



# RANCHO VIEJO

RESORT & COUNTRY CLUB



## MEMBER HANDBOOK

# MEMBERSHIP GUIDELINES

The Membership Guidelines have been approved by the owners of Rancho Viejo Resort & Country Club (RVRCC) to assure the 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.

## 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 assumes no responsibility for the personal property of members or guests while on RVRCC premises.
5. Guests must be accompanied by a member and adhere to Member policies. Members must not leave guests unattended.
6. 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.
7. 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.
8. Designated parking areas are to be observed at all times.
9. 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.
10. 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.
11. No property of RVRCC is to be removed from RVRCC without the sole permission from the Directors.
12. 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.

13. Smoking or use of other tobacco products (including vapor e-cigarettes) is 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. The sole exception to this rule: Cigarette smoking will only be allowed in Men's Locker Room (NO CIGARS)
14. Any defaming of RVRCC, on any social media platform, may result in immediate termination of membership.
15. The Club will gladly host private events but does not and will not endorse any political or societal cause in doing so.
16. 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 provide 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 use the Club.
17. No food or beverage may be brought on to RVRCC premises without approval by the Directors.
18. Rentable spaces of RVRCC are exclusively for the use of Members and their invited guests.
19. All dues and prices are subject to change at the sole discretion of RVRCC.
20. 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.
21. Parents are expected to always supervise their children.
22. 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.
23. Members are responsible for reviewing and signing their checks when dining to ensure accuracy.
24. Any changes not cleared by our system will be automatically added by management to your membership account, even if account has been disabled for member charges.
25. Members accounts are due upon receipt and are delinquent if not paid in 30 days. A late fee is charged on all delinquent accounts.
26. RVRCC reserves the right to refuse service to anyone.
27. Only RVRCC personnel are allowed in employee workspaces.
28. All members are expected to conduct themselves in a manner that meets the high standards of RVRCC.
29. 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.
30. RVRCC's Gun Policy: Firearms are prohibited.

31. No pets are allowed on RVRCC grounds, and buildings, only service dogs with proper documentation.

## 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.
3. Member agrees to pay all Membership Fees on or before the due date (first day of each month). Late fees begin accruing the first day of the month following due date. Member understands that delinquency in paying any amounts due will result in late charges of 10% compounded 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. 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, 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.

# 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.
6. Parents are expected to supervise their children at all times.

## USAGE RULES

1. It is required for a Member to have their Member ID card with them at all club spaces.
2. 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.
3. Resaca Room, Garden Room, and Casa 19 are available to rent for private events to members only.
4. No food or beverage may be brought in or removed from the Club premises on/or after a private event.
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.

# RVRCC GOLF COURSE

**RVRCC Management and their appointees have the authority to enforce all policies, rules and regulations. Rules 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 Professional 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 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. All golf must commence on Hole #1, unless otherwise approved by the Golf Shop.
8. All golf tournaments must be approved by the Director of Golf.
9. 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.
10. Maximum number of players per tee time will be four (4). Fivesomes will be allowed at the discretion of the Director of Golf. Groups of less than four (4) have no standing on the golf course.
11. All golfers are expected to repair ball marks/divots and rake sand penalty areas during play.
12. All practice is limited to Driving Range and Practice Putting Green.
13. Range balls are provided to members & their guests by the Golf Shop and are for use on the driving range only.
14. The golf course may be closed to play during bad weather or unplayable conditions, at the discretion of the Golf Course Superintendent, the Director of Golf, and the Directors.
15. No outside Professional Golf instruction is allowed on Club grounds without prior approval of Director of Golf.
16. All food and beverages must be purchased from RVRCC. No exceptions.
17. Music level on golf carts must be low enough as to not be heard by other golfers.
18. Men's locker room is for men only. Anyone under the age of 18 is not allowed.
19. 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 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 Director of Golf and his staff. 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 be standing in the bag well area of a moving 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 Director of Golf.
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 must be approved by Management.
7. Privately owned carts must have RVRCC trail sticker for approved use. (See page 9 for fee.)
8. Guest privileges may include the use of RVRCC club cart.

**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 lines.  
Regular penalty areas are defined by yellow stakes and lines.



## Diablo Golf Course Fees & Fines

### Member Cart Fees (tax included)

9 Holes	Half Cart	\$8
9 Holes	Single Cart	\$10
18 Holes	Half Cart	\$15
18 Holes	Single Cart	\$20

### Guest Fees (tax included)

9 Holes	Half Cart	\$38
9 Holes	Single Cart	\$40
18 Holes	Half Cart	\$45
18 Holes	Single Cart	\$50

### Annual Member Golf Fees + tax

Trail Fee	\$1000
Golf Club Storage	\$120
GHIN Registration	\$35
Mens Locker	\$120
Golf Cart Storage	\$1000

### Golf Fines + tax

OFFENCES	1ST	2ND	3RD	4TH
DRIVING ON GREENS	WARNING	\$200	\$800	Golf Privileges Suspended
UNLICENSED CHILDREN DRIVING ON COURSE	WARNING	\$200	\$800	Golf Privileges Suspended

\*Taxes are not included in 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, cleats, tank tops, black soled shoes, and swimsuits are not allowed. Track shoes, hard soled-shoes, sandals, flip flops, or bare feet are not allowed.
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.
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. No outside professional Tennis/Pickleball instruction is allowed on club grounds without prior approval by Management or Directors.
6. Tennis courts are for tennis only.
7. Pickleball courts are for pickleball only.

## THE GYM

1. All members using The Gym must check in at Golf Shop. Members must provide Membership ID card.
2. Members must be at least 14 years of age to use The Gym.
3. No one under 13 allowed in The Gym.
4. No outside professional fitness instruction or personal training will be allowed on RVRCC grounds without the Directors approval.
5. No food or beverage (other than water, or hydrating drinks) is allowed in The Gym.
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. No lifeguard on duty.
2. Members and guests must check in at the Alberca Grande entrance. Members must provide Membership ID card.
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 are permitted during pool hours and 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 of any kind are strictly prohibited.
12. Unnecessary roughness, even in play, and any other recklessness, such as jumping off pool waterfall is 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. Swimmers and bathing suits, including cover ups, are not allowed on the golf course, courts, putting green, or in Las Palmas Restaurant & Agave Bar.
16. No outside food or beverages allowed. Alcohol may not be taken from the pool.
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 and Snack Hut hours are seasonal and subject to change.
19. No cash transactions.
20. Outside music is not permitted.

## **POOL PARTIES**

1. Reservations for pool parties must be coordinated with the Food & Beverage Manager.
2. Outside entertainment allowed pending management approval.
3. Outside music is not permitted.
4. Private event fees apply for pool functions.