

Eagle Harbor Swim & Tennis Policies & Procedures

Date of Policies and Procedures: March 15, 2013

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A. Purpose & Introduction

This document outlines uniform policies for use of facilities located on the property owned by The Crossings at Fleming Island Community Development District (“District”) including the Swim Park, Waterfront Park, Creekside Park, Tennis Courts, Lickskillet, RV/Boat Storage, Docks and Encompassing Parks.

Specific Authority: Chapter 190.035; 190.011; 190.012; 120.54, Florida Statute

Law Implements: Chapter 190.011; 190.012; 190.035, Florida Statute

B. Definitions

Annual Pass Holder is a nonresident of Eagle Harbor who pays an annual fee to obtain user privileges of the Facilities and Amenities, except in cases that mandate a rental fee as specified in these policies and special events in which a pass holder can participate on a space available basis.

Aquatic Facilities are the Swim Park, Waterfront Park and Creekside Park.

Attendees are Residents, Pass Holders, Guests, Spectators, and Staff present at a facility, recreation area, or function on the District’s property.

Complimentary Guest Passes - All residents and Annual Pass Holders are entitled to 16 complimentary guest passes for the Swim Park and 16 passes for the Tennis Park. Guest pass usage is tracked by the Point of Sale system at each facility. The passes are issued October 1st of each year and are valid for one year.

District is The Crossings at Fleming Island Community Development District

Facilities & Amenities include Swim Park, Waterfront Park, Creekside Park, Tennis Courts, Lickskillet, RV/Boat Storage, Docks and Encompassing Parks.

Guest is someone who is not a Resident or Pass Holder who is accompanied by a Resident or Annual Pass Holder in order to use the Facilities & Amenities. Pass Holders or Residents must always accompany Guests unless prior arrangements have been made through management.

Houseguest is a category of a guest who resides outside the District and is a short-term overnight visitor of a Resident or Annual Pass Holder.

Houseguest Pass is an admission pass that may be purchased for a Houseguest to gain user privileges to the Facilities & Amenities without being accompanied by a Resident/Pass Holder.

Management is the designated management staff of the current management company operating the Facilities & Amenities on behalf of the District.

Operating Hours are posted on www.eagleharboronline.com.

Resident is an individual who maintains his or her primary residence in a home within the District as a property owner, renter, or a member of a property owner's or a renter's immediate household. Residents have rights to user privileges of the Facilities & Amenities except in cases that mandate a rental fee as specified in these policies.

Spectator is a person entering a District Aquatic or Tennis facility to observe an activity or event such as a swim meet, a tennis match, or a practice.

Staff is an employee of the current Management Company operating the Facilities & Amenities on behalf of the District.

Summer Season is the time period when the Swim Park and Creekside Aquatic Facilities are open during the Spring, Summer and Fall. This period begins prior to the school-year Spring Break and ends in October, weather permitting. Management determines annually the exact seasonal opening and closing days for the Swim Park and Creekside Park pools.

Tennis Staff is an employee of the current Management Company operating the Tennis Center on behalf of the District.

Winter Season is the time period when the Swim Park, Snack Bar, and Creekside Facilities are closed during the Fall, Winter and Spring. This period begins in October, and ends prior to the school-year Spring Break. Management determines annually the exact seasonal closing and opening days for the Swim Park and Creekside Park pools

C. **Policies**

1. **Access Privileges**

- a. **Resident/Passholder** Amenity Account information may not be sold, loaned or transferred in any fashion to gain access to user privileges to Facilities & Amenities. Each Attendee must register prior to entering an Aquatic Facility or the Tennis Center. At the time of registration, each person shall identify themselves by giving a current member number and/or showing a photo ID with current address.

Residents and Annual Pass Holders must have digital photos taken by Staff at the Eagle Harbor Golf Clubhouse. This digital photo will appear on the computer monitor screen each visit at the time of registration. Residents and Annual Pass Holders between the ages of 8 and 18 shall have their digital photo taken every two years after the most recent photo on file with the District. No one may register as a Resident or Annual Pass Holder if the digital photo on the computer's monitor screen does not match the person attempting to register.

Resident's children and grandchildren who do not reside within the District, who are under 21 years old and who may not be household members, may utilize the Facilities & Amenities at no cost, only if a resident accompanies them.

Spectators for activities such as swim meets, tennis matches or practices shall register prior to entering the facility. Admission of a Spectator to a facility does not grant user privileges to the Spectator for any swimming pool or tennis court.

Florida State law, pertaining to alcohol use, stipulates that no one under the age of 21 may consume, buy, or otherwise possess any alcoholic beverages. This rule is strictly enforced on the premises of all District property.

- b. Non-Resident Annual Pass** Non-residents may purchase an Annual Pass to use the facilities on a regular basis. The Non-Resident Annual Pass will be valid for one (1) year from the date of issuance. No refunds will be given except in hardship cases as determined by Management. If a refund is given, a new Non-Resident Annual Pass will not be issued for one (1) year from the date of the refund. The Annual Pass entitles the non-resident and members of the non-resident's household to use the Facilities & Amenities of the District. Annual Pass Holders are also entitled to participate in functions and activities that Management conducts on a space-available basis.
- c. Houseguest Pass** may be purchased for admission to the Aquatic Facilities and Tennis Center. Houseguests with a Houseguest Pass are not required to be accompanied by Pass Holders or Residents as long as the houseguest is at least 14 years of age. The Resident or Pass Holder must accompany their Houseguest at the time of purchase of a Houseguest Pass. Photo Identification is required by the Houseguest to purchase a Houseguest Pass. The status of Houseguest only applies during the term of their visit which they possess a valid Houseguest Pass.
- d. Guest Policy** Guests are welcome to use the Facilities & Amenities when accompanied by a Resident or Pass Holder. The Resident or Pass Holder must be at least 14 years of age. Residents and Annual Pass Holders 14 years of age and under 21 years of age may accompany no more than 2 Guests per visit. Residents and Annual Pass Holders 21 years old and older may accompany no more than 6 Guests per visit, per household. Neither Residents nor Annual Pass Holders may accompany Guests whom they do not know personally. Residents must pay guest fees or use their punch card for all guests. Residents must stay with their guests

 - **Guest Daily Fees:** It is necessary for the District to adopt rules to establish rates, fees, and charges pertaining to the user fees at the Aquatic Facilities and the Tennis Center. The fees established in the District's Rules of Procedure shall include Guest Fees for Weekdays, Weekends and Holidays for the Aquatic Facilities and the Tennis Center.
 - * Holidays are New Year's Day, Martin Luther King, Jr. Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Thanksgiving Day, and the Friday after Thanksgiving Day. If a holiday falls on a weekend, holiday guest fees will apply.
 - Residents may choose to use their complimentary guest passes as a substitute for guest fees. The value of each pass shall be determined by the Board and established in the rules of the District. Guest Passes are non transferable and may not be used by other residents.
- e. Renters** The property owners within the District may relinquish their rights, in writing, to Resident user privileges at the Facilities & Amenities to the renter of

the property if it is the primary residency of the renter. Rental Amenity Pass shall expire annually and can be renewed upon re-verification of residency.

- f. Guardian Policy Residents/Pass Holders may assign a non-resident child-care provider, who is at least 16 year old (ID required), as the guardian of registered minor children to accompany them to the facilities when the adult resident can not be present. A guardian logbook is kept at the Waterfront Park and must be updated periodically.
- g. Employee User Privileges Staff may use the Facilities & Amenities pursuant to policies in the employee handbook, as approved by the Board. Any Staff who are also Residents retain user privileges as a Resident and are subject to such policies for Residents.

Employees of the current Management Company who work at a facility within the District may use the Facilities & Amenities at the location where they work. Any use of other Facilities & Amenities within the District, but outside their department, must be pre-arranged by their department's manager.

Family members of the staff may use the Facilities & Amenities, no more than one time per week and require prior arrangements with the department supervisor and are on a space available basis. The staff member must accompany the family members and may not be on duty at the time. Immediate Family members will not be charged and extended family must pay the current guest fee.

Employees of the current Management Company who work at a facility outside the District do not have user privileges at any facility owned by the District.

- 2. **Private Functions, Rentals, Competitions, and Instructions** shall be held before or after operating hours, if at all possible, so as not to interfere with the daily operations or to restrict access to the Facilities & Amenities by Residents, Pass Holders, and their Guests. Local school groups, philanthropic or charity organizations may utilize the Facilities & Amenities for league play, lessons, tournaments, meets, matches, practices, etc. All groups shall have a signed contract between the District and a group's designated individual. The designated individual will be responsible for the collection and payment of fees for the participants in their group's function. A deposit shall be made at the time of the contract's execution.

Residents and Annual Pass Holders may hold private parties, provided they are in good standing with the District, they present their Amenity Pass or Annual Pass, and they are present for the duration of the event. Management provides Staff for events based on the number of persons expected to attend. If the actual number of those attending exceeds the anticipated number, Management may provide additional Staff, which will be charged to the renter according to the agreed rate. The duty manager and lifeguards have full authority to enforce safety and well being of Attendees; they may end functions and close Aquatic Facilities if necessary.

Residents and Annual Pass Holders may rent the lanais, kitchens, cabanas and multipurpose room during operating hours unless it's a holiday weekend. Renters must submit deposits and rental contracts to the party coordinator, as designated by Management, two weeks prior to the date of the event. If the event is cancelled, a 48-hour notice must be given or a cancellation fee, totaling 50% of the rental price, will be charged to the resident's credit card. Rental fees are due at time of reservation,

once a party contract is signed. All parties must end and music must be turned off at the time specified in the contract.

3. Disciplinary Actions, Suspension & Termination of Privileges Our goal is to promote a safe and enjoyable environment for all facility users. Unbecoming behavior, such as the use of foul or abusive language, vandalism or fighting is not tolerated. Disciplinary actions for any such infractions are as follows:

a. An Attendee will first receive a verbal warning regarding his or her unacceptable behavior after committing an offense for the first time. If behavior continues, Management will ask Attendee to leave the facility for the day and must write an incident report, recording the Attendee's name, type of violation and Amenity Account information.

b. Second offense action, Management may suspend the Attendee from all facilities for up to a week and will make note of this on the Amenity Account. If the Attendee is a minor (under the age of 18), Management will call the parent or guardian explaining the action along with a copy of these rules.

c. Third offense action, the Attendee may lose all user privileges for the remainder of the season. Management also sends a letter to the Attendee regarding the suspension of privileges. If a suspended Attendee is found on recreational premises during the suspension, he or she will automatically lose privileges for the year. If an Attendee is already suspended or refuses to identify them self to Management, he or she will receive immediate suspension (in the case of the latter) and will be subject to arrest for trespassing (in both cases). Guests of residents that do not abide by all policies will be asked to vacate the premises

Management may also suspend or terminate privileges for a specified period of time or permanently if Resident, Annual Pass Holder or Guest submits false information on the application for a pass, which if had been truthfully disclosed, would have rendered the applicant ineligible for such a pass; submits false information regarding an application for use of privileges as a Guest; permits the unauthorized use of a pass; fails to pay charges or any other amount owed to Management in a proper and timely manner; fails to abide by the policies and regulations established for the use of the facilities; treats Management or any team member in an unreasonable or abusive manner; engages in conduct that is improper or likely to endanger the welfare or safety of others.

If Management terminates or suspends a Resident's, Annual Pass holder's or Guest's privileges, he or she may file a written appeal to the District's Board of Supervisors within 30 days of suspension or termination notification.

4. Docks Only Residents, Annual Pass Holders and Guests are allowed to use the docks. Residents and Annual Pass Holders must be able to identify themselves by stating their Amenity Account number and must have a valid picture ID when using the docks. No one is permitted to dive off the docks, swim in the water surrounding the docks or run on the docks. Rollerblades, skateboards, and similar equipment are prohibited.

- Docks are for the use of residents and pass holders. A resident or pass holder must accompany guests.

- Residents 14-20 years of age may have up to two guests, Residents 21 and up may have up to six guests
- Residents under 11 must be accompanied by another resident 14 and older
- All residents, pass holders and guests must be able to provide identification
- Diving and Swimming off the docks is not permitted
- Littering, vandalism, failure to follow policies or improper conduct will result in suspension and or termination of privileges
- The only time boats may be docked overnight at a dock owned by the District, is when an emergency exists. In the case of an emergency a boat may be left overnight, but for no more than one night, at the Waterfront Park dock and may not be docked overnight at the other docks. If an emergency occurs, the boat owner must notify the Waterfront Park office and provide your name, phone number, address and reason. If the Waterfront Park office is closed, then contact shall be made as soon as possible. If immediate contact cannot be made, the resident is responsible for leaving a visible note stating name, member number, and contact information. The District reserves the right to tow any vacated vessel.

5. Parks All Attendees must observe the policies listed below otherwise they will be issued a trespass warning and will be subject to ejection from the premises. Management may close a Park if public safety is threatened by any activity on the premises.

- Park hours of operation are posted on www.eagleharboronline.com.
- No alcohol is allowed on premises as per Sec. 3-1(b), Clay County Code.
- Roller blades and bikes are permitted on sidewalks only.
- No parking is allowed on Park premises, outside of marked parking locations.
- No glass containers of any type are permitted in any District park.

6. Noise Attendees shall not make, cause or permit, if within his or her control, any artificially amplified sound or noise of a continuous duration, which shall disturb the peace, quiet, and repose of any other persons of reasonable and ordinary sensibilities (consistent with Sec. 15-5(b), Clay County Code).

7. Pets are not allowed at any of the Aquatic Facilities (except for service animals). Pets are allowed in the Parks (with the exception of the fenced playground area at Forest Park). Attendees must clean up after the animals.

8. Aquatic Facilities For maximum enjoyment of everyone, Patrons must observe the following policies and etiquette at all times. Smoking is not allowed inside the perimeter-fenced area at all Aquatic facilities. The Disciplinary Policies enclosed in this document apply to all Eagle Harbor Aquatic Facilities.

a. Pool Use is always at the individual's own risk, even when a lifeguard is present. Patrons must present their Amenity Pass and Annual Pass Holders must present their pass to register when they enter. Attendees must observe the following policies at all Aquatic Facilities.

- Everyone must shower before entering the pool.

- Talking to an on-duty lifeguard is not permitted, except in emergency situations.
 - Persons with documented or visible skin disorders or other maladies that are potentially harmful to others will be denied the use of Aquatic Facilities.
 - Pool chairs may not be placed in the pool or within 4 feet of the pool edge.
 - All swimmers must wear proper swimming attire. No cut-offs or shorts with buckles or rivets are allowed in the pool.
 - Playing is not allowed in the lap lanes. Jumping off starting blocks, hanging on lane lines, and unauthorized diving is prohibited.
 - Management reserves the right to halt the use of play equipment such as large floats and rafts if usage inhibits others' enjoyment or becomes detrimental to attendee comfort.
 - Scuba equipment is not allowed in the pool unless approved by Management in advance.
 - The District is not responsible for lost or stolen items.
 - Persons entering the pool after closing time will be considered trespassing and will be subject to arrest.
 - Out of consideration for others, radios must be kept at low levels.
 - Running, ball playing, and noisy or hazardous activity, is not permitted in the pool area. This includes pushing, dunking, and dangerous games.
- b. Children Any child not potty-trained (including those using pull-up diapers) must wear an approved swimsuit diaper that fits snugly around the waist and legs. Also, any child wearing a disposable swimsuit diaper must also wear a swimsuit over the swimsuit diaper. **Diapers shall only be changed in the restrooms on the changing tables.**
- Children under 11 years old must always be accompanied and supervised by a companion who is at least 14 years of age. If a resident and/or pass holder leaves a child(ren) under the age of 11 at the facility without a companion 14 years of age or older, privileges may be suspended.
- c. Diving Boards All pool use policies apply to the diving boards at the Swim Park and for all diving boards that may be installed in the future.
- Only one person is permitted on the board at a time.
 - Only one bounce is permitted on the board before entering the pool.
 - No tricks that may be considered unsafe or potentially dangerous to others, at managements discretion
 - Only forward dives allowed off the low dive
 - Attendees must dive straight off the board (not off the side).
 - Attendees must not dive off the board until the person before he or she is at the side of the pool. Parents or guardians must wait for children at the side of the pool only.
 - Floatation devices and goggles are not permitted on the diving boards.
 - There is no swimming in the diving well unless a lifeguard or pool attendant closes it to divers and allows non-diving use of it.
 - Diving boards are open only when a lifeguard is on duty.

- Children must be capable of swimming on their own.
- Must be 42 inches or taller to use any diving board.

d. Wading Pools All pools use policies apply to the wading pool. These pools are limited to children 6 years old and younger. Lifeguards are not responsible for the supervision of the wading pool, except to enforce aquatic policy. No diving is allowed in any of the wading pools.

e. Water Slides All pool use policies apply to the “Scream’ n’ Eagle” slide at the Swim Park and for all water slides that may be constructed in the future.

- Flotation devices and goggles are not permitted on the slide.
- Children under 11 years of age are permitted to slide alone only if: (1) they are capable of swimming unassisted in 4 feet of water AND (2) they are over 42 inches tall. If the child does not meet both requirements, the child may slide on their guardian’s lap who is 14 years of age or older. The Aquatics Director or Designated Representative may make special exemptions in extraordinary situations.
- Only one slider is allowed at a time. No “chains” of people may slide.
- Slides must be ridden feet first, lying on backs, or in sitting positions.
- Every Attendee must keep arms and hands inside the flumes at all times.
- Do not run, dive, stand, kneel, rotate, or stop in the slide.
- Obey all instructions by the lifeguard or pool attendant at the end of the slide and exit quickly.
- Do not block the end of the slide. This is a non-swimming zone.
- Swimsuits with exposed zippers, buckles, rivets, or metal ornamentation are not permitted.
- Pregnant women and those with heart conditions are not permitted to use the slide.

f. Food/Beverages

- Residents are permitted to bring food and non-alcoholic beverages to all aquatic facilities provided they are in non-glass and unbreakable containers. Alcoholic beverages are permitted to be brought into Creekside and Waterfront Parks only. Alcoholic beverages are not permitted to be brought into Swim Park, but are available for legal purchase. Coolers and bags are subject to staff inspection.
- Food and Beverage must be kept 4 feet from the pool perimeter, per the Health Department Regulations.
- All persons using the pool or park areas must keep the area clean by properly disposing trash or debris.
- No person under 21 may possess an alcoholic beverage of any kind on any property owned by the District.
- Swim Park
 - Residents and Pass Holders may establish and maintain a charge account for purchases at the Swim Park snack bar. A charge account is set up by contacting Resident Services, and requires periodic updates.
 - If renting a Cabana, the Resident/Pass Holder may bring in outside food and non-alcoholic beverages.

- g. Waterfront Pool children under 18 years of age are not permitted to enter the adult pool area during the Summer Season but may use the lap lanes during the Winter Season. The heated pool is available to all residents of all ages during the winter season until the other pools reach a temperature of 80 degrees or at Management's discretion.
- h. Hours of Operation Posted on www.eagleharboronline.com
9. **Tennis Center** For maximum enjoyment of everyone, Attendees must observe the following policies and etiquette at all times. The Disciplinary Policies enclosed in this document apply to all Eagle Harbor tennis courts.
- All players should check in at tennis shop before playing.
 - Guest Fee is \$5 per person per day.
 - A Resident/Passholder may make a court reservation (90 minutes in length) up to 1 week in advance.
 - If a player arrives more than 15 minutes late for a reservation, that court will be forfeited if there are others waiting.
 - Clinic and Lesson Fees should be paid prior to clinic or lesson. IOU's are not permitted under any circumstance. A \$10 late fee will be applied to any payment not made at time services are rendered.
 - **Only smooth sole Tennis Shoes should be worn. Running shoes and Cross-Training Shoes are not permitted due to risk of injury and damage to courts. Players will not be permitted on court without proper footwear.**
 - Proper tennis attire is required. Street trousers, jeans, bathing or beach attire is not allowed.
 - Proper Court Etiquette shall be observed at all times.
 - No smoking at the Tennis Facility.
 - A person 14 or older shall directly supervise children under 12. Children are not permitted on the court during a lesson, clinic or match.
 - Bikes, skateboards, skates and scooters shall not be ridden within the Tennis Center. Bicycles should be parked at bike rack located near Court 2.
 - Hours of operation are posted at www.eagleharboronline.com. Management may adjust the hours of operation as needed for special events, parties, operational/maintenance requirements and severe weather conditions.
 - Between hours of 12:30pm and 3:00pm, courts may not be reserved or guaranteed during court maintenance time. Players can walk up and see a member of the staff to find out if there are any courts available during these hours. Players should not use a court during these hours unless they have spoken to a staff member.