Heritage Palms Golf & Country Club, Inc.

Rules and Regulations

Revised January 16, 2023

HERITAGE PALMS GOLF & COUNTRY CLUB, INC.
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I. FORWARD

The following Rules and Regulations have been adopted and will be administered by the Heritage Palms Golf & Country Club, Inc. through its Board of Directors as provided in Section 3.1 of the Master Declarations of the Association, as amended from time to time. It is the intent of the officers and directors to administer these Rules and Regulations so that everyone will obtain maximum use and enjoyment of the facilities of Heritage Palms Golf & Country Club. Enforcement of these rules will primarily be the responsibility of the staff to assure members of all the courtesies, comforts, and services to which members are entitled. It is the duty of those using the facilities to know the Rules and Regulations of the Association and to cooperate with the officers, directors, and staff in the enforcement thereof.

The Rules and Regulations of the Association are designed to protect the rights and privileges of the members of the Club, their families and guests, and to protect Club property. The Rules and Regulations have been formulated to acquaint the members of the Club with the services available to them and the proper use of these facilities.

Members, transfer members and guests are to be respectful of Club employees and are not permitted to reprimand Club employees or in any way interfere with the management of the Club. Complaints regarding specific employees should be made in writing addressed to the General Manager, or to the President of the Club if the complaint is in respect to the General Manager. The Club has a Zero Tolerance Policy for verbal abuse or disorderly conduct at the Club. No comments, questions regarding personnel payroll are appropriate. Please see the Club's Member Conduct Rule in section VII a. of this document.

Membership Policy for Members and Transfer Members

a)Member Policy

1.Club Membership is for one and not more than two adult Owner(s) of such Living Unit, or (ii) one adult who is the spouse/significant other of, or one adult who customarily resides in and shares a common household. Both of whom must be listed on the property deed.

2. Any property Deed that lists multiple owners (other than two spouses), LLC, Corporations or a Trust, will be required to complete and sign a Designation Form, permanently designating one and not more than two adult Owner(s) to the membership. Children aged 18 through 21 may also be listed on their parent's membership until their 22nd birthday, upon which their membership will expire.

3. Upon check in, new owners receive a new owner packet with Club By-Laws and Rules and Regulations membership cards and be instructed to go to the Guardhouse to obtain a sticker bar code for their vehicles.

4. Members are welcome to have guests. They must be called in to the Gatehouse in advance of their arrival. Guests may only use Club amenities while accompanied by the member. Amenities include golf, tennis, pickleball, bocce ball, all pools and spas, restaurants and tiki bar, fitness, etc.

5. Memberships and member numbers and membership cards are for the members only and are not to be shared with other family members, friends, or guests.

b)Transfer of Membership Policy

1.Members may transfer their membership to renters, extended family, or guests. Their membership will be suspended for the duration of their renter's stay. In no event, in respect to any one Living Unit, shall the number of adults constituting any Transfer Family be more than two. The minimum stay is 28 consecutive days, and renewable at 1 year. The fee is currently $500 and is non-transferrable. Subletting is not permitted. The transfer member may also purchase a scan pass for their vehicle(s) for $15 per vehicle.

2. The owner/rental agent must complete an HP Transfer of Membership form and submit it to the HP administration office prior to the renter's arrival, along with a copy of the lease agreement for processing.

3. Upon check in at the administration office, transfer members will receive their member packet and membership cards with their own member number. They will be billed for their amenity usage monthly.

4.The owner's membership will be reinstated upon the expiration of the renter's membership transfer.

5. Effective January 1, 2019, Heritage Palms will not accept credit card payments at the time of sale. Transfer Members will be required to provide both their banking information for monthly ACH payments AND valid credit card information (for security/backup). Without this information, Transfer Members will have no charging privileges, nor will they be able to make any purchases at Heritage Palms during the time of their stay. If the transfer of membership is for 6 months or longer, the Transfer Member will have the option to pay monthly by ACH, check or Plastiq. Canadian renters are required to have a credit card on file if they don't use ACH or have a US bank account. Payment for the current statement must be received by the 15th of the month, otherwise, the credit card on file will be charged. Cash is not accepted at Heritage Palms.

6. Transfer members are prohibited from using the owner's membership and member number at any time.

7. Rentals are between owner/rental agent and renter. The administration office does not have a sales and rental office onsite.

c)Membership Policy for Members and Transfer Members

1.The Administrative Office is responsible for the Transfer of Membership only. Anything pertaining to the rental unit or surrounding common area (i.e., any lost keys, water problems, plumbing issues) must be directed to the Homeowners or your Rental Agent. Failure to comply with the said Rules and Regulations may result in loss of membership privileges for both the Owner and the Transfer Member.

2. Pets of lessees are not allowed except in Single Family Homes with the express permission of the subject owner or Villas with the express written permission of the Subject Owners and if not in violation of any applicable neighborhood covenant. (Refer to Heritage Palms pet policy)

ARCHITECTURAL REVIEW COMMITTEE (ARC)

1.Written approval from the ARC must be obtained for any work done to the exterior of a Living Unit – terraces, verandas, villas and single family homes. This includes but is not limited to all exterior painting; driveway/walkway surfacing or painting; new or replacement: roofs, gutters, windows and doors, lanai cages, hurricane shutters, acrylic sliders, window solar film, garage doors, pavers.

2.See Section 6 of the Amended and Restated Declaration of Covenants and Restrictions for Heritage Palms Golf and Country Club and Heritage Palms Golf and Country Club Architectural Review Committee Amended Guidelines for all ARC Applications. This includes any work/project that is visible from the outside of the living unit, front, side or back - anything that affects the exterior of the premise, must be approved by ARC.

3.The Architectural Review Committee for the Heritage Palms Master Association will meet once a month.

II COMMON AREAS

a) General

1. The speed limit in the community is 25 mph (except on McArthur Palm-Butterfly Palm and Bismark Palm, where the speed limit is 15 mph). All members, their guests and any outside vendors must abide by this rule for the safety of everyone. There are speed minders throughout the community serving as reminders of the speed limit. The Fort Myers Police Department patrols the community and will issue tickets to offenders.

2. No motorized vehicle (including any automobile, truck, etc.) shall be operated on the roadways in the community with the exception of electric bicycles or scooters.

3. A homeowner has the responsibility to notify the Gatehouse Security Staff of a delivery to their home. The staff is instructed to attempt to contact the homeowner via telephone or text upon arrival of the delivery vehicle. If no contact is made access will be denied into the community. Resident guest lists will be purged every year on June 1st.

4. No signs, banners, billboards or advertisements of any kind shall be erected anywhere within the Community including on windows, on or in motor vehicles and golf course bathrooms.

5.Yard sales, garage sales, and similar activities are prohibited.

6. The cost of replacing any property of the Club, broken, damaged or removed by an Owner, transfer member, guest or any member of their families shall be charged to the Owner.

b)Vehicle Barcode Decals – Revised January 18, 2021

1. Vehicle Barcode Decals will be provided to Family Members (defined as a biological and/or adopted son, daughter & grandchildren) as long as the address on the Driver's License of the Family Member is the same as the Owner and that person is living at that address. The barcode allows access to Six Mile Cypress (main gate), Winkler Gate, and Penzance Gate.

- New Residents: Barcode Decals are provided to new residents complimentary.

- New Vehicles: Decals for new vehicles may be purchased by residents for a $15 fee.

- Transfer Member Vehicles: Transfer members may obtain a temporary barcode decal during their stay for a fee of $15. The barcode decal will expire on the departure date on their application. Or if they have one from a previous stay, a fee of $10 will be charged to reactivate it.

a) Admittance Procedure for the Main Entrance

1. In order to gain access into the community, a driver's license must be shown by visitors, vendors, and first-time transfer members. In addition, if the security staff does not recognize a member going through the visitor lane, a driver's license will be requested. Anyone who cannot produce a driver's license will be denied access to the community.

2. A daily pass is given to a person or vendor for which a member has called the gatehouse and placed the visitor's name on the visitor log for the day.

3. The following people/service providers will be required to produce a driver's license to gain entrance to the community:

- Vendors (pool cleaners, maid services, home watch personnel, etc.)
- Delivery personnel (furniture, flowers, etc.)
- Vehicle drivers for guests, reciprocal members playing golf, tennis, or dining at the Club.
- Individual visitors. If a resident/transfer member has not notified the gatehouse of a guest's arrival, the security staff will attempt to call the resident for permission to admit the visitor. If there is no response from the resident/transfer member via a telephone call, then there will be no admittance to the community for the visitor.
- Residents/Transfer members who arrive in a rental/loaner vehicle, limousine/taxi service or residents who attempt to enter through the visitor lane.
- Real Estate agents, prospective buyers, and individuals dining at the Club will be required to have their entry recorded on a log maintained by the security staff.

4. There are situations that are routine or where requesting a driver's license would result in a significant delay to enter the community, such as a large formal dinner function or event when everyone arrives at the same time. For these situations, the security staff will ask the driver the purpose of entering the community, issue a pass and give directions to the Clubhouse.

A) Parking

1 No motor vehicle shall be parked anywhere other than on paved areas designated for parking or in garages. The Club has the authority to tow any vehicle parked or located in the community in violation of the governing documents, rules or Club parking signage.

2.Unregistered or abandoned vehicles are not permitted to be parked in driveways or any common area of the community.

3. Parking under the Clubhouse porte-cochere is prohibited. This area is for drop-off and pick-up only, not to exceed a 10-minute duration. Unattended vehicles parked in this area may be towed at the owner's expense.

4. No vehicle of any type may be parked in any part of the common area in excess of (3) hours, except for a member while playing tennis, golf, or dining at the Clubhouse.

5. No boat, trailer of any kind, camper, mobile home, motor home, bus, truck camper, or disabled, inoperative or unlicensed motor vehicle of any kind may be parked or kept in the community unless it is fully enclosed inside an enclosed structure (not a carport). Such vehicles are permitted to be parked in the community for loading or unloading purposes only, and not for more than 12 hours.

a) Operation of Golf Carts

1. Only personal golf carts equipped with headlights and taillights are permitted to operate within the community. Golf cart operators are to obey posted traffic signage. Owners of golf carts must register and have a signed Indemnity Agreement on file with the Gatehouse. The assigned registration number must be displayed on the golf cart. Owners must refrain from allowing children under the age of 14 to drive golf carts. *2023 Florida Statute 316.212 (7)(a) regarding age requirements to operate a golf cart on public roads or streets. The golf cart operator must possess a valid learner's driver license or valid driver license or be 18 years of age and possess a valid form of government issued identification.*

2.The owner of the golf cart is always solely responsible for the operation of the cart and any damage or injury to persons resulting from such operations. Transfer members are not permitted to operate a private cart in the community.

3. Club owned golf carts are not permitted to be driven on community roads, except for member golf events or as otherwise indicated.

4. During season (January through March) while playing golf or tennis, personal golf carts should be parked in the designated parking spots that are located near the driving range and tennis courts. If those parking spots are full, parking of personal golf carts in the main parking lot is allowed. There are also six designated golf cart parking spots that should be used at the Lodge.

5. When parking your personal golf cart, you must only use designated automobile or golf cart parking spots. For example, never park your personal golf cart on the cart path outside the Grill Room's Covered Patio Area or near the four bollards located in the Activity Center Parking Lot.

a) Walking, Bikes, and Skateboards

1. Walking, biking, jogging and dog walking is prohibited on cart paths, the golf course, and inside pool areas. For safety reasons and walking on the roadways is prohibited, according to Florida Law, and sidewalks must always be used where available. The Heritage Palms Community Association is not responsible for damages or injuries caused by errant golf balls.

a) Pets

1. All pets must be kept on a leash when not in the Owner's residence. Owners must pick up all pet debris and dispose of it properly. Pet walking is prohibited on cart paths, the golf course, and inside pool areas. Pets are not permitted in The Clubhouse, The Lodge, Tiki Bar, cabana, golf and tennis Pro Shops, Activity Center, the 9 Heritage Palms operated pool areas, or on or around the tennis, pickle ball or bocce ball courts, golf course, practice tee, practice green, or playground.

2. The ability to keep a pet in Heritage Palms, is a privilege, not a right. In the opinion of the Board of Directors, if any pet becomes the source of annoyance, danger, threat of danger, or harm to others, or the Owner of the pet that fails to comply with the provisions of this paragraph and
the Governing Documents and Rules, the Owner, upon written notice, is required to remove the pet from the Community. Pets may not be left unattended or leashed in yards or garages or on porches or lanais. No more than two pets are allowed per residence.

3. Pets of transfer members are **NOT** allowed except (i) in Single Family Homes with the express written permission of the Owner or (ii) in Villas with the express permission of the Owner and if not in violation of any applicable Neighborhood Covenant.

Service Dogs:

1.Service Dogs specifically trained to aid a person with a disability are allowed in any areas open to the public.

Emotional / Therapy / Comfort Dogs:

1.Emotional / therapy / comfort dogs are NOT the same as a Service Dog. The **ADA** does **NOT** recognize dogs who solely provide emotional, therapy or comfort support as a service dog.

Service Dog Guideline/Restrictions:

- Service dogs are not allowed on club chairs or furniture.
- The ADA gives a person with a disability the right to be accompanied by his or her Service Dog to eating areas, the dog must sit under the table but the dog is not allowed to be fed at the table.
- The service dog must be under the control of its handler with a harness, leash, or other tether.
- Service dogs are not permitted in the water of any of the 9 Heritage Palms controlled swimming pools.
- The Club may remove any service dog from the premises if the dog is out of control or the dog's handler does not take effective action to control it, the dog is not housebroken, or the dogs' behavior poses a direct threat to the health and safety of others.

Failure to comply with the above guidelines could lose their service dog status at Heritage Palm.

Fishing

1.Fishing is not permitted on the golf course.

Wildlife Awareness

1. The state of Florida is home to many different species of various kinds of harmful animals such as alligators, black bears, snakes, turtles, and panthers. The Heritage Palms Community Association is not responsible for any death, injuries, or illnesses of any nature, resulting from encounters with wildlife.

Solicitations/Petitions

1. Subscriptions, petitions or notices not concerning Club affairs shall not be distributed or posted on Club property except as expressly permitted in writing by the Club's General Manager.

2. Member's personal contact information provided on the Club's website and printed Directory may not be used for business or personal solicitation nor for sending communications to members for promotion of personal agendas, causes, or business matters.

Lost and Found

1.Found sports-related equipment should be turned into the golf or tennis pro shop. All other articles found anywhere on the property should be turned into the Administrative Office, where they will be stored for 60 days. If items are unclaimed after 60 days, they will be donated to a charity.

Personal Property

1.Personal property should not be left unattended on Club property. The Club is not responsible for lost or stolen property. The Club staff is not authorized to accept, be responsible for, or hold personal property such as vehicles, residential keys, delivery packages, golf clubs, etc.

a)**GOLF**

1.In setting these rules for use of the golf course, the management is in no way attempting to restrict the enjoyment obtained from playing our course. It is, however, necessary to follow certain procedures to ensure maximum enjoyment and safety for all golfers. It is hoped that pride in our Club, together with the thoughtfulness and consideration we afford our fellow golfers, will make enforcement of any rules unnecessary. Owners, transfer members, guests and other golfers must follow the duly established rules contained herein as well as of the directives of the General Manager and golf staff.

a)**Tee Time Policy**

1.Advanced tee time requests (advanced tee times are those requests made more than 4 to 7 days in advance) will be booked exclusively through the Chelsea Tee Time Reservation System

via telephone or the internet. NO ADVANCED TEE TIMES WILL BE GIVEN OUT IN PERSON. After the tee times have been assigned by the system, any remaining tee times will be available on a first come, first serve basis.

1.Owners and transfer members may request tee times from four (4) to seven (7) days in advance by using the Chelsea Tee Reservation System. Transfer members shall have membership numbers that are different from the Owners' numbers. The Owners' numbers will be inactive whenever they have transferred their privileges.

2.Tee time procedures are always governed by the Chelsea system.

3.Players should arrive at least 30 minutes prior to their tee time. Players should report to the starter at least 10 minutes prior to play and present a receipt, if applicable. Players must be ready to commence play at their tee time or when the starter calls them or lose their starting time. In the event of such a loss, the players may not play unless authorized by the Pro Shop.

4.No play is permitted after the Pro Shop closes without first receiving permission from the Pro Shop staff and paying the appropriate golf fee. This includes those walking the golf course. All member play after the closing of the Pro Shop must start on hole #1.

5.All tee times must be made by use of the member's own membership identification number. A member or transfer member may not use another member's identification number in lieu of his/her own.

6.The Chelsea system simply receives requests from owners and transfer members and makes tee time assignments giving priority to the lowest PLAYING AVERAGE. Please note, if you are requesting a tee time for one player to sixteen players, the Chelsea system calculates the average of all individual PLAYING AVERAGES in the group and assigns tee times based on that average.

7.The Club reserves the right to host non-member events in the off season.

8.Any misuse of the Chelsea system will subject the abuser to disciplinary action by the Board of Directors.

9. No Chelsea play points will be charged to members who participate in Men's Day (Thursday), Ladies' Day (Wednesday), or designated major golf tournaments.

10.No Chelsea play points will be charged to members for their accompanied guests play April 15th through December 31st.

11.No Chelsea points will be charged for tee times after 2:30 p.m.

12.In January, February, and March members can play 9 holes of golf on the back 9 of the Sabal course on Mondays, Tuesdays and Fridays. Tee times for such play begin at 7:30 a.m. and end at 8:45 a.m. No Chelsea points will be charged. Tee times for the back 9 of Sabal are booked ONLY through the Pro Shop, three days in advance at 3 p.m. or later.

13. January 1st through April 15th, Chelsea points are awarded at the placement of tee times, 3 days in advance. April 16th through December 31st Chelsea points are awarded day of play.

14. No more than four players per group are permitted.

b) Golf Operations

The following policies and rules are not meant to interfere with the enjoyment from playing our course; rather, the Golf Rules are intended to ensure maximum enjoyment and safety for all golfers.

1.Use of the golf course is controlled by the General Manager and the Board of Directors and is supervised by the Director of Golf.

2.Non-golfers are not permitted on the golf course at any time.

3.USGA Rules of Golf shall apply. Local rules are printed on the back of the scorecard. Temporary rules or special notices will be posted on the bulletin board located in the breezeway.

4.Cancellation of play due to course conditions will be determined by the Director of Golf and Director of Golf Course Operations.

5.Practice golf play shall be limited to the driving range, and practice putting greens. Practice is prohibited on the golf course greens, rough, bunkers, and fairways.

6.All players must have their own sets of clubs and must start on hole number #1 tee unless otherwise directed by the Pro Shop.

7.After finishing a hole, golfers must place the flag snugly in the hole and proceed to the next tee. Mark your scores at the next tee.

8.Certain days and times may be established for men's and ladies' days and special golf events. Transfer members may participate in any of these events, except for the Club Championship and the End of the Year Tent Party.

9.Errant Golf Balls: If an errant golf ball damages a dwelling unit, the player is encouraged to accept responsibility and to contact the Owner immediately. If the unit is unoccupied, please make note of the address and leave information with the Golf Professional or Shop Staff. Heritage Palms is not responsible for damages or injuries caused by errant golf balls. Neither

the Club nor its staff shall have any responsibility for damage to any private property caused by any golfer.

10.Ball hawking is strictly prohibited. Time is not to be taken probing for balls other than the one belonging to the player whose ball is being searched. If the player's ball is not readily found, and it is a reasonable assumption that the ball is lost in any penalty area or out of bounds, the player shall play the next stroke in accordance with the applicable USGA Rule. Any player found searching for balls other than those of players in his/her own group will be warned by the Player Assistant for slow play for the first offense. Any player guilty of repeated offenses will be advised by the Player Assistant of the offense and ultimately subject to action by the Board of Directors.

11.Range balls are not permitted on the golf course.

12.Feeding or harassing of wildlife is strictly prohibited. This may make them more aggressive and a danger to the community.

13.No coolers are allowed on the golf course unless supplied by the Club.

14.Unauthorized skipping of holes or cross-hole playing is strictly prohibited.

15.While the Club provides bag rack areas for the convenience of the golfers, the Club shall have no responsibility for unattended golf clubs or other equipment located at such racks or elsewhere. Responsibility will be with the owner of such clubs or equipment.

16. Heritage Palms Lightning Policy: This Club has no lightning device or alarm system. In the event of inclement weather, golfers should immediately leave the golf course and seek shelter. GOLFERS PLAY AT THEIR OWN RISK. Lightning strikes may cause injury or death.

17. In case of an emergency, first call 911 and give the dispatcher the nature of the emergency and the exact location. Then call the Pro Shop (239 278-9090 option #1) to notify them of the emergency and location. If the emergency is after the Pro Shop is closed, call the front gate (239 277-9273).

18. Pets are not allowed on the golf course, driving range, or practice areas.

19. Urination is not permitted on any part of the golf course, driving range or golf practice areas.

c) Dress Code

1.The golf course Dress Code applies to adults and juniors. Shirts and blouses designed to be tucked in shall always be tucked in. Shirts and blouses designed to be worn outside slacks, skirts, or shorts may also be worn. All golf shoes and golf sandals shall have soft, non-

penetrating spikes. Athletic sneakers are also acceptable as golf shoes. Bare feet are not permitted on any of the golf facilities.

- **Men and Boys**: Proper attire includes golf shirt, collared or mock turtle, golf shorts or similar walking or Bermuda shorts of appropriate length, or slacks. Sweaters, jackets, golf jackets, vests, and pull overs are appropriate. Cap bills are to be worn in the forward position.
- **Women and Girls:** Proper attire includes sleeveless golf shirts or blouses with collar, golf or blouses with boat neck, V-neck, mock turtleneck or standard, collars, with sleeves, golf shorts or similar walking or Bermuda shorts of appropriate length, skorts or golf skirts, slacks or Capri, crop or skimmer pants.

2. Some clothing items NOT PERMITTED ON THE GOLF COURSE, PRACTICE RANGE OR PUTTING GREEN are tee shirts, sweat suits, yoga attire, cut-offs, running shorts, tennis attire, swimming attire, halter tops, tank tops, denim of any look or color, jeans of any color or length, or flip flops.

d) Club Storage

1. Club storage is available on an annual basis for a nominal fee. Additional information can be obtained in the Pro Shop.

e) Electric Golf Cart Operation

1. Each foursome shall have no more than two golf carts, unless specifically authorized by the pro shop. No more than two riders and two golf bags per cart will be allowed.

2. Golf carts are assigned to each twosome by number, for which the cart number decal is recorded by the starter. No cart shall be used by a member without authorization from the Pro Shop or Starter.

3. Golf carts must be kept on the cart path on all par three holes and around all tees and greens.

4. During normal operating conditions, the 90-degree rule is always in effect except as otherwise allowed by the golf staff. Carts are to remain on cart paths until reaching a point adjacent to where the ball lies. At that point, carts may be driven across the fairway directly to the ball and should return to the cart path on the same line after the shot has been made.

5. Handicap Flags**:** A designated “handicap” flag shall be used to identify the cart of a medically challenged golfer. The flag signifies that the cart may be driven subject to the rules and restrictions for medically challenged golfers as follows, unless otherwise instructed by a member of the golf staff due to course conditions. Handicap carts cannot be driven or parked closer than ten yards from the green and 5 yards from a bunker. Operators of handicap carts should use the 90-degree rule as stated above. Furthermore, handicap cart users must observe

the “carts restricted to cart path” rule on any holes so marked, as determined on any given day by the Golf Course Superintendent and the Golf Professional, as course conditions warrant such determination.

6. Individuals operating golf carts on the golf courses must have a valid driver’s license.

7. Carts are never permitted on the shoulder or surface of any tee, green, or bunker. All carts, including all four (4) wheels, must be kept on the path surfaces at tees and greens.

8. The Director of Golf and the Director of Golf Course Operations shall determine when golf cart operation is prohibited to cart path only.

9. Golf carts shall not be driven on the rear or any other part of the homes, villas, or condominiums adjacent to the golf course. These areas are private property and violators are responsible for any damage to sprinklers, grass and foliage.

10. Members are responsible for any damage to Club golf carts, whether caused by the member or by his/her guests.

11. Golf carts are not allowed in the parking lot for loading or unloading golf clubs.

12. No personal golf carts are allowed on the golf course at any time.

f) Walking

1.Times during which walking is permitted will be established by the Director of Golf when the use of an electric cart is not mandatory. Normally, walking is allowed after 4 p.m.

2.When using a pull cart, it must remain off the putting surface, tees and bunkers.

3.No play is allowed by members or guests after the Pro Shop closes without receiving permission from the Pro Shop.

4.Walkers are cautioned that they must properly care for the golf course by carrying a container of sand to fill divots, or permission to walk will be denied. Sand is available at the starter’s shack located at hole #1.

5.The only permitted activity on the golf courses is playing golf. All other activities, including practicing golf, ball hawking, rollerblading, biking, walking pets, jogging, walking, fishing, and skateboarding are prohibited.

g) Junior Play:

1.Children through the age of 21 years of age, who reside with their parents, are entitled to the same privileges as their parents.

2.The Head Golf Professional may waive playing restrictions for juniors provided they are able to assure the Golf Professional that they have adequate knowledge of the rules and golf etiquette.

3.Juniors operating a golf cart must possess a valid driver's license.

h) Player Assistants:

1.Player Assistants are provided to improve the quality and enjoyment of the game of golf. They help golfers locate missing clubs, head covers, and assist reciprocal players and other guests. However, their primary function is to ensure that all players finish a round of golf in 4 hours and 15 minutes or less. To achieve this, each group of players must keep pace with the group preceding them.

2.The Player Assistant will remind players to keep their carts on the paths and to comply with the 90-degree rule. They will remind players the carts are not permitted off the cart path on any par 3 holes.

3.All golfers shall be respectful to, and follow, the directions of the Club's Player Assistants.

4.Groups not keeping pace with the preceding group will be asked to correct their position. All players must understand the Player Assistants are there to improve the quality of play and the enjoyment of the game for all members and their guests.

Slow play:

First Warning: The group has fallen behind the group in front of them and has fallen behind the allotted time limit for their position on the course. The Player Assistant will ask the group to catch up with the group in front of them or better their time.

Second Warning: The group has not improved its position. The Player Assistant will approach the group and inform them a second time that they need to catch up to the group in front of them or better their time.

Third Warning: The group has not improved its position. The Player Assistant will radio the Pro Shop to have one of the Pro Shop Staff decide what is necessary to resolve the issue. In such case, the Group must obey all decisions of the Pro Shop staff.

i) Courtesy, Etiquette, and Safety

Golf is a game where courtesy and etiquette should always be observed. The following policies should be strictly adhered to for the maximum enjoyment of everyone using the golf course. Members are required to follow these rules and to urge others in their playing group to do the same.

1.All divots must be filled with sand to ground height.

2.All ball marks on the green must be repaired.

3.Rake and smooth bunkers after play. After raking the bunker, rakes should be placed in the bunker with tines down and rake handle half in/half out of the bunker. Knock the sand off your shoes before stepping on the green.

4.When removing the flag, gently place the flag on the green rather than dropping it. Dropping the flag stick causes damage to the green.

5.Slow Play: All players should make every effort to keep up with the group in front of them.

6.Twosomes and threesomes shall accept other members to fill their group.

7.Please be respectful of private property surrounding the golf course. Under no circumstance shall carts be driven on, or any shot played from an Owner's property.

8.Hitting a ball into the group ahead to signal them to speed up is strictly forbidden and an obvious threat to player safety. Any instance of this behavior should be reported to the Pro Shop or the Player Assistant as quickly as possible. Please don't try to resolve the issue yourself. Leave it to the Player Assistant or Pro Shop. Violators will be subject to disciplinary action by the Board of Directors.

9.All paper, bottles, cans and other trash must be kept in the golf cart until you reach a trash receptacle.

10.Heritage Palms has no policy prohibiting smoking on the golf course, in the staging area, driving range, putting green, and in the golf cart. While in these areas please be courteous of fellow golfers. Smoking material of all types should be doused with water and disposed of in a trash receptable. Do not litter the courses or cart sand containers.

11.Any member who sees anything happening on the golf course that is out of the ordinary, such as someone damaging the golf course, vandalism to any of the golf facilities, or driving a privately-owned golf cart on the course, should call the Pro Shop immediately. If you notice this after the Pro Shop is closed, please call the front gate at 239 277-9273 so the roving security officer can address the issue.

j) Ready Golf

The basic elements of Ready Golf are as follows and are recommended for use when safe to do.

1.On the tee, the player who is ready should hit, regardless of "honors".

2.Tee to green: Take appropriate clubs when approaching your ball. Be ready to hit when it is your turn. When driving a cart, drop your partner at his/her ball, then continue to yours. Be conscious of the 3-minute lost ball rule.

3.If the player who is away is delayed other players who are ready should hit if it is safe to do so.

4.On the greens, continue putting until holed out unless you are standing in another's putting line.

5.Mark your score at the next tee.

6.Always keep up with the group in front of you.

7.A good rule- of- thumb: "Your position on the golf course is directly behind the group in front of you, not directly in front of the group behind you."

k) Golf Handicaps

1. To establish an accurate and legitimate handicap, players are required to post all 18 hole and 9-hole scores in the handicap computer located in the men's and ladies' locker rooms or post online via GHIN. Members who keep a handicap at Heritage Palms and have one at another Club are recommended to have those handicaps linked. Please provide the golf shop with the other GHIN number and the golf staff will be able to link them.

2. To be eligible for tournament play, a current and handicap in the Heritage Palms GHIN system is required for Members.

3. All tournament scores and Men's and Ladies' Day events will be posted by the Golf Pro Shop or appropriate League.

4. New members may transfer a handicap score from another Club's USGA approved handicap system with the Club Professional's verification. In most cases, the Pro Shop will need the Club's course rating and slope rating.

5. A golf handicap service is provided for members and transfer members for a yearly fee to be determined by the head Golf professional.

l) Golf Guests

1. All guests wishing to pay for their round must register with the Pro Shop staff before playing.

2. Guests must be accompanied by at least one member in each twosome, threesome, or foursome during peak season of January 1st through April 15th.

3. The club does allow for unaccompanied guest play on a space available basis. The member must contact the golf shop in advance to book an unaccompanied guest. In peak season, unaccompanied guests can only be booked by the member on the day of play. Under no circumstance are guests allowed to use the members Chelsea number to book tee times.

4. Each guest must have a set of clubs. Rental sets are available in the Pro Shop for a fee.

m) Tournaments and Events

1. Scheduled Club events, including Men's and Ladies take priority on the course. They are to be scheduled in advance and notice provided to members at least by posting of the dates and hours of the event.

2. Handicaps for Club events will require a current and valid handicap in our GHIN system. The major Club tournaments are: Mixed Club Championship, Member Guest, Member/Member, Club Championship, and End of the Year Tent Party. Participation in these tournaments EXCEPT the Club Championship and the End of the Year Tent Party, are open to transfer members. These tournaments are not subject to Chelsea Play Points.

3. Golf Pro Shop credits resulting from tournaments or other event winnings may be used for Golf Pro Shop merchandise only. They may be redeemed only by the member or transfer member. All golf shop credit won prior to April 1st must be spent by April 30th of that same year. Any winnings won April 1st or after will carry over to the next season.

4. Sign up for most tournaments will be through the Golf Genius System

n) Driving Range

1. Practice balls are available for members, transfer members, and guests. Practice balls are not to be removed from the practice range.

o) Reciprocal Play

1. This program is available to all members and transfer members in good standing from May 1st through October 31st. A list of reciprocal courses will be made available to the membership. To sign up for golf reciprocal play, members must contact the Pro Shop Staff at least three (3) days prior to the date they wish to play. It is preferred that you give the Pro Shop a list of three

(3) courses along with a reasonable time frame you can play. All reciprocal tee times must be made by the Pro Shop Staff. It is the responsibility of the member to check with the Pro Shop Staff to confirm their tee time reservation. As reciprocal guests, members should keep in mind that we are guests of the Club we are visiting. As Guests, members are required to abide by all rules and regulations of the host Club as well as rules regulations of Heritage Palms Country Club. Each member's pace of play, courtesy, dress, and behavior reflects upon all members of our Club. In order to maintain a variety of reciprocal Club offerings, members must comport themselves in a manner that would be acceptable to all members of Heritage Palms and the reciprocal Club. Members at a reciprocal golf Club represent all of us at Heritage Palms.

2. The following list provides members and their guests with the rules for reciprocal play privileges. If these rules are violated, the member may be suspended from reciprocal play and/or suspended from golf play at Heritage Palms.

3. Members must play under their own name and member number. If a member invites a guest to a reciprocal Club, that guest must pay the applicable guest fee(s) and must be accompanied by a Heritage Palms member.

4. Members may be required to present their Heritage Palms Country Club membership cards at the reciprocal Club.

5. Members must wear proper golf attire.

6. Members must keep pace of play according to the host Club rules.

7. Members must refrain from improper behavior such as profanity, alcohol abuse, or being discourteous to the host Club staff.

8. In case of cancellation of a reciprocal tee time, the member is responsible for calling the reciprocal Club in a timely manner. Members who do not cancel appropriately may be charged for the tee time.

9. Membership at Heritage Palms includes the privilege of reciprocal play. To maintain a variety of golf courses for your enjoyment members must follow the rules.

p) Weather Related Refunds

1. If your golf round is disrupted by inclement weather, resulting in course closure, a refund will be issued as follows.

- Under 5 holes played = 18-hole refund
- Under 13 holes played = 9-hole refund

TENNIS, PICKLEBALL AND BOCCE

a)**General**
The tennis facilities are for the sole use of Club members, transfer members, and their guests. Hours of play are 6:30 am-10pm. USTA rules will govern all play. Posted tournament play and sanctioned league matches will have priority.

1.The Pickleball courts are for the sole use of Heritage Palms members, transfer members and their guests. Hours of play are 8:00 am to 5:00 pm. Players and spectators must conduct themselves according to the Rules and Regulations of Heritage Palms. Good sportsmanship is expected of all players and spectators. Profanity of any type will not be tolerated. No open music shall be permitted at the courts, including, without limitation, radios, speakers, phones, tablets and other similar mobile devices. Smoking is not permitted on the courts or surrounding area. No alcohol or glass bottles are permitted on the pickleball courts. Pets are not allowed on the courts. Children under the age of 14 must be accompanied by an adult.

2.The bocce courts are for the sole use of Heritage Palms members, transfer members and their guests. Hours of play are from 8:00 am until dusk. Bocce balls are available at the Tiki Bar and can be signed out by members. Any questions concerning bocce should be addressed through the tennis pro shop.

b) Dress Code

1.Men: Tennis shirts (which may include collarless shirts but not undershirts, sleeveless shirts, or tank tops), tennis shorts, and tennis shoes.

2.Women: Tennis shirts (which may include collarless shirts but not undershirts or tank tops), tennis shorts or dresses, and tennis shoes.

c) Courtesy and Etiquette

Tennis

1.Players and spectators must always conduct themselves according to the Rules and Regulations of Heritage Palms Golf and Country Club.

2.Normal tennis etiquette and good sportsmanship are expected of all players and spectators.

3.Profanity of any type will not be tolerated.

4. Smoking is not permitted on the courts or surrounding area.

5. Alcohol is not permitted on the courts or surrounding area.

6. Bicycles must be in bike racks, motorcycles and scooters in parking lot.

7. No use of skates, roller blades, skateboards, or golf carts in the tennis area.

8. Pets are not permitted on the tennis courts.

9. Children under the age of 14 years are only allowed on the court with adult supervision, except for those taking clinics or private lessons.

10. All guests must register through the Tennis Pro Shop.

11. Guests are defined as individuals invited to play by a HP member, HP transfer member, or HP tennis staff.

12. Court reservations must be made on the Chelsea system.

13. Note: Courts may be closed during maintenance periods, which will be scheduled by the Director of Tennis and Pickleball

Pickleball

1.Players and spectators must always conduct themselves according to the Rules and Regulations of Heritage Palms.

2.Normal etiquette and good sportsmanship are expected of all players and spectators.

3.Profanity of any type will not be tolerated.

4. No open music shall be permitted at the courts, including, without limitation, radios, speakers, phones, tablets and other similar mobile devices.

5. Smoking is not permitted on the courts or surrounding area.

6. Alcohol is not permitted on the courts or surrounding area.

7. Pets are not allowed on the courts.

8. Children under the age of 14 must be accompanied by an adult.

Tennis, Pickleball and Bocce Reservations.

Tennis

1.Tennis Court reservations are made on the Chelsea System up to two days in advance. The courts may be closed during maintenance periods, which will be scheduled by the Director of Tennis and Pickleball.

Pickleball

1.Pickleball Courts are open from 8:00 am to 5:00 pm. Courts can be reserved from 12:00 – 5:00 pm through the Chelsea Reservation System up to two days in advance (There will be no same day reservations.)

Bocce

1. Bocce courts reservations are made on the Chelsea System. Courts can be reserved up to a week in advance.

d) Tennis and Pickleball Guests

1. All guests must register with the Tennis Pro Shop. Guests are individuals invited to play by a Heritage Palms member, transfer member, or tennis professional staff. Members are responsible for all their guest fees.

e) Use of Ball Machine

1. Members may rent the ball machine for practice during times that will not interfere with the play of members on adjoining courts. Players must sign up for the ball machine in the Tennis Pro Shop.

f) **Paddle Requirements for Pickleball**

1. To minimize recreational noise associated with the game of Pickleball, players may only use sound deafening balls and paddles which are listed in the Heritage Palms Approved Pickleball Paddle list.

2. The Director of Tennis and Pickleball will determine policies and procedures to ensure the use of only HP approved paddles and balls. In order to ensure the use of approved paddles, you can have your paddle verified at the tennis pro shop. Approved paddles will receive a HP approved paddle sticker.

g) **Tennis Non-Resident Memberships**

1. Heritage Palms Golf and Country Club no longer sells new non-resident memberships. Existing non-resident memberships will continue at a fee set annually by the Club.

2. Heritage Palms residents that move out of the community will no longer be able to purchase non-resident memberships.

ACTIVITY CENTER, LODGE, TIKI BAR

a) General

Activity Center

1.The Activity Center includes the Fitness Center, Exercise Room, Meeting Rooms and the Community Center that is reserved for member activities and Board of Director meetings. All rooms must be reserved with the Association Director. Members may reserve a private event in the Activity Center and must sign a rental agreement. All exercise activities must be in the exercise room or fitness center. Exercising in any other area of the Activity Center is prohibited.

The Lodge

1.The Lodge is available for the enjoyment of all members, transfer members and their guests. The Great Room can be scheduled for private events by contacting the Director of Catering and Member Events. A rental agreement will be required to be completed and signed by the member requesting the space. The hours of operation for the Lodge are 8:00 am to 10:00 pm. and can be accessed with a membership card at the front entrance.

The Tiki Bar

1.The Tiki Bar is available for the enjoyment of all members, transfer members and their guests. The hours of operation are 8:00 am to 10:00 pm.

a)**Private Parties**

1**.**Private parties can be reserved in the Lodge Great Room and the Activity Center by contacting the Director of Catering and Member Events. A rental agreement must be completed and signed by the member.

b) **Ping Pong**

1.The ping pong table is stored at the Lodge. Limit play time when others are waiting. Do not place anything on top of the table other than the ping pong balls. No food or drink is allowed near the table. Return and store the paddles and balls after play. Minors under the age of 14 must be accompanied by a member adult.

b) Fitness Center

Heritage Palms believes in providing safe, respectful and optimal experiences for our members. To accomplish this, we rely on our members to follow gym etiquette guidelines. The hours of operation are 4:00 am to 10:00 pm. The facility is accessible by membership card only.

1.Only Members, transfer members and their on-site houseguests, accompanied by a member, may use these facilities and only during the designated hours of operation.

2.The Club is not responsible for any injury that may occur to individuals participating in any activity.

3.Members are expected to ensure that family and guests are aware of and adhere to the Fitness Center Rules and Regulation and be responsible for the actions of their family and guests.

4.The minimum age for unsupervised use of the fitness facilities is 16 years old. Children 13 through 15 years old must be accompanied by an adult. Children 12 years old or younger are not permitted at any time.

5.Appropriate attire is required (e.g., no swimsuits, bare feet or improper shoes). Shirts and athletic shoes are required.

6.All fitness/personal trainers must be approved and scheduled through the Fitness and Health Director.

7.No food and beverage are permitted in the Fitness Center except water.

8.Please be courteous and take/make cell phone calls in the lobby area.

9.Personal listening devices must be used with ear buds.

10.Pets are not permitted in the Fitness Center.

11.The Club is not responsible for lost or stolen personal items.

12.Do Not Enter the Aerobic Studio when classes are In Session.

Cardio and Weight Resistance Equipment

1.Users are fully liable for any death, injury, and equipment damage that results from abuse or misuse of the equipment.

2.Users must wipe off fitness equipment after each use with the disinfectant and paper towels supplied by the Fitness Center. Used towels must be disposed of in the trash.

3.There is a 30-minute time limit on cardio equipment when others are waiting.

4. Strength training machines are for sharing and may not be reserved when others are waiting for the same equipment. Please be courteous and respectful and let others work in.

5.Members, transfer members and guests must return dumbbells, weights, plates, exercise balls, mats and attachments back to their proper rack after each use.

6.Dropping free weights or slamming plates on the weight machines is prohibited.

7.If a piece of equipment breaks or is found to be out of order, the user must place an "Out of Order" sign on the machine and contact the Fitness Attendant or Director of Fitness and Health.

8.If you're not familiar with the use of the machines, please attend a Fitness Orientation as listed on the Fitness Calendar.

a) Exercise Room

1.There are a variety of classes offered throughout the year that are complimentary for members. There is a $10.00 fee for guests of a member.

2.Contact the Director of Fitness and Health for more information on the class offerings.

- The Club is not responsible for any injury that may occur to individuals participating in any activity.
- The Club is not responsible for lost or stolen personal items.

Use of the Club

a) General – "Member Conduct Rule"

1.The Club's general rule of conduct for Members, Transfer Members, and their guests is that all persons while on Club property shall act as gentlemen and ladies at all times and they shall not act in a disrespectful, abusive or disturbing manner toward each other or toward Club employees. For example, crude, vulgar or offensive language is a Violation, as is harassment and attempted management or discipline of Club staff.

b) Employees of the Club

1.Heritage Palms is committed to providing extraordinary service to members and their guests. Members who experience substandard service or have been offended by employee misconduct

should forward their concern to the appropriate Department Head or General Manager or manager on duty. Members shall not reprimand any staff member.

2.As a matter of Club policy, no member of the Club, or relative of a Member, may be hired as an employee of the Club. If a Member-relative relationship is established during an employee's tenure of employment, the Club has the right to terminate the employee.

c) Reservations and Cancellations

1.Dinner reservations are encouraged for the Palms Dining Room to provide proper staffing levels. Reservations may be made in person or via telephone, or on the Club's website.

2.There are no reservations for the Grill Room except during the time of June 1st-October 31st.

3.The courtesy of providing notice of changes or cancellation to a dinner reservation (when applicable) is requested no later than 4:00 pm on the day reserved. Maximum seating is 10 per table. Dinner reservations will be held for 15 minutes after the reserved time.

4.Special Event Reservation Policy:
Reservations are accepted via telephone or on the Club's website. The reservation staff will make every effort to accommodate a member's reservation, however, there may be times that there is a limited number of seats that can be reserved for a member event.

5.Special Event Cancellation Policy:
A cancellation must be received and confirmed by a staff member at least 72 hours in advance of the start time of the event. If cancellation occurs less than 72 hours before the event, a cancellation fee of 50% of the full price will be charged.

d) Dress Code

1.Everyone using the Club's facilities should become familiar with the rules regarding appropriate attire. Proper attire is always to be worn in accordance with acceptable practice for the area of the Club. The Dress Code is mandatory and will be strictly enforced by all Club personnel. Members and their Guests in violation of the dress code will not be allowed to use the Club facilities and may be asked to change to meet the dress code requirement or leave the Club premises. Members are encouraged to consider common sense, respect for tradition, modesty and the comfort level of fellow members when making country club casual attire dress code decisions.

Standards for attire are:

1.Grill Room and Covered Patio

a. Denim Jeans and shorts are permitted provided they are not ripped, torn, frayed or acid washed. Team jerseys, on game days, are allowed. (Grill Room and

Covered Patio only) Men's collared or mock shirts with sleeves are always required.

2.Dining Room

b. No Blue Denim Jeans. Men's collared or mock shirts with sleeves are always required.

<u>The following are prohibited in the Grill Room, Covered Patio, and Palms Dining Room:</u>
Men's hats and caps. T shirts, sweatshirts, gym shorts, cut offs, midriff tops, tube tops, swimwear, and beach flip flops.

Exceptions:

1.When weekly buffets are being offered in the Dining Room, Grill Room diners will be allowed to wear Denim Blue Jeans into the Dining Room to make buffet selections before returning to the Grill Room.

2. Special events where other dress code is expressly allowed.

3. Children 12 and older are required to comply with adult dress code.

e) Cell Phone Usage

1.Talking on a cell phone in the Activity Center, Pro Shop, Clubhouse, Dining Room, Covered Patio, and Grill Room is prohibited. Phones in these areas must be turned off or placed on vibrate.

2. Calls received in the Clubhouse must be taken outdoors.

3. Texting is permitted in the buildings.

d) Card Playing

1. Card Playing is permitted at the Club in the designated areas of the Activity Center, The Lodge and such other areas of the Club that are deemed appropriate by the General Manager.

e) Smoking Policy

1. Smoking, including vaping and e-cigarettes, are prohibited throughout all indoor Club facilities and all fenced-in pool areas. There is a designated smoking area on the terrace outside of the Palms Dining Room and outside of the fenced-in areas of the pools.

f) Lockers

1. Lockers are available for rental in the Activity Center locker rooms and The Golf Pro Shop locker rooms. Daily and annual rentals are available.

g) Pools and Spas

Pools

1.Only members, guests, and transfer members may use pools from dawn until dusk.

2.No night swimming, all pool gates will be locked at dusk.

3.No lifeguard on duty, swim at your own risk.

4. Lightning protection is not installed at Heritage Palms. For personal safety, all must exit pool/spa upon seeing/hearing any indication lightning could be in the area.

5. Proper swimwear must be worn.

6. Reserving/saving of chaise lounge chairs for people who aren't present at the pool is not permitted.

7. Children 16 and under must be accompanied by a responsible adult member.

8. All persons must shower before entering the pool.

9. Nothing that pollutes the water or that is hazardous can be taken into the pool or wet deck area. Florida Administrative Code Rule - Chapter 64E-9 (4) states: Food, beverages, glass containers and animals are prohibited in the pool and wet deck area. Individuals with a disability and service animal trainers may be accompanied by a service animal as defined in Florida Statute 413.08 Section 3, but the service animal is not allowed to enter the pool water in order to prevent a direct threat to the health of pool patrons.

10 .Do not swallow the pool water, it is recirculated.

11. No mats, chairs, inflatable devices (except swim aides and noodles) or other furniture may be brought into the pool area.

12. No throwing of any kind of objects in the pool area.

13. No smoking or vaping allowed in pool areas.

14. No diving, running, pushing or other disturbances will be tolerated.

15. No person may enter the pool with open sores or any communicable diseases.

16. Do not use the pool if you are ill with diarrhea.

17. Infants and non-toilet trained children are required to wear swim diapers.

18. Any personal listening devices must be used with ear buds.

19. Children who are not properly supervised by a parent or responsible adult will be asked to leave the pool.

20. All accidents, however minor, must be reported to the management.

21. In the case of an emergency dial 911 or contact a staff member.

22. Lap Swimming is permitted from 6:00 am to 8:00 am.

23. No outside food allowed at the Clubhouse Pool or the Lodge/Tiki Bar Pool. All food and drink must be purchased from the Clubhouse, Cabana, or Tiki Bar when in operation.

Spas

1.Maximum water temperature is 104 degrees

2. Because of Health concerns, children 12 years old and under not allowed in the spa pools.

3.Pregnant women, people with health problems or people using alcohol, narcotics or other drugs that cause drowsiness are prohibited from using the spa pools without first consulting a doctor.

4. Maximum use of time is 15 minutes per session.

Traffic and Parking Violations

a)Traffic Violations

1. Traffic violations are applicable to speeding and reckless driving within the Heritage Palms Community. This includes excessive speeding, dangerous driving and other conduct that affects the health and safety of others. Traffic violations include but are not limited to the following:

- Speeding in excess of speed limits posted in the community.
- Running a stop sign
- Ignoring round-about signage
- Gate entrance and exit violation.

2. Any violations of traffic rules will result in the following disciplinary action
a. First Violation - Member will be sent a warning letter.

b. Subsequent violations – Each subsequent violation will add 10 days to the previous gate pass deactivation along with a $200 fine for each subsequent violation.

c. Three or more violations in any (12) month period may result in further enforcement actions by the Board of Directors.

d. A violation by one member of the Family may result in the suspension of all other family members privileges.

3. After two years without a violation, the process begins anew. Any subsequent violation within a two-year period after a previous one, continues the disciplinary process. (Please note that all violations shall be kept in the Club's archives.)

Parking Violations

1. Any parking in a clearly marked no parking zone or restricted area outlined in the rules and regulations will result in the following:

a) First Violation – Member is issued a written Parking Violation which is placed on the vehicle.

b) $65 fine for each violation.

c)Three of more parking violations will result in larger fines and suspensions as determined by the Board of Directors.

2. The Ft. Myers Police Department will patrol the streets of Heritage Palms Community on a regular basis and will issue tickets for parking and traffic violations.

3. In cases where large club activities are being held with limited parking available, security may direct or permit parking in no parking areas at the Clubhouse.

OPEN HOUSE RULES AND REGULATIONS

1. All Open Houses will be held on Saturdays and Sundays between the hours of 1:00 pm and 4:00 pm. An Owner or Realtor may hold an Open House within the Heritage Palms Community during this time.

2. Both owners and realtors can post an open house. Owners must first list their property and then schedule open house dates. Realtors can just schedule it through MSL and it will automatically post to the website.

3. If they want their information on a page for the front gate they must send the information to the Director of Membership Services by noon on Thursday. They will list the type of unit, address, contact information, open house day and time.

4. No other pamphlets, flyers or MLS pages will be distributed.

SIGNAGE GUIDELINES

1. Only signs for an Open House are permitted. The Board of Directors has an authorized sign with the Heritage Palms Logo and color. No other signage is permitted.

2. The Open House signs may be displayed on Saturdays and Sundays during the hours of the Open House.

3. Signs can be displayed at the driveway entrance and/or at the building itself.

4. No signs For Sale, For Rent, or Advertising are permitted on yards, mailboxes, bulletin boards, homes, cars, driveways or anywhere within the Heritage Palms Community. No balloons are permitted.

5. The signs can be purchased at:
FASTSIGNS
12211 Cleveland Ave., Fort Myers
Phone: 239-274-0744

6.If there is an illegal sign posted on your property on the day of an Open House, the club will request that it be removed immediately.

Heritage Palms Golf and Country Approved Payment Policy Club Collection Procedure Annual Master Association Fees Special Assessment Cable Fees and House Charge

1. TIMING ACTION 30 Days Prior to January 1st Written notice of the Annual Assessment Fee, Special Assessment, Cable Fees, and House Charges will be sent to all Owners, along with a letter which states the sanctions (late fee, suspensions, legal fees, and interest) which will occur if Annual Assessment/Fees are not timely paid.

2. January 1st All Annual Assessment Fees based on the adopted budget are due and payable. Non-Payment as of Jan. 14th Letter to Owner describing past due situation. Further the letter will give notice (i) that suspension of privileges, including charging and gate pass privileges, will occur on Feb 1st if nonpayment continues as of that date, (ii) that any delinquency continuing past Feb 1st will incur a late fee of $25 and the past due balance will be subject to interest at the rate of 18% per annum, (iii) that the account will be turned over to the attorneys and they will incur attorney fees if delinquency continues past February 1st , and (iv) that they have 14

days to either pay in full or submit a written request to appeal the coming suspension of their privileges.

3. Non-Payment as of February 1st E-mail and 1st class letter to Owner describing past due situation, the fact that the past due balance is now accruing interest at the rate of 18% per annum, that a late fee in the amount of $25 has been charged, and that all privileges, including charging and gate pass privileges, have been suspended, that additional collection action will be pursued (including lien filings and attorney fees) if all past due amounts not paid by Feb. 21st .

4. Non-Payment as of February 21st Certified letter sent to Owner indicating that privileges have now been suspended and that collection action by the Club's attorney will commence which includes lien filing and foreclosure if not paid by March 1.

5. March 1ST Delinquent accounts are turned over to attorney for collection, lien proceedings and follow up. (Note – Suspension of any privileges means all amenities including gate pass(es). This will also apply to any transfer.

Note – Suspension of any privileges means all amenities including gate pass(es). This will also apply to any transferee member occupying an owner's unit who is subject to the above.)

Collection Procedures for House Accounts

1. Payment of member charges is due upon receipt of the bill for the previous month's activity. A $25 late fee will apply if the House Account is not paid within 30 days of the statement date, and the statements will so state.

2. 30 days after the Original Statement Date, if account charges remain unpaid: A second bill marked past due will be mailed, and will include a notice that a $25 late fee has been imposed and that interest of 18% per annum has begun to run on the delinquent balance and that the following additional actions will result if the delinquent amount is not paid within 30 days (or 60 days after the original statement date): (i) suspension of all privileges including charging gate pass(es), and (ii) legal fees will be added to member's account. The letter will also advise that the member has 14 days to appeal the pending suspension by requesting a hearing, in writing.

3. 60 Days after Original Statement Date and account charges remain unpaid. At this time, a certified letter will be sent indicating that collection will be pursued through the Club's attorney. Notice in letter will further state (i) interest of 18% per annum has begun to run on delinquent balance; (ii) that charging privileges have been revoked and (iii) suspension of privileges and gate pass(es) will apply (iv) the account will be turned over to attorneys for collection and legal fees will be added to member's account.

(Note – Suspension of any privileges means all amenities including gate pass (es)This will also apply to any transferee member occupying an owner's unit who is subject to the above.)

Annual Food & Beverage Minimum

Each Heritage Palms unit owner is obligated to spend $500.00 for Food & Beverages in the Club Restaurant, Tiki Bar or Snack House each calendar year. All Member Statements, mailed the first week of each month, will show the unspent balance remaining for the year. Renter's or transferee's purchases will be merged with the homeowner's accounts and will show on the December Statement. Any unspent balance remaining from the $500.00 minimum as of December 31 will be billed on the January Statement and will be due by January 31.
No Waiver: No failure of the Club to impose the sanctions as provided here will constitute a waiver of any right of the Club in respect to any sanctions.

Heritage Palms Golf & Country Club Approved Payment Policy
1. All payments will be made by check, ACH or Plastiq

2. Only US Financial Institution checks will be accepted. This will be effective 1/1/23.

3. Only one check per Living Unit will be accepted for all annual assessments and monthly house charges

4. Partial payments will be treated the same as late payment with corresponding penalties

5. No cash will be accepted for any special event, annual assessment, or monthly house charges

6. Gift cards will be limited to $250.00 a day. Members will pay by check or member charge. Nonmembers will pay by check or with credit card.

7. New Members will pay all assessments and charges by ACH

8. No post or predated checks will be accepted

9. All members will have an active account

RULES VIOLATION/DISCIPLINARY ACTION

1. The General Manager has the authority to assess the following penalties for member violation of the rules and regulations after receiving approval from the Board of Directors:

    a) Level 1 – Basic Rules Violation: Warning Letter (Parking, Dress Code, Minor Conduct violations).
    b) Level 2 – Basic Rules Violation (2nd incident) – up to $250
    c) Level 3 – Basic Rules Violation (3rd incident) - up to $500
    d) Level 4 – Lesser Violation of Member Conduct Rule, such as using Profanity and other disrespectful behavior - up to $1000 and suspension of Membership privileges for a reasonable period as determined by the Board.

e) Level 5 – Serious Violations of Member Conduct Rule, as determined by the Board, including physical, sexual harassment and abusive (to an ordinary person) behavior - $5,000 and suspension of Membership privileges as determined by the Board.
f) After two years without a violation, the process begins anew. Any subsequent violation within a two-year period after a previous one, continues the disciplinary process. (Please note that all violations shall be kept in the Club's archives.)

a) RULES AND REGULATIONS AMENDMENT

1. Disclaimer

These Rules and Regulations are subject to change from time to time upon a majority vote of the Board of Directors. Amendments to these Rules and Regulations are accessible on the Club's website.