



Renters Use Policy & Procedures Relating Specifically to Membership & Club Use

It is understood that, at times, Members may choose to lease out their homes for use by Renters. During these times, we also understand that those Renters will desire the ability to utilize the numerous amenities and privileges which come as part of the Social membership offerings provided by the Club. For Members in good standing with the Club, The Polo Club will use the following guide for handling this temporary access.

It is important to note that the Club restricts rental periods to no shorter than thirty days, and for no more than three different periods throughout a calendar year. All lease notification forms must be submitted to both the Club and the Homeowners Association prior to the beginning of the lease period.

NEW: For the purpose of access to the Club, the sub-letting of a portion of the home is not considered a rental. Anyone renting space within a Member's home will have access only as a guest of that Member, with the defined Guest Policy applied.

For all valid rentals, the parameters for access are as such:

1. The privileges of the Member/Owner are suspended during the lease period. (Note: If the Member/Owner owns another home in the community which they occupy, the rental of another home does not affect the privileges provided as part of the Membership associated with the Member-occupied home.)
2. The Member/Owner is required to pay an Assignment Fee equal to one month's dues to establish eligibility into the Club on behalf of the renter.
3. Renters must register with the Club (with prior authorization from the Member), and are required to complete a temporary membership application, including providing a valid credit card.
4. The Member/Owner is responsible for payment of all dues; the Renter is responsible exclusively for charges incurred.

There are certain privileges which do not transfer to the Renter, including the guest credits provided to Members. The Club reserves the right to amend the Rental Policy as it deems fit, with the goal of providing a great membership experience to owners being the first priority.

Additional questions regarding this policy may be directed to the Membership Office at membership@trilogypoloclub.com or 760.775.5522.

Renter Frequently Asked Questions

Q: Do renters get membership cards?

A: Renters staying in the community for greater than three months may be issued 1 temporary access card or 2 temporary Membership cards (their preference). Renters staying less than 3 months may be issued 1 temporary access card. Both types of cards will be secured by the credit card on file (there is a \$25 fee per card for unreturned cards). The Membership cards are tied to the renter's account, meaning

they may charge items at the Club if they would prefer. The access card and Membership cards (whichever is applicable) provides access to the pools.

Q: Do renters get charging privileges?

A: Renters staying in the community for greater than three months are able to establish a Member account if they would like. Renters staying less than three months will simply pay by card or cash when at the Club.

Q: Do renters get access to the community website?

A: Yes. A temporary login and password can be provided upon request to all renters.

Q: Who is responsible for what in setting up a renter properly?

A: It is easiest to break down the responsibilities by role:

- **The owner** is responsible for:
 - o Informing the respective Community Associations
 - o At least two weeks prior to renter arrival turning in the Notification of Home Rental form to the Member Services desk
 - o Handling entry into the community upon initial arrival
 - o Handling anything related to the home itself
 - o Informing the renter of the rules & regulations of the community
 - o Informing the Club of any change in the rental period
- **The Club** is responsible for:
 - o Providing a welcoming environment to all renters and guests
 - o Providing the renter the Renter Registration Form
 - o Issuing the temporary cards and accounts as defined above
 - o Issuing a temporary gate code to access the community
 - o Communicating an overview of the Rules & Regulations of the Club
- **The renter** is responsible for:
 - o Checking in with the Member Services desk within one week of the start of the rental period
 - o Following the Rules & Regulations of the Club
 - o Carrying the access card to the Club with them at all times
 - o Returning to the Member Services desk either the Membership card(s) or access card (whichever is applicable) at the end of the rental period
 - A \$25 fee per card will apply to all unreturned cards

Q: What doesn't the Club provide renters?

A: The Member Services team provides information and tools related to the Club as defined above. The Member Services team does not provide mailbox keys, gate remotes, access to Member accounts, access to the homes, or anything else not related to providing the Membership experience at the Club.

Q: Who is covered under the Member access for a renter?

A: Renter, spouse, and children younger than 25.

Q: Do my renters need to "check out"?

A: Renters are asked to return any Membership/access cards upon their departure. A \$25 fee per card will apply to all unreturned cards.

Q: If I've purchased a home but renting from another Member prior to the home closing, do I need to complete the Renter Registration Form?

A: Yes.

Q: What if my renter chooses not to register at the Club?

A: The Clubhouse will be considered off limits to renters that do not register. The homeowner is fully liable for all actions of the renter if the renter is not registered, including damages, incurred charges, etc.

Q: How do I pay the assignment fee?

A: The assignment fee will be charged directly to your Member account. If the Member account is either not established or not in good standing, the renter will not be provided any access to the Club and its amenities.

Q: Do my renters have guest privileges?

A: If your renters will be staying at The Polo Club three months or longer, they will have the option to charge guest fees to a club account. Renters staying in the community for less than three months will be able to purchase guest passes at the time of registration.

Q: Who do I contact with further questions?

A: The Membership Office is available for all Club-related rental questions at The Polo Club. The team there may be reached at membership@trilogypoloclub.com or 760.775.5522. For basic questions, you may also utilize the concierge@trilogypoloclub.com email address.