



RANCHO VIEJO

RESORT & COUNTRY CLUB



MEMBER HANDBOOK

Membership Guidelines

The Membership Guidelines have been approved by the Board of Directors of Rancho Viejo Resort & Country Club (RVRCC) to assure the safety and maximum enjoyment of the facilities at RVRCC by all its members and guests. Membership at RVRCC involves a cheerful and willing obligation to observe its rules. It is the duty of all members to know the content of the rules and policies, and to actively cooperate with the Owners, Directors and RVRCC Staff in the enforcement of these rules. Membership is a privilege not a right.

General Rules

1. These rules and policies will supersede all previous versions.
2. RVRCC is a private country club for the use of its members and their guests only.
3. RVRCC adheres to all federal and state laws. Violation of these laws may lead to disciplinary action, including suspension and/ or termination of membership.
4. RVRCC reserves the right to modify operating hours as needed during inclement weather ensuring a safe operation and experience for members and employees.
5. RVRCC assumes no responsibility for the personal property of members or guests while on RVRCC premises.
6. Guests must be accompanied by a member and adhere to Member policies. Members must not leave guests unattended.
7. No advertising, soliciting, ticket selling, contributions, or displays shall be permitted on RVRCC premises at any time, for any purpose, without prior approval from the Directors.
8. RVRCC has 3 separate liquor licenses. Alcoholic beverages can not be brought between locations; locations include 1. Golf Course, Total Golf and Beverage Cart, 2. Casa Grande, Convention Center and Alberca Grande, 3. Las Palmas, Agave Bar and Pro Shop.
9. In compliance with the Texas Alcoholic Beverage Code, no one under (21) years of age, or any intoxicated person will be served, or allowed to consume any alcoholic beverage on RVRCC premises, and no alcoholic beverages shall be brought on, or taken from RVRCC premises, except for bulk deliveries to RVRCC itself. This policy is in place to adhere to legal requirements and prioritize the safety of all members and guests.
10. It is required for a Member to have their Member ID card with them at all club spaces.
11. Designated parking areas are to be always observed.
12. Members who damage property of RVRCC will be required to pay the cost of repair, or replacement thereof. Members shall be responsible for the actions of their guests, and for the actions of any organization which they have sponsored for use of any part of RVRCC premises.
13. No member or group is permitted to use the RVRCC parking lot for bus transportation to/from football games, picnics, etc., unless prior arrangements have been approved by the Directors.

14. No property of RVRCC is to be removed from RVRCC without the sole permission from the Directors.
15. RVRCC employees, while on duty, are not permitted to leave RVRCC premises for service to members, nor are they permitted to be absent from RVRCC employment to perform services for members, nor shall employees perform work for members while working for the club.
16. Smoking or use of other tobacco products (including vapor e-cigarettes) is strictly prohibited in all buildings of the club, which is in line with all health and safety standards. Smoking is only allowed in designated outdoor areas. Smoking is not permitted inside the fenced area of the pool. Please dispose of cigarette butts in the appropriate receptacles.
17. Any defaming of RVRCC, on any social media platform, or Club property may result in immediate termination of membership.
18. The Club will gladly host private events but does not and will not endorse any political or societal cause in doing so.
19. Members are required to fulfill their contracted obligation of one year before they are eligible to request cancelation. Following the completion of the one-year contract term, Members are required to fulfill a 60-day notice period to initiate the cancelation process. They are still responsible to pay all dues, assessments, etc.. for the month. Once the month has ended, and the account is at zero balance, there is no other financial obligation to the Club. During the 60 days, the member is welcome to still enjoy the Club. There are no account charging privileges in the 60-day cancellation period.
20. No food or beverage may be brought onto RVRCC premises without approval by the Directors.
21. Rentable spaces of RVRCC are exclusively for the use of Members and their invited guests. Other groups may be approved by the Directors.
22. All dues and prices are subject to change at the sole discretion of RVRCC.
23. Loud, vulgar language is not permitted on RVRCC premises. Any member who becomes offensive may be asked to leave the premises and may lead to suspension and/ or termination of membership.
24. Parents are expected to always supervise their children.
25. Members cannot reprimand the staff. If a complaint arises, the member should contact the Supervisor on duty. Serious complaints should be in writing and submitted to the Directors.
26. Members are responsible for reviewing and signing their checks when received from Las Palmas & Agave Bar, Pro Shop, Alberca Grande and Total Golf to ensure accuracy.
27. Any Club charges not cleared by our system will automatically be added by management to your membership account, even if the account has been disabled for member charges.
28. Members accounts are due upon receipt and are delinquent after the 1st of the month. A late fee is charged on all delinquent accounts more than 10 days past due.
29. RVRCC reserves the right to refuse service to anyone.
30. Only RVRCC personnel are allowed in employee workspaces.

31. All members are expected to conduct themselves in a manner that meets the high standards of RVRCC.
32. Flagrant or continual failure to comply with the rules by a member or guest, could lead to suspension of member privileges, financial penalties and / or termination of membership as deemed necessary by Management or Directors.
33. RVRCC's Gun Policy: Firearms are strictly prohibited.
34. No pets are allowed on RVRCC grounds, or buildings, only visual verifiable service dogs with proper documentation. (no comfort pets allowed)

General Operating Hours

1. The business office is open from 9 A.M. to 5 P.M. Monday through Friday, closed on all Saturdays, Sundays and holidays as posted.
2. All RVRCC hours of operation are subject to change.

Membership Guidelines

1. Membership is a privilege, not a right. Failure to adhere to all RVRCC guidelines and policies and/or any aggression displayed towards any representative, employee, or designee of RVRCC could lead to termination of membership.
2. Members who are not in good standing risk losing access to their privileges. Examples might include but are not limited to: delinquent on account, misbehavior, general disregard for club rules, lack of respect for the club, and defamation of the Club.
3. Member agrees to pay all Membership Fees on or before the due date (first day of each month). Late fees begin accruing the eleventh day of the month following due date. Member understands that delinquency in paying any amounts due will result in late charges of 1.5% monthly. Club has the right to suspend or terminate membership in the Club due to non-payment.
4. **If Member account is consistently delinquent, the ability to charge will be suspended.**
5. A 3.5% fee will be charged to all card transactions.
6. Member further agrees that if Member is delinquent in paying any amounts due, Club shall be entitled to recover from Member, late charges, interest and all costs and expenses the Club reasonably incurs in attempting to collect the past due amounts, including without limitation, collection efforts, attorney's fees and court costs.

Membership Process

1. Requirements and process for membership:
 - A.) Application
 - B.) Background screening

- C.) Review process and evaluation
- D.) Membership agreement upon approval

NOTE: After full application is submitted, and background screening is complete, the Directors will review and make an approval determination. Review process and evaluation may take 5-10 business days.

Rancho Viejo Resort & Country Club

Guest Policies by Location

Las Palmas & Agave Bar:

- The same guest is allowed to visit Las Palmas Restaurant & Agave Bar no more than 1 time per month
- Guests must be with a member; member must remain at all times with their guests
- A guest will not be allowed more frequently simply because they are accompanied by/with different members
- Guests living more than 100 miles away will be allowed to visit without limitations during their visit

Alberca Grande:

- Adult guest fee is \$20/guest, per visit; limit of 5 guests per visit
- Children's guest fee is \$10/guest, per visit, for children 10 and under; limit of 5 guests per visit
- Guests may come with a member as frequently as they like; guest fee will apply each visit
- Guests must be with a member; member must remain at all times with their guests

Pickleball:

- Guest fee is \$20/guest, per visit; limit of 3 guests per visit
- Guests may come with a member as frequently as they like; guest fee will apply each visit
- Guests must be with a member; member must remain at all times with their guests

Tennis:

- Guest fee is \$20/guest, per visit; limit of 3 guests per visit
- Guests may come with a member as frequently as they like; guest fee will apply each visit
- Guests must be with a member; member must remain at all times with their guests

The Gym:

- Guest fee is \$20/guest, per visit; limit of 2 guests per visit

- Guests may come with a member as frequently as they like; guest fee will apply each visit
- Guests must be with a member; member must remain at all times with their guests
- Guests, like members, must be at least 14 years of age to use The Gym

Golf:

- Guest fees are available in the Pro Shop and vary depending if 9 or 18 holes; limit of 4 guests per visit
- Guests may come with a Full or Platinum member up to 6 times per year, not more than once a month; guest fee will apply each visit
- Guests must be with a member; member must remain at all times with their guests

This policy structure exists to protect you, our members, with a certain level of exclusivity and the experience you've come to expect. It is up to each member to follow these guidelines and ensure a great experience is available to all.

Las Palmas Restaurant & Agave Bar

Dress Code Policy

1. Dress code for Las Palmas Restaurant, Resaca Room, Garden Room: country club casual, defined as slacks, polo style shirts, or button-down shirts.
2. Dress code for Agave Bar: polo style shirts, golf or casual attire.
3. Swimsuits, cut-offs, men's tank tops, are not allowed in dining/bar areas. Shirt and shoes are required.
4. Gentlemen should remove hats when dining in Las Palmas Restaurant.
5. Children must abide by the Club's dress code.

Usage Rules

1. Reservations are recommended and encouraged for all dining in Las Palmas Restaurant & Agave Bar, Resaca Room, Garden Room, holidays and all special events. Reservations are appreciated and will help our staff to better prepare, providing efficient service to our members.
2. Resaca Room, Garden Room, and Casa 19 are available to rent for private events to members only.

3. No food or beverage may be brought in or removed from the Club premises on/or after a private event.
4. RVRCC is the sole provider of alcoholic beverages. Bar service for any private event, including “outside catering” events, will be provided by RVRCC only, as per licensing.
5. Members may bring the same guest a maximum of **once** a month to Las Palmas Restaurant & Agave Bar. Guests living more than 100 miles away, will be allowed to accompany the member without limitations during their visit.
6. Members cannot enter the kitchen or service areas.
7. Parents are expected to supervise their children at all times.

RVRCC Golf Course

RVRCC Management and their appointees have the authority to enforce all policies, rules and regulations. Rule violations and abuse of our golf course or staff will be reported directly to RVRCC Management. Members are advised to bring any concerns regarding golf operation policies to the Golf Department and/or the General Manager.

General Policies

1. RVRCC golf course is an 18-hole golf course facility, and members should schedule tee-times in advance. Members must check in at the Golf Shop prior to using the golf course.
2. All golfers should refrain from engaging in any behavior that might be offensive or embarrassing to other golfers, children, and/or families.
3. In no case shall RVRCC ever be held responsible for errant golf shots made by golfers. Damage occurring to any outside property as the result of an errant golf shot is the sole responsibility of the golfer.
4. In the event of lightning in the area, all golfers should leave the golf course immediately. RVRCC will not be responsible for any golfer playing during an electrical storm.
5. The golf course may not be used for any purpose other than the game of golf. Safety is our priority.
6. Members are responsible for the conduct of their guests. (See page 9 for guest fees.)
7. Members are responsible for their actions, and guests actions. (See page 9 for fines.)
8. All golf must commence on Hole #1, unless otherwise approved by the Golf Shop.
9. All golf tournaments must be approved by the Director and Golf Department.
10. All players are expected to use proper golf etiquette and play a round of golf without delay. The expectation is that an eighteen (18) hole round of golf should be played in four (4) hours or less.
11. Maximum number of players per tee time will be four (4). Fivesomes will be allowed at the discretion of the Golf Department. Groups of less than four (4) have no standing on the golf course.

12. All golfers are expected to repair ball marks/divots and rake sand penalty areas during play.
13. All practice is limited to Driving Range and Practice Putting Green.
14. Range balls are provided to members & their guests by the Golf Shop and are for use on the driving range only.
15. The golf course may be closed to play during bad weather or unplayable conditions, at the discretion of the Golf Course Superintendent, the Golf Department, and the Directors.
16. RVRCC Golf Course, Driving Range and Putting Green is closed on Mondays for course maintenance and projects.
17. Outside Professional Golf instruction is allowed on Club grounds with prior approval of Golf Department and payment of guest fee.
18. All food and beverages must be purchased from RVRCC. No exceptions.
19. Music level on golf carts must be low enough as to not be heard by other golfers.
20. Men's locker room is for men only. Anyone under the age of 18 is not allowed.
21. Please make your tee-time at least one day in advance to ensure golf cart availability.

Golf Attire

The policy of RVRCC is to ensure that the appearance and attire of golfers at RVRCC is neat and in keeping with the exclusive standards of all prominent private golf clubs. Proper attire for play at the golf facilities (course & practice) at RVRCC is defined as the following:

Tops

- MEN- Shirts must be collared, or standard mock at least 1.5 inches wide. No T-shirts or sleeveless shirts allowed. Shirts should always be tucked in.
- LADIES- Collarless tops must have sleeves. Sleeveless tops must have a collar. No T-shirts, workout tops, or “razor” back tops allowed.

Bottoms

- MEN- Slacks or golf shorts. Golf shorts are defined as shorts of a length no shorter than 3 inches above the knee, with belt loops and hemmed at the bottom of the leg.
- LADIES- Golf pants, shorts, skirts and skorts. Shorts, skirts and skorts should be no shorter than the mid-thigh.
- Athletic, cargo, cut-off, and any other unhemmed bottoms are not allowed.
- No denim is allowed.

Shoes

- Only soft spike shoes will be allowed at RVRCC golf facilities.

Headwear

- Golf caps should be worn with bills forward.

Enforcement of these policies has been assigned to the Golf Department. No member or guest will be permitted to use the golf course if they are in violation of these rules.

Golf Carts

1. Texas law requires all operators of golf carts to have a valid driver's license. In no case shall an unlicensed minor be allowed to drive a club owned or private cart, while on RVRCC property. Any violation of this policy may lead to fine and/or termination. (See page 9 for fines.)
2. Only two persons and two bags are allowed per RVRCC cart. **No one should ever stand/ride in the bag area of a golf cart.**
3. Carts should remain on paths as much as possible. **Absolutely no driving on greens.** Driving on greens may lead to fine, or suspension/termination. (See page 9 for fines). The 90° rule is always in effect. Exceptions to this rule due to health or disability reasons may be approved by the Golf Department.
4. Carts should remain out of wet areas on the course.
5. Operators of golf carts are responsible for all damages incurred while cart is in their possession.
6. Privately owned carts are subject to inspection to be approved by management. Criteria may include but not limited to: Proper turf tires, height of wheelbase, etc.
7. Privately owned carts must pass annual inspection to be approved and granted an RVRCC Trail Sticker. (See page 9 for fee.)
8. Guest fee may include the use of RVRCC club cart.
9. "Full" Club members riding in a friend's private cart are required to pay the cart fee.

All private carts must have golf course approved turf tires or must be standard style from manufacturer.

Rules of Golf

1. USGA rules must govern all play except as modified by our local rules and those on the RVRCC score card.
2. Out of bounds is defined by white stakes inside the curbs of streets on boundaries of course.

3. Any ball deemed out of bounds is out of play and should not be hit from where it lies. Do not hit from homeowners' property.
4. Lateral penalty areas are defined by red stakes and line. Regular penalty areas are defined by yellow stakes and lines.

Diablo Golf Course Fees & Fines

Member Cart Fees (tax included)

9 Holes	Single Cart	\$10
18 Holes	Single Cart	\$20

Guest Fees (tax included)

9 Holes	Single Cart	\$40
18 Holes	Single Cart	\$55

Annual Member Golf Fees + tax

Trail Fee	\$1200	\$100 Monthly
Club Storage	\$180	\$15 Monthly
GHIN Registration	\$39	\$3.25 Monthly
Mens Locker	\$180	\$15 Monthly
Golf Cart Storage	\$1200	\$100 Monthly

*Trail Fee is applicable to membership household members; guests riding with you are not covered under this fee and are required to pay a cart fee.

Golf Fines + tax

OFFENSES	1ST	FINAL
DRIVING ON GREENS	\$1000	Golf Privileges Suspended
UNLICENSED CHILDREN DRIVING ON COURSE *AS PER RANCHO VIEJO LAW	\$500	Golf Privileges Suspended

*RANCHO VIEJO POLICE DEPARTMENT WILL BE NOTIFIED OF ANY NON-MEMBERS AND PURSUED AS TRESPASSERS.

*TAXES ARE NOT INCLUDED IN FEES AND FINES.

*FEES AND FINES ARE SUBJECT TO CHANGE.

Court facilities

Usage Rules

1. The Tennis and Pickleball Courts are for the exclusive use of members only, and their guests.
2. All guests must adhere to RVRCC Member Policies.
3. Members must register at the Pro Shop prior to play; member's guest fees are \$20 per person, per visit.

Court Reservations

1. Reservations must be made and are encouraged, preferably 24 hours in advance.
2. Members and their guests must register in the Pro Shop prior to play and will then be assigned a court.
3. Members making reservations for singles **Tennis Courts** are limited to 1 1/2 hours; doubles reservations Tennis Courts are limited to 2 hours. However, if no reservations have been made for the court, play may continue.
4. Members making reservations for singles or double **Pickleball Courts** are limited to 1 hour. However, if no reservation has been made for the court, play may continue.
5. Members can reserve one court only.
6. Cancellations must be made at least one hour prior to playtime. Frequent last-minute cancellations, or failure to cancel may lead to suspension of play privileges.

Court Etiquette

1. Proper Tennis/ Pickleball attire must be worn on the court. Tennis shoes only. Cut-offs, tank tops, and swimsuits are not allowed. Cleats, black-soled shoes, track shoes, hard soled-shoes, sandals, flip flops, or bare feet are not allowed. Men's shirts must be kept on, even if its hot.
2. Persons using profanity, displays of anger, or disturbing other member's games will be asked to leave the court area.
3. Food and beverages (other than water or hydrating drinks) are not allowed on the courts. No alcoholic beverages permitted.
4. Any serious or repeated violations of the above rules by a member, members dependents, or guests, could lead to suspension of the use of court facilities, and/or membership.

5. Outside professional Tennis/Pickleball instruction is allowed on club grounds with prior approval by Management or Directors, and guest fee will apply.
6. Tennis courts are for tennis only.
7. Pickleball courts are for pickleball only.

The Gym

1. All members and their guest, using The Gym must check in at Pro Shop. Members must provide Membership ID card. Guests must sign in.
2. Members must be at least 14 years of age to use The Gym.
3. No one under 13 allowed in The Gym.
4. Outside professional fitness instruction or personal training will be allowed on RVRCC grounds with the Directors approval and guest fee will apply.
5. No food or beverage (other than water, or hydrating drinks) is allowed in The Gym. No alcoholic beverages allowed.
6. Maximum of 2 guests per member per visit. Guest fee is \$20 per person, per visit. Member must be present.

Alberca Grande

1. The pool hours of operation are seasonal and determined year to year. All swimming is at your own risk.
2. Members and guests must check in at the Alberca Grande entrance. Members must provide Membership ID card. Guests must pay guest fee.
3. Daily guest fees are \$20 per adult, and \$10 per child 10 and younger. Guests must be accompanied by members. Fees are per person/per visit. Fees are subject to change.
4. Members are required to register their guests, and are responsible for their guests, and guest fees.
5. Guests must be accompanied by a member.
6. Limit of five (5) guests per membership per visit.
7. All children under the age of 14, or unable to swim, must be accompanied by an adult.
8. Swim diapers must be worn by children not potty trained and must be changed when soiled.
9. Pool users must bring their own towels.
10. Smoking is prohibited inside the pool gates (this includes e-cigarettes).
11. Eating is prohibited in the pool, except when at the swim-up bar. No glass or bottles are allowed in or around the pool. **Coolers are allowed and subject to inspection.**

12. Unnecessary roughness, even in play, and any other recklessness, such as jumping off pool waterfall is strictly prohibited. No running at any time. All pool rules must be strictly adhered to.
13. Proper and appropriate swimming attire is always required in keeping with the family-oriented nature of the club. Proper attire includes bathing suits, board shorts, or rash guards.
14. Cut-offs are not permitted in the pool when swimming.
15. Bathing suits, including cover ups, are not allowed on the golf course, courts, putting green, or in Las Palmas Restaurant & Agave Bar.
16. Outside food and beverages are allowed. Alcohol may not be taken into or from the pool. Alcohol must be purchased through RVRCC only.
17. Members and their guests must adhere to all policies, any violation of the above rules may be cause for suspension and/or termination from RVRCC.
18. The Pool Bar hours are seasonal and subject to change.
19. No cash transactions.
20. Outside music is not permitted.

Pool Parties

1. Pool parties are for Members and their invited guests only.
2. Reservations for pool parties must be coordinated with the Food & Beverage Manager.
3. Outside entertainment allowed pending management approval.
4. Outside music is not permitted.
5. Private event fees apply for pool functions.