



# Membership Handbook

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## CLUB CONTACTS

Business Office- [accounting@theclubatironwood.com](mailto:accounting@theclubatironwood.com) 248-7272  
Golf Shop- 248-7272 or 7273  
Restaurant Reservations & Private Event Inquiries 248-7274  
Website [www.theclubatironwood.com](http://www.theclubatironwood.com)

[Instagram](#) @clubatironwood

[Facebook](#) The Club at Ironwood Staunton

### Senior Staff

General Manager: Ray Ellington [gm@theclubatironwood.com](mailto:gm@theclubatironwood.com)  
Golf Pro: Eric Hooke [theclubatironwoodgolf@gmail.com](mailto:theclubatironwoodgolf@gmail.com)  
Superintendent: Nathan Greenway  
Assistant Pro: Nate Hildebrand  
Bookkeeper: Michelle Reid [accounting@theclubatironwood.com](mailto:accounting@theclubatironwood.com)

### Business Office Hours of Operation

Monday - Friday 9-3PM (may be adjusted based on holidays or weather)

### Pro Shop and Golf Course Hours

Seasonal

### Restaurant

Monday: Closed

Tuesday: Seasonal

Wednesday - Saturday 11:30 - 8PM (may be adjusted for weather or events)

Sunday: Seasonal

### Pool Hours

Memorial Day - Labor Day

11-7 PM (subject to change based on weather)

### Pool Cabana Hours

Memorial Day - Labor Day

12-6 PM (subject to change based on pool hours)

## **THE BOARD OF DIRECTORS**

The Board shall consist of seven (7) members. Not later than sixty (60) days preceding the end of the fiscal year, the Board shall appoint a Nominating Committee of five (5) active stockholders of the Corporation, not more than two (2) of whom shall be a member of the Board. The Committee shall nominate two (2) or three (3) active stockholders of the Corporation as candidates for the Board. A list of the candidates shall be forwarded to the Board, and voted on at the last regular scheduled Board meeting of the fiscal year or by email.

A director having served a full three-year term shall be eligible for nomination and reelection to the Board for an additional three year term not to exceed six (6 consecutive years). All directors must be stockholders of the Corporation and active members of the corporation. The number of directors may be changed by amendment to the by-laws.

## **STANDING COMMITTEES**

### **Finance Committee**

Makes recommendations on financial policy, financial management and reporting and matters affecting the financial well-being of the club

### **Golf Committee**

Assisting the Golf Professional in developing and communicating to members a comprehensive program for golf opportunities.

### **Greens Committee**

Advise and recommend the golf course and landscape maintenance standard set by management

### **House Committee**

Counsels with the General Manager on matters pertaining to routine and long term maintenance of physical facilities.

### **GM Steering Committee**

The Steering Committee will represent all member types, ensuring that diverse perspectives are included. Together, we will work to strengthen the Club's offerings to enhance member satisfaction, and identify strategic opportunities for growth and improvement

## **MISSION, VISION & VALUES**

### **Mission**

To provide a family friendly club that offers various opportunities for recreation and relaxation.

### **Our Promise**

To be family oriented  
To be a fun place with a variety of activities  
To promote a friendly atmosphere  
To be a social gathering place  
To provide quality services  
To be fiscally responsible

### **Membership**

Members are obligated to follow the established rules and policies and uphold the traditions of the Club, while understanding that their participation and support are essential to the Club's stability, growth, and continuation.

### **Direction**

The Club's elected and appointed governing bodies and management staff are obligated to apply the Club's collective resources in a responsive, balanced, honest and business-like manner. Operations will reflect an affordable family friendly club that offers various opportunities for recreation and relaxation conducted in a fiscally responsible manner.

### **Objectives**

To Provide Exceptional Customer Service in Everything We Do  
To Own the Best Maintained Golf Course and Club Grounds In the Area  
To Improve the Financial Position of the Club  
To Continue To Grow Our Membership  
To Continually Improve Our Facilities

## The Club's History

This club's heritage dates back to 1910 when it was called the Staunton Country Club. Originally, it was a nine hole course located behind Maurice's Seafood on Augusta Street. In 1922, it moved to Route 11 on the outskirts of town and became an 18 hole golf course known as the Augusta Country Club. In 1928, the name was changed to Ingleside. Then, in 1966 a group of members formed the Country Club of Staunton. Plans for The Club were first presented at a meeting held at Smiths Transfer Corporation Board Room in August of 1965 with 22 men present. The group decided to put up \$100 each to have several proposed sites checked by 3 qualified Golf Course Architects. Based on the results of this study, the group commissioned David F. Gordon to prepare a course layout. A Steering Committee consisting of Messers, R.R. Smith, P.W. Moore, Frank Summers, Jr., T.R. Nelson, M.O. Wiggins, Braxton Green, M.A. Peeler, and J.W. Callison was formed to plan and promote a complete Country Club facility consisting of an 18 hole Golf Course, all purpose clubhouse, junior Olympic size swimming pool, and tennis courts.

On several occasions, prospective members were invited to see the planned layout and hear the club's program explained. Stock was sold and when the membership reached 100, the Steering Committee was authorized to take an option on 192 acres that was made up of portions of farms owned by Richard Tyers, Hubert Echols, and Waller Callison.

The club was chartered in July of 1966, and shortly thereafter, major contracts were signed with F.M. Moyer & Company to construct the Golf Course and J.B. Wine & Son to construct the club house which was designed by the Architectural Firm of Grigg, Wood & Browne. The Golf Course was completed and opened for play in April of 1968 and the Club House was finished shortly thereafter.

A hundred years after its original founding, The Board unanimously voted that as of January 1, 2010 the Club would be known as the Club at Ironwood. Today, the Club at Ironwood is a friendly, family-oriented golf, social - dining, and recreational club with affordable membership rates and an inclusive, welcoming atmosphere.

## **MEMBERSHIP CATEGORIES AND APPLICATION PROCEDURE**

### **CATEGORIES**

Full Family  
Individual  
Week Day Golf  
Jr. Executive (<40)  
Non-Resident  
Youth (<18)  
Corporate  
Social

### **PROCEDURE**

All applications for membership shall be made on forms prescribed and furnished by the Business Office. First month's dues are due at the time of application. An active credit card is required to be on file. Each application shall be approved by the General Manager or Board of Directors.

## MEMBER ACCOUNTS

Basic time deadlines concerning billing and payment of accounts are:

First Week of Month: Statements Distributed to Members  
12th of Each Month: Check or Cash Due  
13th of Each Month: CC on file charged for balance of member account

Monthly statements are scheduled to be distributed the first week of each month. Statements should reflect the previous month's charges, new month's dues. Check or Cash payment is due by the 12<sup>th</sup> of each month. The credit card on file will be charged the full balance due on the 13<sup>th</sup> of that month. All credit card transactions will incur a 3% processing fee.

The business office works diligently to insure billing is correct but mistakes may occur. It is the member's responsibility to ensure billing is correct and to notify the office if any discrepancies are found or invoices/statements are not being received. The member is responsible for payment of all dues, services, fees and accrued charges for which they have registered for or incurred regardless of any mistake made during the billing process or not receiving an official statement.

In compliance with Club by-laws, any past due amounts are subject to a \$25.00 late fee. Should a credit card be declined the member will be notified. Payment of that month's dues is still expected to be received by the 20<sup>th</sup> of that month. If the member accrues any 30 day past due balance the member will be notified by the business office by phone and email. If the member accrues any 60 day past due balance the member is subject to having their membership privileges suspended. The General Manager will notify Club departments of the suspension and that no further services will be provided to the suspended member and account dependents. Payment must be made within 30 days of suspension; failure to do so will result in termination of membership and the General Manager may take appropriate legal action to collect all monies due. The General Manager will notify the member in writing of any termination. If full payment is received within 30 days, membership will be reinstated.

A new member who applies for membership and whose application is approved by the GM or Board agrees to remain a member for a period of not less than 12 months. After the initial 12 month period has ended; membership continues until the member completes a resignation request form available in the business office.

If a leave of absence is granted by the Board, Members may not use the club facilities or participate in club sponsored events while on leave of absence.



A medical leave of absence may be granted by the GM or The Board. The leave of absence will hold the member's position in the club for up to three months w/o incurring any monthly charges. A medical leave of absence may be used once per year. An extension may be considered but must be approved by the Board of Directors.

### **Assessments**

If, at the end of the fiscal year of the Corporation, a net operating loss exists or if the Club has borrowed money to cover negative cash flow, the Board of Directors may assess a special fee against each member in such fashion as to raise sufficient funds to pay such deficits in the operation of the Club. "Net loss" as used herein shall be determined based on financial statements prepared at the end of the fiscal year and adjusted for financing activities affecting current year cash flow. The Board of Directors may assess each Member for capital expenditures it feels necessary for the future livelihood of the Club.

"Membership", as used herein, means the person owning a particular membership (regardless of the number of shares, if any, of the Corporation, held by such member) during the fiscal year in which net loss was incurred. Any assessment imposed shall be pro-rated according to the number of months a particular membership existed during the fiscal year in which the loss occurred.

If payment of such assessment is not made within ninety (90) days of the billing date, said assessment should incur interest thereon at the rate of 1.5% per month.

## **MEMBERSHIP STATUS CHANGES**

### **DOWNGRADE**

A member may downgrade to a qualifying membership category by advising the General Manager in writing. Members are not permitted to downgrade and then upgrade within a year. All requests to downgrade must be approved by the General Manager. The 30 day notice must be given on the last day of the current billing month effective the last day of the following month, i.e.: Notice on December 31<sup>st</sup> is effective on January 31<sup>st</sup>. No partial month notice is allowed.

### **UPGRADE**

A member may upgrade at any time by paying the difference between the types of membership upgrade.

### **REINSTATEMENTS**

Persons who have previously been members of the Club, who resigned in good standing and have been out of membership status for a minimum of one year, may rejoin. Upon rejoining, a person must pay all assessments; if any levied during the past year for the time he/she is in non-member status. All prevailing federal and state taxes, if any, shall be in addition to all dues and initiation fees. Person may be allowed to rejoin prior to sitting out one full year if payment of all missed dues and assessments is made in full.

### **RESIGNATIONS**

Persons resigning must give the Club a 30 day notice in writing. The last day of the current billing month. I.e.: Notice given on December 31<sup>st</sup> is effective on January 31<sup>st</sup>. No partial month notice is allowed. Final billing will include all applicable dues, services, fees, assessments and accrued charges up to the member's final date of membership as determined by the 30 days after resignation date. Upon resignation, members must sit out for one year before rejoining the Club unless granted a waiver to this rule by the GM or Board.

## **GENERAL REGULATIONS AND POLICIES**

The following persons shall have Club privileges:

### **Full Family Membership**

Includes unlimited use of all Club facilities and access to all social events for the member and their immediate family\*

### **Individual**

Includes unlimited use of all Club facilities and access to all social events for the member only. Guest fees will apply to anyone accompanying an individual member.

### **Weekday Golf**

Includes unlimited use of the Golf Course Monday – Friday and all club facilities and access to all social events for Monday-Sunday. The member may play on the weekends by paying the Guest of a Member rates or in weekend tournaments by paying applicable entry fees.

### **Jr. Executive**

To qualify the member must be under 40 years of age. Includes unlimited use of all Club facilities and access to all social events for the member and their immediate family. A Jr. Executive member will be upgraded to the appropriate membership category on their 40th birthday.

### **Social Membership**

Includes unlimited use of dining facilities, pool, tennis and access to all social events for member and their immediate family\*

\* Immediate family is defined as 2 adults in the household and all dependent children under age 25

Guests and relatives, other than immediate family of full family members, must be accompanied by the member at all times, unless the General Manager grants permission in advance. Out of town visiting grandchildren of full family and social members may use the pool and tennis courts at no charge. All charges incurred by guests will be billed to the Member's account.

Members will be held responsible for any damage to the Club property caused by the member, their family or guests.

Boisterous or unseemly conduct or language in or about the Club premises is prohibited. Any member so offending is liable to reprimand, suspension or expulsion by action of the Board of Directors.

The Club will not be responsible for personal property of members or guests.

Mobile phones are required to have the ringer volume off while on Club property. Phone conversations are restricted to the lounge area while in the upstairs clubhouse. Common courtesy should be used while using cellular phones, otherwise you may be asked to turn off your phone.

In compliance with Health Department laws no animals are allowed in the clubhouse. Dogs should be leashed while on club property.

The management at all times will be responsible for the orderly operation of the clubhouse and has authority to enforce the house rules.

All fees for members and guests shall be fixed by the Board of Directors and published by the Club.

Children are welcome at the Club. For the safety of your children and to protect the rights of members to enjoy the Club facilities, we request that children, under the age of 13, be accompanied by a parent or guardian at all times and that this person will be responsible for their safety and behavior.

Due to the limited number of parking spaces, members using the swim & tennis area are requested to park in the lower level parking area.

## DISCIPLINARY ACTION

The Board of Directors may, by affirmative vote of at least two-thirds of its Board members, at any regular or specially called Board meeting, and upon five days' notice to any Club member whose membership shall be so affected, can suspend all or any portion of such member's privileges for a period not to exceed ninety days, or expel such Club member, in either case, upon finding that the Club member violated the by-laws of the Club or any rule, regulation or procedure duly adopted by the Board of Directors, or upon finding the Club member engaged in conduct which tends to disrupt the good order of the Club or is detrimental to the welfare, character, reputation or safety of the Club, members and/or guests. Any person whose membership privileges the Board of Directors have considered for suspension under this section, shall have the right to appear at any Board meeting at which suspension of his privileges shall be considered, except as otherwise provided in the following paragraph.

Notwithstanding any other provision of this article, the Board of Directors may, by affirmative vote of at least two-thirds of the Board members, without prior notice to such Club member and without notice of any meeting called to consider and vote upon suspension, immediately suspend all or any portion of such Club member's privileges should the Board determine that the detriment or danger to such member or his family, or to the property of the Club or to the staff, members or guests of the Club is sufficient to warrant placing such suspension into effect without delay. Should the Board of Directors make the determination permitted by the preceding sentence, they may authorize and delegate the Business Manager or President (or in the absence of the President, the Vice-President or the Secretary) to carry out such action in their name as fully as if they did so themselves. Any such immediate suspension shall expire thirty days after implemented unless extended or made permanent by the notice and vote by meeting described above.

The Board of Directors shall have the right at any time to propose and adopt additional rules, regulations and procedures to implement the disciplinary actions and powers set forth above. Any such rule, regulation or procedure shall take effect immediately upon adoption unless otherwise stated.

Any Club member, whose membership privileges have been suspended in whole or in part, shall nevertheless be obligated to pay all dues and/or fees that become due during the period of suspension.

## GOLF RULES AND EXPECTATIONS

By approval of the Board of Directors, the following general rules are adopted.

Club staff under the direction of the General Manager will interpret and enforce the same.

The Rules of Golf, as established by the United States Golf Association (USGA) and as augmented by the following regulations and local rules, shall govern all play on the Golf Course and use of the practice facilities.

It is important that all persons playing golf become familiar with the Rules of Golf prescribed by the USGA. Clearly, the purpose of the foregoing is to promote and maintain a positive environment, which promotes the golfing experience.

### General Rules

All golfers must register with the Professional Shop before using the Golf Practice Facility or starting play. This requirement is designed to record the amount of play, to assure registration of all player, and guarantee expeditious communication of emergency messages.

The **Member** golfer is responsible for the conduct of the Member's family and guests. Golfing privileges of the Member's family derive from, and will be consistent with, the Member's classification. The Professional Staff will be responsible for the conduct of public play.

Personal coolers are prohibited at The Club at Ironwood. In the event that a personal cooler is found in your possession you will be asked to either put it in your vehicle or we will hold the cooler in the golf shop until the completion of your round. Coolers are provided upon request in the golf shop and on each golf cart, which you are encouraged to use to store purchased items from our on-site restaurant and/or Pro shop.

Per Virginia ABC laws, ALL alcohol beverages must be purchased through the golf course. This policy will be enforced and failing to abide by the policy may result in asking you to leave.

The use of cellular phones and other electronic communication devices may be a violation of the "Consideration for Other Players" provision under Behavior on the Course in Section I, Etiquette of the USGA Rules. This also applies to Golf Practice Facilities. Accordingly, at all times on the golf course and GPF these devices must be either turned off or set on vibrate. Players should restrict the use of such devices to an emergency or family emergency, and their use should not disturb or be within earshot of other players. Regular business and general communications are not emergency situations.

All play will begin from the number one tee, however, the Golf Professional and Staff may authorize play from another tee when such play does not interfere with players already on the course.

Golfers who interrupt their play after nine holes will lose their position on the resumption of play. Except for scheduled cross-over play, players who begin at the tenth tee have no priority for play of the first nine.

No more than four players may play together at any time. The Golf Professional or Staff, at its discretion, may allow more than four players in a group.

Lockers and locker rooms may not be used to store sets of golf clubs.

Golf balls made available by the Golf Professional Shop for the Golf Practice Facility and all other practice areas are to be used exclusively in those areas and may not be removed. Violation of this provision will result in sanctions against playing privileges and additional billing to the Member.

In the event of the interruption of normal golf play at Ironwood, reciprocal play will be granted for only the following reasons: construction on the golf course, outside events, and large Club events. Starting times can be arranged at another course only through the Golf Professional Shop. The starting times will be made for Members of Ironwood only. Requests for starting times must be made to the Golf Professional Shop at least 48 hours prior to the requested date for play. These starting times will be made exclusively by the Golf Professional and Golf Professional Staff and confirmation of times must be made through them. In the event the Professional Staff accommodates a Member's request for a tee time at another club, it is the Member's obligation to contact the Professional Staff to cancel a reciprocal tee time made for the Member's benefit, should the need to cancel arise. Any failure to show up for a tee time or to cancel a tee time in advance reflects poorly on Ironwood and could accordingly result in the suspension of the Member's privilege for reciprocal play.

Permissible attire on the golf course and all practice areas includes golf slacks, or Bermuda style shorts and a collared shirt or mock turtleneck for adult and youth males, and comparable attire for adult and youth females. The following clothing does NOT fall within acceptable attire; denim of any kind, tank tops, fishnet shirts, strapless tops, flip flops, athletic shorts, over baggy safari style shorts, and sweat suits. A neat appearance and proper footwear should be maintained at all times including shirts and tops being properly secured in slacks, etc.

Each golfer must play from his or her own set of clubs.

Strict adherence to etiquette is mandatory at all times. Etiquette includes Behavior on the Course, Consideration for Other Players, Priority on the Course and Care of the Course. Violators may have playing privileges restricted by the General Manager.

### **Slow Play**

In the interest of all, players should play without delay. Be particularly aware of your own pace and always be in preparation for your shot while others in your group are playing. When the play of a hole has been completed, players should immediately leave the putting green. If a group fails to keep its place on the course and loses more than one clear hole of the players in front it should invite the group following to pass.

### **Divots, Ball Marks, and Bunkers**

All golfers should work very hard to protect their course. Ball marks should be repaired each and every time. All divots taken out of the fairways should be filled with sand, supplied on each golf cart. Sand traps should be raked after use and the rake should be left just inside the bunker.

### **Safety and Consideration for Other Players**

Prior to playing a stroke or making a practice swing, the player should ensure that no one is standing close by or in a position to be hit by the club, the ball, or any stones, pebbles, twigs, or the like that may be moved by the stroke or swing. No player should play until the players in front are out of range. Loud profanity and throwing of clubs is strictly prohibited.



## **Golf Carts**

The following cart rules have been adopted to enhance the enjoyment of the Club by all members and guests and protect the carts and course from any unnecessary damage. Pro Shop Staff has exclusive authority to enforce these rules and hold those breaking these rules accountable including loss of playing privileges for the remainder of that round or an extended period if so determined by the General Manager.

Each player is required to pay the applicable cart fee unless they are on an active cart plan or have a valid cart card. Private carts are subject to trail fees and riders in a private cart are still subject to applicable cart fees unless they are on an active cart plan or have a valid cart card.

The driver must be a licensed driver and accept financial and legal responsibility and liability for any personal and/or property damages caused by their actions.

The driver must adhere to all posted cart traffic signage displayed on the golf course.

The 90 degree rule is in effect unless otherwise posted in the pro shop or on the first tee

Carts are always path only on Par 3s unless otherwise designated

Carts are never allowed in wooded areas, on tees, green surrounds, putting greens or bunker slopes  
Ropes and Barricades should never be removed or driven over.

In compliance with state ABC laws, no outside alcohol is allowed on premises

### **The following rules must be followed by carts displaying handicap flags without exception.**

The club will require a medical document from a currently treating medical provider on their letterhead which states the individual has either a stamina or mobility impairment that substantially limits walking on the golf course.

No person will be given a handicap flag even meeting the above criteria if the superintendent has determined the golf course is "cart path only" for all golfers due to weather-related conditions.

Handicap flags can be requested from the pro shop and are reserved for those with a disability that makes walking to their ball a hardship.

Use the 90 degree rule whenever possible

Driving on the fairway of Par 3s is permitted unless the fairway is roped or staked off, the hole is marked Cart Path Only or the entire course is marked Cart Path Only

Park carts on the path when possible near the green. Carts should never be closer than 20 feet from the green if not on the path. Carts are never allowed on tees, green surrounds, putting greens or bunker slopes. Obey all other golf cart operation rules indicated in the above general rules and all course directional signs.

## **USGA HANDICAPS**

Handicaps: Handicaps are administered through the Virginia Handicap Program sponsored by the VSGA and the Middle-Atlantic PGA. An annual fee is charged for the use of the handicap system. Official Handicaps may be required for participation in club sponsored golf tournaments.

## **FOOD & BEVERAGE/CLUBHOUSE GUIDELINES**

To ensure adequate staffing and preparation of food, reservations are requested. Priority will be given to those with reservations.

The General Manager sets banquet room fees, bar fees, and corkage fees for private parties. Food and beverage may not be brought on Club premises from outside sources without permission from the General Manager.

Well-kept denim and hats are allowed in the 19<sup>th</sup> hole/Club Room only. Certain events may require a specific dress code that would be established by the host and advertised prior to the event.

Covered swimwear is allowed in the Clubhouse for food pick up.

Shoes must be worn inside at all times.

The General Manager or 19<sup>th</sup> Hole Staff may refuse to seat anyone for dinner that he/she feels is not properly dressed for the occasion and that may cause other members to be uncomfortable.

## **19<sup>th</sup> HOLE AND CABANA GUIDELINES**

No one shall be allowed behind the bar without authorization from the General Manager.

Alcoholic Beverage Commission Rules – the sale and consumption of alcoholic beverages will be made in strict compliance with current rules and regulations of the Virginia Alcoholic Beverage Control Commission. The Board of Directors bestows authorization for any Club employee to refuse service of an alcoholic beverage to any member or guests who have consumed excess amounts of alcohol that may harm them, other guests, property, or may disrupt the ambiance of their surroundings.

## PRIVATE PARTIES

The Club is happy to accommodate members for private functions. Members may host private parties when arranged far enough in advance so as not to inconvenience members. Minimums and or Venue Fees may be required.

Private parties may be held at the Club and must be coordinated with all appropriate Club personnel including the 19<sup>th</sup> Hole Staff. Anytime the clubhouse will be closed to members for a private party, an advance notice will be sent by email and posted in the 19<sup>th</sup> Hole.

The entire upper level of the clubhouse will hold approximately 220 people total.

Main Dining Room	60-65
Porch and Lounge	60-70
Porch	25
Lounge	25-45
Magnolia Room	12-14

## **TENNIS and PICKLEBALL RULES AND REGULATIONS**

All members of the Club who hold a membership may have use of the tennis and pickleball facilities.

The tennis and pickleball courts are open to play during daylight hours with priority given to scheduled activities.

Players are limited to play for 1 hour for singles and 1-1/2 hours for doubles when other members are waiting to play.

All players, including children, should wear proper attire on the courts at all times. Proper attire does not include bathing suits, jeans, cutoffs or street clothes. Shirts must be worn at all times.

Only tennis shoes shall be worn on the courts. No soft sole or rubber sole street shoes may be worn and there should be no playing in bare feet.

No food should be allowed inside the fences in the court area. Only water in plastic bottles or a water bottle is allowed.

Nothing should be taken into the court area except rackets, balls, and towels. Please dispose of any trash prior to leaving the court.

No chairs, furniture or other metal objects are allowed inside the court's fenced area, except as provided by the Club.

No children under the age of 10 may use the courts without a parent present.

## **POOL POLICIES**

The following rules have been established for the benefit and protection of all users of The Club at Ironwood Pool to assure the safe operation of the pool facilities and to provide enjoyable recreation for all users. Members and guests who repeatedly violate the pool rules are subject to the revocation of swimming privileges.

### **Management**

The Pool Manager and Lifeguards are responsible for the operation of the pool area. Their instructions must be followed at all times.

The pool may be closed, when deemed necessary, for the health, welfare or safety of the members and guests.

If you have a problem while at the pool, you are requested to bring the matter to the pool manager's attention. If satisfactory results are not achieved, please contact the General Manager.

### **Registration Policy**

When entering the pool all members and guests must check in.

### **Guest Policy**

Guests will be required to pay a \$5.00 fee per individual.

Grandchildren and relatives of members under the age of 14, and under the direct supervision of the member are not required to pay a guest fee.

Individuals hired by members to supervise their children at the pool in the parents' absence must be noted on the member's information page. These individuals will not be required to pay a fee for their pool use.

## Children

All members and guests under the age of 14 years must be accompanied by a parent or responsible person at least 18 years of age. **Members who bring their children are responsible for them, as well as any guests that are under the age of 14.** The Club will not be responsible for children left unsupervised. Please understand that lifeguards are there for your safety. **We ask that parents help the lifeguards to enforce pool rules by carefully monitoring and disciplining their own children.** If any child's behavior repeatedly distracts a lifeguard from their duty disciplinary action may be taken.

## Discipline Policy

At the discretion of the pool staff, penalties may be imposed on anyone judged to be engaging in horseplay, rough housing, running or any other disruption or undesirable behavior. When the occasion warrants, disciplinary action may be taken.

Private functions held after normal hours must be booked in advance with the Club. No private, planned activities may be held during operating hours without permission of the General Manager.

## Food and Beverage

OUTSIDE FOOD AND BEVERAGE ARE PROHIBITED AT ALL TIMES

The Cabana will serve light meals, snacks and beverages from 12-6 daily.

Ironwood members may pay by cash, credit or charge their club account. All others must pay by cash or credit card.

**Children 12 and under must be accompanied by an adult when placing food orders.**

Always remember to sign for any and all food and beverage charges.

## **PHOTOGRAPHY RELEASE AND UNDERSTANDING**

All visitors to The Club at Ironwood consent (and authorize The Club at Ironwood their respective owners, directors, partners, offices, operators, employees and other agents) to copyright, use and publish any images in any format taken while utilizing club facilities or attending club events. Visitors understand these images may be used for a variety of purposes and may appear on the Club website, in the Club newsletter, in promotional materials or any other media not known or to be developed. Visitors also understand that The Club at Ironwood or any entity authorized by Ironwood will use the images exclusively for Club-related purposes and not for any other commercial gain. Because anyone can download an image from the internet or make copies from printed materials, visitors also agree that The Club at Ironwood is not responsible for unauthorized use of the images, and are aware that they are not entitled to any compensation and that the images may appear with or without their name.



## **OMISSIONS NOTICE**

This is not intended to cover every scenario or circumstance that may come up during the course of membership. Policies, procedures, fees, services, etc. are subject to change based on a number of factors. Situations may arise that are not expressly noted in this manual or may be so unique that a decision has to be made in the moment by the General Manager or staff. In that case the decision of the staff member or GM is final until a more formal policy is approved by the Board.

This document is designed to establish basic rules and expectations for membership. This document does not replace or override club by-laws which are also available on the web site and cover club governance.