



Amenity Guidelines & Pool Rules

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INTRODUCTION

Welcome to our community! We are pleased to provide you with these amenity guidelines, designed to enhance your enjoyment and ensure the safety of all residents while utilizing our shared facilities. Please note that these guidelines are supplemental to, and do not replace, any rules and regulations outlined in the community's covenants and restrictions. It is crucial that you review these guidelines carefully, as they detail important information regarding the use of our amenities. We kindly request that homeowners provide a copy of these guidelines to their tenants to ensure everyone is aware of and adheres to these standards. To gain access to our amenities, please familiarize yourself with the required forms located at the end of this document. We appreciate your cooperation in helping us maintain a pleasant and secure environment for all.

REQUIRED FORMS FOR AMENITY ACCESS:

Appendix A – Amenity and Pool Roster Information Form

Amenity Guidelines Acknowledgement Form

Homeowner Access Card Request/Reactivation Form

Tenant Access Card Request Form (if applicable, to be filled out by the homeowner)

NOTE: Amenity access cards will not be issued unless all forms are filed with the Association.

Tenants will not be issued access cards until the homeowner has provided a current lease and the required Tenant Access Card Request Form.

POOL RULES

Pool Access Procedure

To ensure secure and efficient access to the pool area, residents must utilize their assigned access card at the pool gate located nearest the playground. If your access card fails to unlock the gate, the pool attendant will be unable to grant you entry. Please be aware that residents are strictly prohibited from allowing individuals who are not their guests to enter the pool area using their personal access card. If you encounter any issues with your access card, please contact community management to determine the cause of the deactivation.

Upon successfully entering through the playground gate, all residents must proceed to the check-in table located at the bottom of the stairs to register with the pool attendant. You will be required to present a valid Pool ID for verification. The attendant will confirm your information against the community database, and upon successful verification, you will be granted pool access.

Important Notes:

- All coolers are subject to inspection by the pool attendant to ensure compliance with community guidelines, specifically the prohibition of glass containers and other prohibited items.
- Accessing the pool area through the fitness center bathrooms is strictly prohibited.
- The elevator hallway entrance is reserved for residents with accessibility concerns only.

Pool Hours

POOL HOURS: 6AM-8PM (Unless otherwise posted on Townsq)

POOL OPENING/CLOSING: Per calendar posted on Townsq

NOTICE: SWIM AT YOUR OWN RISK. Please be advised that the community pool is a "swim at your own risk" facility. There are no lifeguards on duty. Pool attendants are present to manage access, verify resident credentials, and ensure adherence to pool rules; they are not certified lifeguards and are not responsible for water safety.

Throughout the year, there may be periods when the pool is open but unattended. Residents are responsible for their own safety and the safety of their guests at all times. For the pool attendant's scheduled hours of operation, please refer to the pool attendant schedule located at the end of these guidelines.

If people are seen in the pool area when it is closed, the police will be contacted to remove the individuals from the site

Owner Information Sheet and Pool Passs

To ensure accurate and current information, each household needs to fill out an Amenity & Pool Roster Information Sheet (Appendix A). Please note a new information sheet is required each year. Your form must be on file and you must be in good standing with the HOA to be allowed amenity access.

Each family member 14 or older is initially provided one free Pool Pass. Replacement Pool Passes are \$25. The charge will be posted to the homeowner's ledger. If you need a replacement card, please contact your Community Manager at tdemilia@hrw.net or 919.752.1010. If the replacement card is for a tenant, the homeowner must give the Association permission to charge their account before a replacement ID will be issued.

Every individual aged 14 years or older must have and present their Pool Pass. Please note that persons under the age of 14 must be accompanied by a parent or adult over the age of 14. NO exceptions will be granted to these rules.

Lending of Lodge key card or photo ID to other residents or non-residents may result in resident's loss of access to all amenities.

Providing false information on any document will result in the loss of amenity privileges.

Guest Policy

When residents complete the necessary paperwork for the Pool Pass, each household will also receive a guest punch card. Each card will hold 16 punches. Guest cards will be punched one time for each guest a household brings (bring 4 guests and your card will be punched 4 times).

*Monday – Thursday: On these days households may invite a maximum of 4 guests per visit to the pool and the guest punch card does not need to be punched. Please note: Residents must still check their guests in every day, regardless of whether or not the punch card is needed so that pool use can be documented.

*Friday – Sunday & Holidays (July 4th & Memorial Day/Labor Day): On these days households may invite a maximum of 4 guests per visit to the pool and the guest punch card DOES need to be punched.

No guests are allowed to Highland Creek sponsored pool events.

Guests must be always accompanied by their sponsoring resident. Residents are NOT allowed to check guests in and leave them at the pool.

Lending of Lodge key card or Pool Pass to other residents or non-residents may result in resident's loss of access to all amenities.

Providing false information on any document will result in the loss of amenity privileges.

Pool Rules

HIGHLAND CREEK POOL IS NOT MONITORED BY LIFEGUARDS. SWIM AT YOUR OWN RISK.
PERSONS UNDER THE AGE OF 14 SHOULD NOT SWIM WITHOUT ADULT SUPERVISION.

ADULTS SHOULD NOT SWIM ALONE

1. Attendants are responsible for monitoring the behavior and conduct around the pool area. Attendants are authorized to expel anyone from the pool area not complying with the rules or ignoring verbal warnings regarding behavior.
2. Persons under the age of 14 must be accompanied and supervised by a parent or guardian.
NO exceptions.
3. Shower before entering the pool.
4. Playing or loitering in the bathhouse is not permitted.
5. Anyone not toilet-trained or incontinent must wear appropriate waterproof pants or diapers when they are in the pool. No disposable diapers are allowed in the pool.
6. Floatation devices and small ring buoys (under 24" in diameter) may be used in the slide pool.
7. Pool toys and pool float chairs under 48 in. x 48 in. are allowed but must be removed from pool when not being used. All other floats and rafts are prohibited.
8. **Diving is prohibited.**
9. Individuals with bandages, open wounds, sores, or skin infections will not be permitted in the pool.
10. Smoking is only permitted in the posted grass area in the southeast corner.
11. Annoying, harassing, or inappropriate behavior, including intoxication will NOT be tolerated. No verbal abuse, profanity, or offensive language will be tolerated. Individuals who do so will be required to leave.
12. When a storm comes, everyone must clear the pool until the attendant determines that safe conditions have returned. The pool manager reserves the right to close the pool due to inclement weather.
13. Only battery-operated radios, mp3 players, etc. may be used at the pool. In consideration of others, they must be used with headphones or earbuds.
14. No one may tamper with or remove any pool equipment or furniture. Furniture is not permitted in the pool.
15. Food and drink are permitted on the deck area only. No one is allowed to have/hold a drink or food while in the pool. Alcohol is permitted, but anyone showing signs of intoxication will be asked to leave.
16. No trash or debris is to be thrown in the pool. Place all trash and refuse in proper receptacles and clean up any spills
17. Cut-off clothing with an unfinished hem is prohibited in the pool. Loose threads clog the filter/pump.
18. Individuals wearing wet swimsuits will not be allowed inside the Lodge or fitness room.
19. No lessons should be taught in the pool.
20. Use of lockers will not be permitted.

- 21. The following items are *NOT* permitted in the pool or pool area:**
- a. Pets
 - b. Gum chewing
 - c. Glass containers
 - d. Frisbees and hard balls used for any sports such as:
 - i. Footballs
 - ii. Soccer Balls
 - iii. Tennis Balls
 - iv. Volley Balls
 - e. Skateboards, bicycles, roller blades, or other potentially dangerous toys

Violation of rules may result in loss of amenity privileges.

Pool Slide Rules

- 1. The slide is open only when attendants are on duty.
- 2. Staff has the right to close the slide at any time due to improper use.
- 3. No flotation devices of any kind, except water wings or life jackets, are allowed on the slide.
- 4. Form a line on the pool deck, not on the slide stairway.
- 5. Up to four (4) swimmers (800 lbs.) are allowed on flume at one time. Ride side by side.
Never form chains.
- 6. Slide must be ridden feet first lying on your back or in a sitting position (sit up to go slower, lie down to go faster).
- 7. Keep arms and hands inside the slide at all times.
- 8. Swimmers must wait for the attendant's start signal before starting down the slide.
- 9. Exit the splashdown pool area immediately after going down the slide.
- 10. Persons under 6 must be supervised by an adult to use the slide.
- 11. Eyeglasses must be securely affixed to swimmers with head straps.
- 12. Swim wear with exposed zippers, buckles, rivets or metal ornamentations are not permitted.
- 13. Do not run, dive, stand, kneel, rotate or stop in the slide.
- 14. CAUTION: For safety reasons, pregnant women and persons with heart conditions or back trouble should not ride the slide.

The attendants have the authority to expel anyone not complying with the rules.

Grill Usage

- Bringing your own grill is prohibited.
- Grills will be chained to the fence at all times.
- Users will supply their own propane.
- Grills will get an initial cleaning prior to the season.
- A cleaning brush will be supplied and attached to each grill.
- Users are responsible for cleaning the grill after each use while still warm/hot.
- Rules for use will be posted near the grills.
- Adherence to grill rules is important to continue having this amenity.

Lodge Parking

- Parking is provided for residents and guests only during operational hours.
- The parking lot is private property. Vehicles left in the parking area are subject to towing at the owner's expense.
- Unauthorized vehicles parked in the Handicapped Parking spaces will be fined and towed and reported to the City of Raleigh Police Department.
- Loitering is not permitted.

Mandatory Pool Closures

Per Wake County Health Department regulations, the pool may be closed due to the following circumstances:

- Fecal contamination.
- Broken glass in or around the pool.
- Chemical imbalance of pool water.
- Pet and/or other animals found in the pool.

In addition to the above-referenced points, it may be necessary to temporarily close the pool due to inclement weather. If there is bad weather at the start of the day and daily pool maintenance cannot be performed due to the weather, a delay may occur in the opening of the pool. If severe weather persists past 6:00 p.m. with no indication of clearing, the pool will remain closed for the remainder of the day.

During inclement weather, the following safety procedures will be followed:

- Lightning - Lightning is life threatening and water seeking. If lightning is spotted, leave the pool area and seek shelter immediately. Members should get out of the water, wait 30 minutes or until the storm passes.
- Thunder - If thunder is heard, members should get out of the water, wait 30 minutes or until the storm passes. Members may remain on the deck away from the water. Each time thunder is heard; the 30-minute rule should begin again.
- Emergency - In the event of a severe storm, tornado, hurricane, or other catastrophe, members and guests must leave the facility. If it is unsafe to leave the area, members and guests should take shelter in the dressing room facility until it is safe to travel home.
- Attendants may close the pool and/or the pool area in the event of an emergency.

LODGE GUIDELINES

Please note this area is under security surveillance which is monitored daily.

Daily Use of the Lodge

- Hours: Daily 5:00 am – 10:00 pm (or as posted during special circumstances).
- Please pickup after yourself and discard any trash in the trash receptacles provided throughout the Lodge.
- Smoking in the Lodge is prohibited.
- Animals are not allowed in the Lodge unless they are a certified service animal.
- Use of candles in the Lodge is prohibited.
- The music system should only be played at a reasonable level.
- Shirt and shoes must be worn at all times. Wet bathing suits are NOT allowed in the Lodge.
- The Lodge may be partially or completely closed during normal hours of operation to Residents at any time without prior notice.
- The Board of Directors reserves the right to refuse anyone the use of the Lodge.
- Households will be able to bring up to four (4) guests with them to the facility.
- Residents using the Lodge are responsible for the actions of their guests.
- Children under the age of 18 must be accompanied by a parent or legal guardian. NO EXCEPTIONS.
- Failure to adhere to these guidelines may result in the loss of privileges.

Kitchen

- Hours: Monday to Friday from 5:00 am - 10:00 pm (or as posted during special circumstances).
- Please clean the kitchen and all appliances after use.
- Users must supply their own utensils, dishes, cookware, and paper goods.
- Removal of any HOA appliances, utensils, glasses, dishes, trays, etc., from the kitchen service area is PROHIBITED.
- Anyone using the kitchen understands the potential dangers associated with using kitchen appliances and utensils and does so at their own risk.
- Personal food or items may not be kept, stored, or left in the refrigerator, cupboards, or cabinets by individual residents.
- Please report any damage or abuse to the attention of the Community Manager.
- Failure to adhere to these guidelines may cause the loss of privileges.

Game Room

- Hours: Daily 5:00 am – 10:00 pm (or as posted during special circumstances).
- Please be aware of others playing, standing, or sitting around you to avoid injury to others.
- When you leave the room, please return anything you were using to its proper place (i.e., ping pong balls, paddles, pool sticks, pool balls, equipment, chairs, etc.)

- Please notify the Community Manager in person or via email tdemilia@hrw.net of any damaged equipment or furniture within 24 hours.
- Residents using the game room are responsible for the actions of their guests.
- Children under the age of 18 must be accompanied by a parent or guardian. NO EXCEPTIONS.
- Failure to adhere to these guidelines may result in the loss of privileges.
- Please note this area is under security surveillance which is monitored daily.

Fitness Room

- Hours: Daily 5:00 am - 10:00 pm (or as posted during special circumstances).
- The fitness room is for residents and their guests only. Residents are responsible for the conduct of their guests. Please do not allow access to non-residents and make sure the doors are closed when leaving the fitness room.
- Residents under the age of eighteen (18) years of age are not permitted in the fitness room, unless accompanied by a parent or guardian.
- Only plastic water bottles can be brought into the fitness room for individual use. No glass or food of any kind is permitted.
- Shoes and shirts must be worn at all times.
- Equipment should be **wiped down** (NOT sprayed directly) with provided wipes after every use.
- Wet clothing, including bathing suits or wet towels are not permitted.
- Residents use the equipment and work out at their own risk.
- No trainers are permitted.
- Do not drop or slam weights. Control them or use less weight.
- Please report any broken equipment to your Community Manager.
- Lockers are available for daily use only. All items must be removed from the lockers at the end of each day.
- Failure to adhere to these guidelines may result in the loss of privileges.

Lodge Parking

- Parking is provided for residents and guests only during operational hours.
- The parking lot is private property. Vehicles left in the parking area are subject to towing at the owner's expense.
- Unauthorized vehicles parked in the Handicapped Parking spaces will be fined and towed and reported to the City of Raleigh Police Department.
- No loitering is permitted.

OUTDOOR RECREATIONAL FACILITIES

Tennis Court and Sports Court

- Hours: Daily 8:00 am – 9:00 pm
- Play at your own risk.
- The tennis and sports courts are for residents and their guests only. Residents are responsible for the conduct of their guests. Please do not allow access to non-residents and make sure the gate is closed when leaving the tennis court. Residents must use an access card to gain entry into the tennis and pickleball gates. Residents should not allow other residents access to these facilities via their access card.
- Residents should limit their court time to one hour if others are waiting to play.
- No alcoholic beverages, smoking, glass bottles or food is permitted while on the courts. Only water or drinks in plastic containers is permitted.
- Pets are not permitted on the courts.
- Only tennis and pickleball equipment should be used on the courts. No basketballs, footballs, baseballs, frisbees, skateboards, scooters, roller blades, or other items that might damage court are permitted.
- No lessons should be taught on the courts, without prior approval by the Board of Directors. • Please be courteous with noise levels as the courts back up to your neighbors' homes.
- If you notice a problem with the courts, goals, nets, gates, fences, etc., please notify management.

Playground

- Hours: Daily - dawn to dusk.
- The playground is for households and their guests only. Residents are responsible for the conduct of their guests. Please make sure the gate is closed when leaving the playground area.
- The playground is intended for children ages 5-12, who must be accompanied by a parent or guardian.
- Pets are not permitted in the fenced-in playground area.
- Equipment should not be used when it's wet, as to avoid possible injury.
- No glass bottles, food or gum permitted.
- No alcoholic beverages are permitted.
- Do not wear clothes with drawstrings at the playground.
- Please report all broken equipment to management immediately.
- Play at your own risk.

Soccer Field and Trail

- Hours: Daily – dawn to dusk.

- Use of the soccer field and trail are limited to households and their guests. Residents are responsible for their families and guests and must be present with photo ID when their guests are using the field or trail. Maximum of four guest per household.
- If you notice individuals, teams, etc. who are not a part of the community and are using the field or trail, please contact management immediately. If that person is not available, please contact the police and inform them of the posted soccer field guidelines.
- Pets must be on a leash at all times. Pet owners are required to clean-up after their pets.
- Hardball sports, including golf, are prohibited.
- No fireworks, portable fire pits, or open fires are permitted.
- Criminal or disorderly conduct, including abusive language or behavior that inhibits the enjoyment of others, including those residents adjacent to the field, is prohibited.
- Please report damaged equipment to management.
- Play at your own risk.

Gazebo

- Hours: Daily – dawn to dusk.
- Parties of 10 or more are prohibited.
- Grilling is prohibited.

APPENDIX A

Amenity & Pool Roster Information

Please fill in and include **ALL** residents who live at your address. This information will be maintained in your file and it is your responsibility to update this form as necessary with new information. **A current lease must be provided by homeowner or management company to obtain a pool pass.** Send to tdemilia@hrw.net or via townsq.

** Providing false information or lending of access credentials will result in loss of all access passes and amenities privileges. **

ADDRESS: _____ LOT#: _____

HOMEOWNER LAST NAME: _____
CLEARLY PRINT LARGELY IN ALL CAPS

LEASED (RENTED) PROPERTY

TENANT LAST NAME: _____

PROPERTY MANAGEMENT COMPANY NAME (if applicable): _____

LIST ALL HOUSEHOLD MEMBERS, INCLUDING YOURSELF				
Name (Last, First)	Relationship	Phone (at least 1)	Age (if under 14)	Key Card # (5 digits only)
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				

CLEARLY PRINT at least one email address of responsible adult in home

1. _____
2. _____

By signing below, you are indicating that you have received your pool ID and guest pass for the year and have read and will abide by all rules set forth in the Amenity Guidelines & Pool Rules.

 Signature of Homeowner/Tenant

 Date



Appendix A

Amenity Guidelines Acknowledgement Form

Name: _____

Address: _____

Phone Number: _____

Email Address: _____

By signing below, I acknowledge that I have read, understood, and agree to abide by the following amenity rules for Highland Creek:

1. **Access Card Usage:** I understand that I am strictly prohibited from allowing unauthorized individuals access to community amenities using my access card. Only authorized residents or registered guests are permitted entry.
2. **Guest Responsibility:** I understand that any individual granted access to community amenities via my access card is considered my guest, and I am fully responsible for their behavior and actions.
3. **Owner Responsibility for Tenants:** If I am an owner and my unit is occupied by a tenant, I understand that I am responsible for the behavior of my tenants and that any monetary damage caused by them will be charged to my account.
4. **Damage Responsibility:** I understand that I am responsible for any damage to community amenities caused by myself, my guests, or my tenants (if applicable).
5. **Access Card Suspension:** I understand that community management reserves the right to suspend my access card for violation of amenity guidelines, pending the outcome of the next violation hearing.
6. **Legal Action:** I understand that the association will press charges for any illegal behavior occurring within community amenities.
7. **City Fines:** I understand that I will be charged any fines received from the city for failure to exit the building or amenity areas within posted operating hours.
8. **Pool Management Authority:** I understand that I am required to leave the pool area if requested to do so by pool management for any reason.
9. **Pool Gate Access:** I understand that pool attendants are not authorized to manually open the gate if my access card fails to grant entry. I will need to contact community management to resolve the issue.

Acknowledgement:

I have read and understand the amenity guidelines outlined above and agree to comply with them.

Resident/Owner Signature

Resident/Owner Printed Name

Date

HIGHLAND CREEK MASTER ASSOCIATION

c/o HRW Inc.

8503 Hartham Park Avenue, Raleigh, NC 27616

Phone 919-752-1010 tdemilia@hrw.net

HOMEOWNER ACCESS CARD REQUEST FORM

New owners will be mailed the first two (2) key cards upon request, free of charge.

(Maximum 2 KEYS PER HOUSEHOLD)

Owners Names: _____

Property Address: _____

Phone Number: _____ Email Address: _____

_____ I am a new homeowner requesting access cards at no charge (2 access cards)

_____ I have lost or misplaced the access card previously issued. Highland Creek can charge my HOA account \$40 for a replacement access card.

My/Our signature(s) acknowledges that I am/we are the Property Owner(s) in Highland Creek HOA.

Owner(s) Signature(s)

Date

The Property Owner(s) listed above is/are the only party/parties authorized to receive Access Cards. All Renters/Tenants must contact the Property Owner(s) to request Access Cards.

****If you lose your key and need a replacement, please contact tdemilia@hrw.net or call 919-752-1010 to immediately inactive the lost card and prevent unauthorized access****

For Office Use Only

1st Key Card #: _____ 2nd Key Card#: _____

Mailed: _____ Hand delivered at the office: _____

The Board of Directors may amend pool rules at any time.

HIGHLAND CREEK MASTER ASSOCIATION

c/o HRW Inc.
8503 Hartham Park Avenue, Raleigh, NC 27616
Phone 919-752-1010 tdemilia@hrw.net

TENANT ACCESS CARD REQUEST FORM

Owners Names: _____

Property Address: _____

Phone Number: _____ Email Address: _____

_____ Absentee owner (if you do not live at Highland Creek and please provide your mailing address)

Mailing Address: _____

My/Our signature(s) acknowledges that I am/we are the Property Owner(s) in Highland Creek HOA.

Owner(s) Signature(s) _____ Date _____

The Property Owner(s) listed above is/are the only party/parties authorized to receive Access Cards.
All Renters/Tenants must contact the Property Owner(s) to request Access Cards.

_____ I would like to receive a second/replacement key card. Highland Creek can charge my HOA account \$40 for the second/replacement access card.

TENANT(S) NAME(S): _____ **TENANT(S) PHONE#:** _____

MANAGEMENT COMPANY NAME: _____

MANAGEMENT COMPANY CONTACT PERESON NAME: _____

MANAGEMENT COMPANY PHONE#: _____

****If you lose your key and need a replacement, please contact tdemilia@hrw.net or call 919-752-1010 to immediately inactive the lost card and prevent unauthorized access****

For Office Use Only

1st Key Card #: _____

2nd Key Card#: _____

Mailed: _____

Hand delivered at the office: _____

The Board of Directors may amend pool rules at any time.