



# Amenity Guidelines & Pool Rules

REVISED 01.29.2024

# TABLE OF CONTENTS

|                                                                                                            |           |
|------------------------------------------------------------------------------------------------------------|-----------|
| INTRODUCTION .....                                                                                         | 1         |
| POOL RULES.....                                                                                            | 2         |
| <i>Pool Access - Please read carefully so you do not get turned away when<br/>visiting the pool! .....</i> | <i>2</i>  |
| <i>Pool Hours (Guarded = Lifeguards on duty) .....</i>                                                     | <i>3</i>  |
| <i>Owner Information Sheet and ID cards .....</i>                                                          | <i>4</i>  |
| <i>Guest Policy .....</i>                                                                                  | <i>4</i>  |
| <i>Pool Rules .....</i>                                                                                    | <i>5</i>  |
| <i>Pool Slide Rules.....</i>                                                                               | <i>6</i>  |
| <i>Grill Usage .....</i>                                                                                   | <i>7</i>  |
| <i>Lodge Parking.....</i>                                                                                  | <i>7</i>  |
| <i>Mandatory Pool Closures .....</i>                                                                       | <i>7</i>  |
| LODGE GUIDELINES.....                                                                                      | 8         |
| <i>Daily Use of the Lodge .....</i>                                                                        | <i>8</i>  |
| <i>Kitchen.....</i>                                                                                        | <i>8</i>  |
| <i>Game Room .....</i>                                                                                     | <i>8</i>  |
| <i>Fitness Room.....</i>                                                                                   | <i>8</i>  |
| <i>Lodge Parking.....</i>                                                                                  | <i>8</i>  |
| OUTDOOR RECREATIONAL FACILITIES .....                                                                      | 10        |
| <i>Tennis Court and Sports Court.....</i>                                                                  | <i>10</i> |
| <i>Playground .....</i>                                                                                    | <i>10</i> |
| <i>Soccer Field and Trail.....</i>                                                                         | <i>11</i> |
| <i>Gazebo.....</i>                                                                                         | <i>11</i> |

|                                                   |           |
|---------------------------------------------------|-----------|
| <b>AMENITY &amp; POOL ROSTER INFORMATION.....</b> | <b>12</b> |
| <b><i>APPENDIX A</i> .....</b>                    | <b>12</b> |

## **INTRODUCTION**

The creation of these rules has been a collaboration of the community management company, your pool management company, and your Lifestyle Director. The goal is to ensure an enjoyable and safe experience for all of our residents when utilizing the community's pool. These rules have been created to promote safety and enjoyment for your community. It is important that every household member understand and adhere to the rules.

Please review the rules carefully, as action will be likely required on your part, for example, annually getting or updating an ID card. From time to time the rules may be updated. In such cases, owners will be notified via TownSq announcement, however, it is important that you familiarize yourselves with this document. Every resident in Highland Creek is required to adhere to these rules. We recommend that parents review the policies with their children, and if applicable, homeowners review them with their tenants, to make them aware of the rules for the pool.

Management, Board members, and Compliance Officers are allowed to enter the pool area at any time.

Thank you in advance for your cooperation.

## POOL RULES

**Pool Access** - *Please read carefully so you do not get turned away when visiting the pool!*

A gate attendant will be stationed at the parking lot entry gate to help ensure that all people using the pool are Highland Creek residents -- NO EXCEPTIONS! Each resident 14 and older will provide their ID card to the attendant. The attendant will be provided a Highland Creek resident list each week. The attendant will check the picture on the ID to ensure it matches the resident presenting it. Then the attendant will find the resident's name on the list and sign each person in.

If a resident's name is not on the resident list, they WILL NOT BE ALLOWED to enter the pool. The following reasons why a resident's name may not be on the list: not current with their HOA dues; paperwork has not been completed; resident has not gotten their ID card; a resident's pool privileges have been revoked because they were not following the rules; or an owner has not provided tenant information to management. If your name is not on the list, you are not to engage the attendant, please contact management or the Lifestyle Director during normal business hours. If residents become rude with the attendants, an incident report will be completed and submitted to management and pool privileges may be revoked for the remainder of the pool season.

The entry gate by the playground now has an access card reader. If you are unable to gain entry with your key card the attendant will not be allowed to open the gate for you. Also, other residents are not allowed to use their key card to gain you access to the pool. You will have to contact the management company during business hours to determine why your key card is deactivated. You will still need to check in with pool attendant and display your pool pass ID.

**Please note, check-in may take some time especially during the first few weeks of the pool being open, so please be patient.**

Only residents who require handicapped access may enter and exit through the Lodge automatic door next to the elevator. No residents are allowed to access the pool via the fitness room doors. This is a private pool with admittance by ID card ONLY and is for use of residents only. Anyone using this facility without authorization is subject to arrest for trespassing.

## **POOL HOURS**

### **Pool Season Hours (May 2<sup>nd</sup> – September 8<sup>th</sup>)**

May 2<sup>nd</sup> – May 31<sup>st</sup>; June 3<sup>rd</sup> – June 7<sup>th</sup>: 8:00 AM to 8:00 PM

June 1<sup>st</sup> – June 2<sup>nd</sup>; June 8<sup>th</sup> – July 19<sup>th</sup>: 8:00AM to 9:00 PM

July 20<sup>th</sup> – September 8<sup>th</sup>: 8:00 AM to 8:00 PM

### **Pool Attendant Hours (3 Attendants)**

**May Weekdays** (Monday to Friday) 4:00 PM – 8:00 PM

**May Weekends** (Saturday and Sunday) 10:00 AM – 8:00 PM

**Memorial Day (Monday: 05/27)** 10:00 AM – 8:00 PM

**June/July Weekdays** (Monday to Friday):

06/03 – 06/07: 4:00PM – 8:00PM; 06/10 – 07/19: 10:00 AM – 9:00 PM;

07/22 – 07/31: 10:00 AM – 8:00 PM

**June/July Weekends** (Saturday and Sunday):

06/01 – 07/14: 10:00 AM – 9:00 PM; 07/20 – 07/28: 10:00AM – 8:00 PM

**August/September Weekdays** (Monday to Friday):

08/01 – 08/16: 10:00 AM to 8:00 PM; 08/19 – 09/06: 4:00 PM – 8:00 PM

**August/September Weekends** (Saturday and Sunday): 10:00 AM – 8:00 PM

**Labor Day (Monday: 09/02)** 10:00 AM – 8:00 PM

If people are seen in the pool area when it is closed, the police will be contacted to remove the individuals from the site. Residents bringing another resident's children must also present the other resident's pool pass.

### **Owner Information Sheet and ID cards**

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 in the pool area.

Each family member 14 or older is initially provided one free ID card. Replacement ID cards are \$25. The charge will be posted to the homeowner's ledger. If you need a replacement card, please contact your Lifestyle Director at [highlandcreek@hrw.net](mailto:highlandcreek@hrw.net).

Every individual aged 14 years or older that desires to enter the pool must have and present their ID card. 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 ID card, 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). Lost cards will not be replaced.

\*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 accompanied by their sponsoring resident at all times. Residents are NOT allowed to check guests in and leave them at the pool.

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.**

## **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 or hard 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 - 12:00 am (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 during an event.
- 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 to 12:00 am (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 Lifestyle Director.
- Failure to adhere to these guidelines may cause the loss of privileges.

### **Game Room**

- Hours: Daily 5:00 am - 12:00 am (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 Lifestyle Director in person or via email ([highlandcreek@hrw.net](mailto:highlandcreek@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 - 12:00 am (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 Lifestyle Director.
- 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 reserve court time in TownSq in one-hour blocks (max.) as to allow other residents the opportunity to use the courts; however, if no other residents arrive by the end of your reservation, you may stay until another resident arrives. Always have a source on-hand (e.g., TownSq Mobile app) to prove/check reservation(s) while using a court.
- No alcoholic beverages, smoking, glass bottles or food is permitted while on the courts. Only water or drinks in plastic containers is permitted.
- No one under 18 is permitted without adult supervision.
- Pets are not permitted on the courts.
- Only tennis, pickleball, and shuffleboard equipment can 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.
- 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.
- Use must be reserved through TownSq.
- Maximum of two consecutive hour time blocks per reservation.
- 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.

**\*\* 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)

### **FOR LEASED PROPERTY**

TENANT LAST NAME: \_\_\_\_\_

PROPERTY MANAGEMENT COMPANY NAME (if applicable):  
\_\_\_\_\_

### **LIST ALL HOUSEHOLD MEMBERS, INCLUDING YOURSELF**

| Name (LAST, First) | Relationship | Phone | Age (if under 14) | Key Card #<br>(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 out in the Amenity Guidelines & Pool Rules.

\_\_\_\_\_  
Signature of Homeowner/Tenant

\_\_\_\_\_  
Date

