD Board Meeting*

N. Memorials

The Herons Glen Recreation District has a tree of life program to honor our deceased residents. This program, initially established for golfers, has been expanded to the entire community. The program consists of two elements:

1. The honoree's name on the "tree of life" plaque, and
2. A live tree(s) or other landscaping planted on HGRD property without marking.

The minimum cost for entry to the program is: \$250, which includes the honoree's name on the permanent tree of life and a planting. (The minimum pricing will be periodically evaluated.) The individual making the donation will complete an HGRD standard memorial form available from the Golf Professional. This will enable the HGRD Golf Professional to order the "tree of life" leaf with the deceased resident's name as it is to appear on the "tree of life".

The individual(s) may also recommend their preference for tree(s) planting and location – on the golf course or another HGRD location. The Golf Course Superintendent has the final approval on golf course plantings and the General Manager has final approval on all other locations. HGRD management will advise the donor of location of the planting. The HGRD will perform routine maintenance, including watering, on the donated tree/landscaping.

Adopted at the December 17, 2003 HGRD Board Meeting
Amendment adopted at the January 25, 2006 HGRD Board Meeting
Amendment adopted at the Oct. 29, 2008 HGRD Board Meeting

O. Gambling and Games of Chance

In general, Florida law prohibits gambling on HGRD properties. There are some exceptions, including BINGO, some lotteries and penny-ante card games. Exceptions must be conducted in strict compliance with the applicable law to retain their status as permitted activities. All use of HGRD facilities and all HGRD activities, whether HGRD sanctioned or otherwise, must comply with Florida law pertaining to gambling; and all HGRD employees, Committees Members, Guests and any others using HGRD facilities shall conduct their activities and events in conformance with Florida law pertaining to gambling.

Adopted at the May 25, 2005 HGRD Board Meeting
Affirmed by Resolution 2005-09 at the June 29, 2005 HGRD Board Meeting.
General Set of Rules first presented at the May 25, 1999 HGRD Board Meeting by the
“Outdoor Recreational Facilities Other than Golf Committee”

VIII. FOOD AND BEVERAGE OPERATIONS POLICIES

A. Resident rewards program

All Residents who charge purchases to their House Account will enjoy a 10% discount. Only those who use their House Accounts will be provided the 10% discount.

Adopted at the September 8, 2004 HGRD Board Meeting by Resolution 2004-07 as part of the 2004-2005 Budget.

B. Gratuity

An 18% gratuity on the “gross” amount of the check in the Restaurant and Lounge will be added to each bill. The individual item price will be shown, then the 10% Resident Discount, a subtotal, then the tax on the “net” or subtotal, with the 18% of the gross amount added, resulting in the final amount of the check. There will be a line to add more gratuity if desired.

Adopted at the October 27, 2004 HGRD Board Meeting

C. Dining Reservations

The Herons Nest encourages but does not require reservations for dining during its regularly scheduled business hours. Dining reservations during regularly scheduled business hours are accepted only for the Herons Nest, the Private Dining Room, and the Ballroom when the Ballroom is being used for Herons Nest overflow.

D. Herons Glen Recreation District Banquet Policies

Any event to be defined as a banquet and therefore subject to these policies is an event at which:
All attendees have agreed in advance to purchase a meal for themselves; or
A host has agreed in advance to pay the entire cost of the event; and
The Herons Glen Recreation District’s Food & Beverage Operation is the primary caterer of the food consumed at the event.

All reservations and agreements for Banquet Event Orders are subject to the Rules and Policies of Herons Glen Recreation District (HGRD), its Management’s policies and the following conditions:

USE OF HGRD FACILITIES

The area reserved for the event is the only area that is to be used for the party. Attendees will not be permitted access to other areas of the HGRD.

DECORATIONS AND EVENT SET UP

Hosts of parties must have all decorations approved by management of the HGRD. Nothing may be nailed or affixed to the walls, ceilings, or floors of the HGRD. No tape, nails, or staples are permitted to attach pictures, signs, banners, or posters to the walls.

All decorations, including flowers, dance floors, risers, band equipment, or anything of any nature that is brought onto the HGRD premises must be delivered on a schedule approved by management of the HGRD. Set up times requested beyond a reasonable amount of time may require an additional room rental fee.

In addition, all items must be removed promptly at the conclusion of the event unless another schedule is approved by management. As other groups may follow your function, it is imperative that all articles be removed at the conclusion of the event.

FOOD AND BEVERAGE PROVIDED BY HGRD

All food and beverages for banquets to be held on the premises of the HGRD must be provided by the HGRD with the lone exception being wedding cakes or specialty birthday cakes, which may be provided by an outside vendor. Management may apply a service fee on cakes not provided by the HGRD.

SERVICE OF ALCOHOLIC BEVERAGES

The HGRD abides by all laws of the State of Florida regarding the purchase, sale, and consumption of alcoholic beverages on the HGRD's property. Due to state and local liquor laws, all alcoholic beverages to be served and consumed on the HGRD's premises must be purchased from HGRD and residents or guests may not bring alcoholic beverages on the premises (including the parking lot).

No person under the age of twenty-one years of age or anyone that is intoxicated will be served any alcoholic beverages on the premises of the HGRD. Except for certain HGRD sanctioned events, the HGRD will not serve any alcoholic beverages beyond 11:00 p.m. and all persons must vacate the premises by 12:00 a.m. HGRD reserves the right to refuse alcohol or service to anyone deemed to be intoxicated or disruptive. Management reserves the right to close the bar and cease all sales of alcohol should it be determined that such sales cannot be carried out safely and within state and local laws regarding alcohol service.

At functions where the ages of the majority of guests are between the ages of 16 and 21 years of age, the HGRD requires the following:

- Guests leaving the inside of the Clubhouse will not be permitted to return to the party.
- If there will be more than fifty persons attending the party in the age group described above and alcoholic beverages will be served at the function, the HGRD should require the host to provide one or more off duty police officers to monitor the event at the expense of the host.

At any party where alcoholic beverages will be served and minors are present, the HGRD should require the use of identification measures to ensure that persons under the age of twenty-one years of age are not served alcoholic beverages on the premises of the HGRD. Such identification measures may include wrist bands and/or black light recognition hand stamps. When required, and at the discretion of the HGRD, the host will bear the cost of additional labor to implement the extra identification measures.

GUESTS

The Host must provide the Event Coordinator with a list of guest names at least 72 hours prior to the event for use by management and security to grant guests entrance to the property for the event.

All guests attending a banquet at the HGRD must be invited by the Host. Examples of invitations that are not permitted by the HGRD include:

- A Resident or Non-resident host may not use purchased mailing lists or invitations addressed to “Resident”.
- A Resident or Non-resident host may not advertise the event in print or broadcast media.
- Attendees at any banquets at the HGRD are by invitation only.

VALET PARKING

At the discretion of the HGRD, large events may require valet parking at the expense of the host.

SECURITY

For parties in excess of one hundred persons, the HGRD should require one or more off duty police officers at the discretion of HGRD management and at the expense of the Host.

DEPOSITS

Payment of the room rental fee if applicable and security deposit is required at the time of booking. The security deposit will be refunded only in accordance with management’s cancellation policy. The refundable security deposit for Non-resident hosts will be refunded if there are no damages to the facilities related to your event by you, your guests, and/or your contractors.

Room rental fees are waived for Residents’ personal parties. However, a Resident Host will be responsible for a cancellation fee when canceling an event with less than one week’s notice. The fee will be set by management, but in no event will it exceed \$150.

GUARANTEE

The Host’s guaranteed (final) guest count or the number of guests that actually attend the event, whichever is greater, is the amount that will be billed. In the event that no guaranteed (final) guest count is received 72 hours prior to the event, the last estimated count will be considered a final guarantee and charges will be incurred for that amount. It is the Host’s responsibility to contact HGRD with the final count. Payment must be made by credit card, certified check, or money order.

PRE-PAYMENT

For Non-resident hosted events, pre-payment of expected charges is required when the guaranteed (final) number of guests is provided to the HGRD. This final guarantee is required at least 72 hours prior to the function.

LIABILITY AND DAMAGE

HGRD does not assume responsibility for personal property and equipment brought on the premises by the event host or his/her agents. HGRD is not responsible for damage, loss or theft of any articles or merchandise left on the premises prior to, during or following a function.

Performance of the event is contingent upon the ability of the HGRD management to complete the same, and is subject to labor troubles, restrictions upon travel, transportation of foods, beverages or supplies, and other causes whether enumerated herein or not, beyond the control of management preventing or interfering with performance. HGRD reserves the right to employ a

caterer, as deemed necessary by management should HGRD not be able to provide such services for any reason. In no event shall HGRD be liable for the loss of profit or for other similar or dissimilar collateral or consequential damages, whether based on breach of contract, warranty, or otherwise.

HGRD reserves the right to inspect and control all events, but is not responsible or liable for any injury or damage to persons or property not caused directly by HGRD or its employees. Expenses of damages to HGRD property caused by the host or his/her guests will be charged to the host after deduction on any paid deposit.

Amended on 2-27-08

Revised at the December 17, 2008 HGRD Board Meeting

Revised at the June 29, 2011 HGRD Board Meeting

Revised at the October 24, 2012 HGRD Board Meeting

IX. GOLF POLICIES

A. General

1. Use of the Golf Course is available to individuals playing golf and paying a fee, either an Annual Membership or a daily greens fee.
2. The Board of Supervisors establishes the annual membership fee as part of the fiscal year budget process. Membership rates are posted in the Pro Shop. All annual memberships expire September 30 of each calendar year.
3. Annual Golf memberships may be purchased by:
 - a. Property Owners – Payment for membership fees are due BEFORE October 1 each year. Late fees will apply to renewals. New Members may be eligible for prorated memberships the first year purchasing an annual membership. The new member prorating is only available once regardless of the number of years of non-renewals.
 - b. Renters/Tenants – Individuals leasing a house/unit may purchase an annual membership at an owner’s rate. However, only one annual owner’s membership may be in effect for each house/unit. There are no pro-rated or part-year discounts. If a property owner’s membership is not available, then a renter/tenant may purchase a “public membership.”
 - c. Public – Annual memberships are available to non-residents. There are no prorated or part-year public memberships. From time to time, the Board of Supervisors may establish a “Golf Special.” If a membership is purchased under the golf special, the golfer may renew the membership by paying the annual membership fee PRIOR to October 1 each year. Renewals paid BEFORE October 1 will guarantee a special membership rate regardless of a membership ceiling established by the Board of Supervisors.
4. Membership Categories – The Herons Glen Recreation District has established the following categories for annual golf memberships:
 - a. Owner’s Rates:
 - 1) Household memberships – may be purchased for use by TWO named golfers residing at the same physical address.
 - 2) Single memberships – may be purchased for one golfer.
 - b. Public Rates:
 - 1) Public memberships are always available at twice the owner’s rates for either a single or household membership.
 - 2) Golf Special Rates – If approved by the Board of Supervisors and memberships are available, a member of the public may purchase at the owners’ rates (household or single) PLUS a premium of \$500 per golfer.
5. Memberships are non-assignable and non-transferable except as described in #6.

6. Golf membership(s) purchased by property owners may be transferred with the sale of a home if BOTH of the following conditions are met:
 - a. The seller(s) will no longer be residing within the limits of the Herons Glen Recreation District and
 - b. The home buyer pays a membership transfer fee determined by management. Upon payment of the transfer fee, the home buyer may assume the remainder of the annual membership as his/her own. By paying the transfer fee, the home buyer acknowledges that a transferred membership is subject to all policies and rules and is NOT eligible for a refund for non-use. There is absolutely no cash value to any transferred membership. Memberships cannot be transferred to anyone except the purchaser of the seller's home. The transferred membership expires September 30.
7. Herons Glen is considered an active adult community. Golf members may periodically suffer debilitating injuries or other events, which interfere with their ability to utilize their annual membership. It is in the best interest of the Herons Glen Recreation District, as a whole, to maintain a "NO REFUNDS, NO EXCEPTIONS" policy.
 - a. However, the District is sensitive to special circumstances; therefore, after paying the annual membership fee and prior to playing a single round on October 1 or later, a member may request a refund. All refund requests must be verified by the Golf Pro and must be requested prior to September 30 of the membership year.
 - b. Upon death of the purchaser of an annual membership, the member's estate will be refunded the pro-rated portion of the current year's annual unused membership fee. If membership payment was made for the following fiscal year, that prepayment will be refunded. In the case of a Household Membership, the membership fee will be adjusted pro-rata to that of a Single Membership. All requests for refund of membership fees must be approved by the Golf Professional.

Revised at the February 16, 2000 HGRD Board Meeting

Revised as Resolution 2002-11 at the September 25, 2002 HGRD Board Meeting

Revised as Resolution 2011-19 at the July 20, 2011 HGRD Board Meeting

Revised at the October 24, 2012 HGRD Board Meeting

Revised at the December 18, 2013 HGRD Board Meeting by Resolution No. 2013-27

B. Tee Times

1. The Herons Glen Golf Course has installed a Computerized Tee Time Reservation System for Golf Members' use. Instructions explaining the system and its use are available in the Pro Shop.

Adopted as Resolution 2003-07 at the May 8, 2003 HGRD Board Meeting

2. No golf foursomes will be permitted to "Link" through the Computerized Tee Time Reservation System during the period January 1 through April 15 of each year.
3. Tee Time Priorities:
 - a. Golf Members
 - b. Guests of Golf Course Members (During January, February, March and through April 15, a Golf Course Member may have a maximum of 14 Guests. A Guest is a person not living/residing/leasing/renting in Herons Glen.)
 - c. Resident Non-Members

- d. Public
- 4. Tee Time Requests:
 - a. Members of the Golf Course may request tee times seven (7) days in advance.
 - b. Resident Non-Members may request a tee time reservation in advance of the Public by applying at the Pro Shop after 7:30 a.m., three (3) days in advance of the day they wish to play. Resident Non-Members are not allowed to reserve tee times through the Computerized Tee Time Reservation System.
 - c. Members and resident non-members have the opportunity to play together by contacting the Pro Shop after 7:30 a.m., three (3) days in advance of the day they wish to play and requesting a tee time.
 - d. Non-Members (Public) may request tee times two (2) days in advance.
- 5. If a Member reserves a tee time using the Guest play function in the automated tee time system and then substitutes a Member in place of a guest without permission of the Pro Shop, a Guest Fee will be charged to the captain (member making the reservation) for every such substitution. This policy is to insure that substitutions are made from the stand-by list to be fair to all.
- 6. A Member who signs up a Resident Non-Member as a Guest, using the Computerized Tee Time Reservation System, or substitutes another member after the tee time is made without the permission and approval of the Golf Pro, whether using the Computerized Tee Time Reservation System or not, will be charged a Guest Fee (at the rate in effect at that time) and receive a warning from the Golf Professional. Continued violation of this policy by a Member will be referred to the General Manager.

Adopted at the February 16, 2000 HGRD Board Meeting

- 7. During the months of October through April on Tuesdays' and Wednesdays' league day morning shotguns, if the respective fields do not fill the shotgun start of 128 players, the golf shop will have the option to fill the available spots. Sign up will be in accordance with the current policy.

Revised at the November 16, 2011 HGRD Board Meeting

Revised by a motion at the January 25, 2012 HGRD Board Meeting

Revised by a motion at the April 23, 2014 HGRD Board Meeting

- 8. During the months of May through September, on Tuesday and Wednesday league days:
 - a. Anytime there are 8 or fewer foursomes, each group will be assigned a separate hole for the shotgun start; or at the discretion of the Pro, the Pro Shop may assign tee times off of #1 or #10. Sign up will be in accordance with the current policy of three days in advance for resident nonmembers.
 - b. The Pro Shop will assign 9-hole tee times off of #1 or #10 assuring that 9-hole league players have the opportunity to play the same established holes for handicap purposes.

Approved at the Oct. 29, 2008 HGRD Board Meeting

Revised at the Sep. 3, 2014 HGRD Board Meeting

9. Tee Time Cancellations

All Members of the Herons Glen Golf Course are to notify the Pro Shop at least 24 hours in advance to cancel an assigned tee time. It is understood that certain events can occur where the 24 hours' notice is not possible. If a Member does not cancel an assigned tee time at least 24 hours in advance and does not have a valid reason (e.g. illness, emergency, weather), it will be considered a violation. A penalty will be imposed against the Members as follows:

NO SHOW – LATE CANCELLATION

Individuals

1st offense-issue warning, contact by Golf Pro with a discussion.

2nd offense within 3 months - suspension (no tee times for 1 week)

Groups (Foursomes);

1st offense-issue warning, contact by Golf Pro with a discussion.

2nd offense within 3 months - suspension (no tee times for 1 week).

NOTE: Any warnings or suspensions can be appealed to the Board of Supervisors.

C. Tee It Forward

To help golfers have more fun on the course and enhance their overall experience by playing from a set of tees best suited to their abilities, The PGA of America and the United States Golf Association have partnered to support “Tee it Forward”. Herons Glen Recreation District participates in the “Tee it Forward” initiative. This program is administered cooperatively by the Golf Maintenance Supervisor and the Golf Pro.

D. Handicap Flag Policy

HGRD encourages golfers with disabilities to participate in the game and therefore special considerations are given to these golfers. The Golf Maintenance Supervisor and the Golf Pro shall work cooperatively to maintain and administer the “Handicap Flag Guidelines”. These guidelines are detailed in the Herons Glen Recreation District Rules & Regulations.

E. Association Golf Events

1. Men's day will be held Tuesday.
2. Ladies' day will be held Wednesday.
3. Between November 1st and April 30th each association may sponsor one tournament to which they may invite outside participants.
4. All Association tournaments will be held on Tuesdays and Wednesdays except for the final round(s) of the HGMGA & HGLGA Championship which may be played on Saturday.
5. Nothing in this section precludes the golf staff from conducting tournaments.

Adopted at the May 23, 2012 HGRD Board Meeting

F. Hours of Play

1. The hours of play, Pro Shop hours and Practice Facility hours will be posted in the Pro Shop.
2. The Golf Course will be closed at the discretion of the Golf Professional and the Golf Course Superintendent or their designees. **NO ONE WILL BE ALLOWED ON THE COURSE** until the Golf Professional reopens the course.
3. The Golf Course will be closed for maintenance every Monday from May 1 through September 30, except for holidays when the course will be closed on the Tuesday following Memorial Day and Labor Day. Members may use the course in the afternoon on these days, after the maintenance effort is completed for the day, unless toxic chemicals have been applied to the Golf Course and signage has been posted.

Adopted at the March 29, 2000 HGRD Board Meeting

G. Handicaps

1. Handicaps are computed under the supervision of the Golf Pro in accordance with the current USGA Handicap System.
2. The service of providing handicaps for Members is provided as part of their Membership Fees. Handicaps can be provided for Non-Members for a fee.

H. Golf Slow Play Policy

No round at Herons Glen Golf & Country Club should take longer than 4 hours, no matter what the player's ability level.

In season, when tee times are maximized, a group is considered in position when:

- On a Par 3, as they approach the tee, the group ahead is putting out;
- On a Par 4, as they approach the tee, the group ahead is hitting their shots into the green;
- On a Par 5, as they approach the tee, the group ahead is hitting their third shot to the green (from inside the 200 yard marker).

Management will put into place a procedure to manage and monitor the pace of play.

I. Summer Reciprocal Policy

1. Herons Glen Recreation District will participate in a Summer Reciprocal program.
2. The Golf Professional will have a list of participation guidelines and participating clubs available to members by April 25th of each year. This list will indicate Member Fees, Guest Fees (if applicable), days tee times may be made in advance, payment type accepted, and any other pertinent information. This list may be modified at any time.

J. Hole-In-One Program

A Hole-in-One Program is available to all Herons Glen golf members. Management has established operating procedures. The Pro Shop is responsible for resident enrollment, collection of funds, notification of other HGRD departments and annually advising the Golf Advisory

Committee of the financial status of the program. A program participant making a hole in one must notify the Pro Shop of his or her accomplishment and follow management's program guidelines. Management has the authority to make operational changes to the program as needed. If a change is needed, management shall advise the Board of Supervisors and the Golf Advisory Committee.

Adopted at the December 17, 2008 HGRD Board Meeting

K. Hazardous Weather Conditions

1. The automated Lightening Prediction System operates from 7:30 a.m. until 7:30 p.m.
2. As lightening approaches, the Lightning Prediction System activates an audible warning and suspension of play must occur.
3. The Pro Shop will have the only authority to resume play or to close the Golf Course, as conditions warrant.
4. Rain checks should be issued according to the rain check policy.

L. Golf Compensation

As part of their job, the following employees of the district are entitled to play golf on a space available basis only and as approved in advance by the General Manager: (1) General Manager; (2) department heads; and (3) golf course maintenance assistant superintendent. In addition, the head golf professional, assistant golf professional, and one bona fide intern (enrolled student in a university based PGM internship program) may play golf on a schedule to be approved by the General Manager.

Such play shall be conducted in a manner to enhance the program of golf at Herons Glen and scheduled to minimize impact to member play. The foregoing rights of the above personnel to play golf on the district's golf course shall inure to the employee only and not to any relative or guest of said employee. Golf compensation ceases for these individuals when they leave their current position.

Golf Compensation Adopted at the July 28, 1999 HGRD Board Meeting

Revised at the July 8, 2002 HGRD Board Meeting

Revision adopted at the October 28, 2009 HGRD Board Meeting

M. Non-Member Play

In conjunction with the annual golf budget, management proposes "set-asides". These "set-asides" are used to determine the daily golf revenue, and the number of "set-asides" is approved by the Board of Supervisors with the budget.

SET ASIDES

It is the policy of this District that the General Manager shall have the authority to use his/her discretion from time to time to modify the number of set-aside tee times during season as economic conditions warrant. The Board is to be notified of changes.

Adopted as Resolution 2008-31 at the December 17, 2008 HGRD Board Meeting

NON-MEMBER DAILY FEES

While it is important to remember that use of the Herons Glen Golf Course is primarily

designed for Members, it is also necessary to attract outside use to achieve the financial performance consistent with the District's Budget and to comply with Florida law. The Board recognizes that the Golf Course must compete for outside play and the rates must be sensitive to current market conditions.

This policy permits the General Manager, or his/her designee, to adjust Daily Fees consistent with market conditions. Any adjustments in outside fees should also be reflected in Daily Fees for Residents and Guests of Members. The General Manager, or his/her designee, must communicate any rate adjustments to the Board Members with the appropriate supporting information.

Adopted at the November 24, 1999 HGRD Board Meeting

Revised by motion at the July 30, 2003 Board Meeting

OUTINGS

Hérons Glen Recreation District reserves the right for the Golf Course to host outings.

The General Manager and Golf Professional may negotiate fees for outings, which are in the best interests of the Herons Glen Recreation District.

While it is important to remember that the Herons Glen Golf Course is primarily designed for use by Members, it is also important to recognize that some outside use, particularly during the less busy summer months, when many Members are away from the community, can substantially enhance the financial position of the District. This policy is designed to provide all groups that opportunity without denying a great deal of play time to Members.

The following criteria will prevail:

1. There may be at least one such outing scheduled per month during the time period May 1 through October 31.
2. Members will be allowed to sign up for any openings not used by the group's players.
3. The outings may be half-day or full-day outings, based on the number of participants.
4. Every effort will be made to schedule outings at least one (1) month in advance to allow Members to schedule their golf plans.
5. Every effort will be made to impress upon the organizers of the outings the importance of providing the Herons Glen Golf Shop with an accurate count of golfers for a given event and a firm commitment for the outing with a signed contract outlining the details.
6. Outing sponsors must purchase non-donated golf merchandise from HGRD
7. Outing sponsor must purchase non-donated food and all drinks from the District. No alcoholic drinks may be brought into the District, rather alcoholic drinks must be purchased from the District.

Adopted at the June 30, 1999 HGRD Board Meeting

Reference was made in the July 31, 2002 Meeting minutes to a policy being adopted at the March 2002 HGRD Board Meeting

Revised at the December 18, 2013 HGRD Board Meeting by Resolution No. 2013-27

N. Rain Check Policy

1. If a player has played less than four (4) holes, he/she will receive an 18-hole rain check, with a value amount based on the fee he/she paid.
2. If a player plays from four (4) to thirteen (13) holes, he/she will receive a nine (9)-hole rain check.
3. No rain checks will be issued if a player plays past the thirteenth (13th) hole.
4. There will be no rain checks issued to players beginning play after 1:00 p.m.
5. Discretion by the Golf Pro, or his/her designee, may be used under unusual circumstances.

O. Adopt A Hole Program

Members who want to participate in the Adopt A Hole Program are assigned a hole that he or she would pay close attention to as they play and when needed repair extra ball marks on the greens and broken tees on the tees.

Adopted at the June 27, 2007 HGRD Board Meeting

Full document adopted at the March 24, 2010 HGRD Board Meeting

P. Golf Carts

Residents of the Herons Glen Recreation District may privately own one or more golf carts. Each privately owned golf cart will be assigned a registration number that is the same as the resident's lot number.

Multiple golf carts owned by a resident of the Herons Glen Recreation District will be assigned the same registration number, which will be the resident's lot number. Numbers should be a minimum of two inches high.

Registration of privately owned golf carts will be handled by the designated Herons Glen Recreation District department, currently the Golf Pro Shop.

Residents using a privately owned golf cart within the Herons Glen Recreation District, including on the Golf Course, will be held fully responsible for any and all damages caused by the golf cart during its use by the resident, their family or guests. The resident will reimburse the District for any and all damages, including damage to other golf carts and any property of the District.

Adopted at the June 29, 2011 HGRD Regular Board Meeting