

Gatlinburg Golf & Racquet Club Policies/Information Applicable to All Owners

- 1. Office Hours** - The office is open from 9:00 A.M. to 5:00 P.M. daily, subject to seasonal change.
- 2. Keyless Door Lock** - All owners must provide a hard key or a code to the HOA Management Office for access to Owner's condo in case of emergencies. (e.g. water leaks, fire, storm damage, etc.) While electronic key codes are convenient, please keep in mind that if the batteries die in your lock, we will not be able to access the unit, and in case of extreme emergency, forced entry may be required.
- 3. Parking** - Due to limited parking spaces (101 spaces for 84 condominium owners, visitors and staff) it is necessary to limit the number of spaces to two (2) spaces per condominium; one (1) vehicle per space. No boats, boat trailers, buses, or large recreational vehicles are permitted. Exceptions: motorcycle trailers and small RV'S that fit into one regular marked parking space are permitted on a temporary basis. We no longer issue parking passes at the front desk, so please update your check-in instructions if needed.
- 4. Vehicle Maintenance, Washing, Oil changes, etc.** – Are not permitted on Deer Ridge property. Vehicles deemed inoperable by the Board or Management are subject to towing at the vehicle owner's expense.
- 5. Smoking** - All condos are nonsmoking units. Smoking is not permitted inside the condo or adjacent balcony. Violation of this policy will result in a cleaning fee of up to \$300.00. (Note: Containers for ashes/butts and a bench are located at the parking lot entry to each walkway and on the reception center sundeck).
- 6. Pets** - Pets are not allowed in condos or on any other GG&RC (Deer Ridge Resort) property. Violation of this policy will result in a penalty up to \$300.00. The only exception to this rule is service animals allowed by law under the ADA (Americans with Disabilities Act).
- 7. Noise Control** - Loud or obnoxious behavior is not allowed. Quiet time is after 11:00 P.M. Please be considerate of others at all times.
- 8. Reception Center** - The reception center area (lounge/swimming pool/sauna/sundeck) is for use by owners and **registered** guests only and is open from 9:00 A.M. to 11:00 P.M. daily, subject to seasonal change. Children under the age of 14 are not permitted in the reception center without an adult. **No lifeguard is on duty. Swim at your own risk!** No

glass or alcoholic beverages are permitted in the swimming pool area. Pool Rules are posted in the pool area and are subject to change.

9. Front Desk – The front desk is operated by the on-site rental company chosen by the board of directors. The front desk hours may vary depending on the volume of business and the season. While the front desk agents are happy to help guests with questions and complaints, they may not be able to resolve issues that are specific to units that they do not manage. For example, if a guest is staying in a unit managed by another company and that guest's entry code does not work, they will need to contact the company that they booked the unit through. The same applies for linens, issues with disrepair inside the unit, early check-in or out, and payment issues/disputes. Please provide your guests with contact information in case any of these issues arise. The HOA staff, including management and groundskeepers, are not responsible for these types of issues.

10. Payment of Utilities - GG&RC owners electric bills are paid directly to the service provider. All other utilities, including water/sewer, cable/TV and internet charges will be paid by each owner monthly to GG&RC. These are included with monthly HOA dues in one check.

11. Trash Pick Up - Place trash in tied bags in the outdoor containers, located near each walkway, during morning hours. Pickup time is normally between 11am-12 pm. Please do not place trash out after 3 P.M and please place the lid on the plastic container and secure the latch on the metal container.

12. Age Requirements - Individuals under age 21, unaccompanied by a parent or adult, are not permitted at GG&RC.

13. Maximum Occupancy Limits - These limits comply with the State Fire Marshall's rules and apply to the **maximum** number of people (includes infants) that are permitted to sleep in a condo. Limits are: One BR = 4 people, One BR+Loft = 6 people, Two BR = 6 people, Two BR+Loft = 8 people

14. Do Not Feed the Wildlife – These are wild animals and can cause serious injury.

15. Charcoal Grills – Exercise caution when using charcoal grills. Please leave hot coals and ashes in the grill, and the groundskeepers will take care of them.

16. Pest Control – The HOA provides monthly pest control services to all owners at no additional cost. These services are currently performed by EcoLab every other Wednesday. (Twice a month in alternating locations- Buildings A through D one week and building E and common areas 2 weeks after that). While I will try to contact all owners the day before service to see if their unit is available, I can't always get ahold of

everyone. If your unit is occupied, or I was unable to reach you, we can schedule you for the next visit in 2 weeks.

Sharon VanCuren
General Manager
Deer Ridge Mountain Resort