

Badge Policy

Homeowner feedback in our "Rules & Regulations" townhall meetings in late 2021 strongly supported the rule requiring the display of Heritage Grand badges anytime a resident uses clubhouse area amenities. To administer this rule, the following policy is implemented.

When initially registering at the front desk, all residents have a photograph taken* and are issued a photo ID badge. **This badge shall always be visible when in the clubhouse****.

Staff have been directed to ask those without visible badges to either retrieve their already issued badge or obtain a temporary badge (limit 3 per year).

** Some were previously issued a badge without a photograph. If your badge has no photograph, please request having your photograph taken for your replacement ID badge; there will be no cost for the replacement of a non-photo ID.*

*** Although voluntary compliance to this guideline is anticipated, enforcement will be mandated under Clubhouse Rules & Regulations, Article 2, Section 1 rules if necessary.*

It is recognized that certain physical activities are not conducive to the wearing of a badge during the activity.

It is further recognized that, in certain cases, guest badge use will not be utilized due to the manpower cost required for guest badge implementation and the low "return on investment" for that effort. These cases include (1) guest visits for "facilities rentals" (facilities are used for private events by paying fees) or (2) guest visits for "ticketed events." In both these cases, the number of guests arriving at one time and the staff needed to administer the guest pass procedures is unworkable.

Homeowners, however, expected to wear their badges regardless of what type event they attend.

Both the Staff and Board request everyone's participation and assistance with this policy. If you notice an individual without an ID Badge, please direct him/her to the front desk of the clubhouse.

Lost/Extra ID Badge: If you need an ID badge (or desire extra badges), please contact the front desk. Staff will work to have them ready within one business day.

Replacement ID Badge: If you turn in a damaged badge, Staff will replace it free of charge, up to one badge per year. Any additional replacements will be \$5.00 per request.

Guest Badge: Guest badges can be obtained at the front desk. Please provide your name, your guest's name, location(s) visiting, and contact phone number to obtain a numbered Guest Badge. The badge must be returned when exiting the clubhouse. Lost or unreturned Guest Badges will cost \$5.00 per unreturned badge.

Temporary Resident Badge: If you forget your ID Badge, you may request a Temporary Badge at the front desk (maximum three requests per calendar year). After three temporary badge usages, you will be expected to order a new ID badge at the \$5.00 replacement cost.

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Summary of Costs

Lost/Extra ID Badge	\$5.00 (ready within 24 hours)
Replacement ID Badge	No Charge (when old badge is turned in, limit one per year)
Guest Badge	No Charge
Lost Guest Badge	\$5.00
Temporary Resident Badge	No Charge (limit 3 per year)

Owners who do not currently reside in their properties are understood to have fully delegated their use of Heritage Grand-specific amenities to the resident, and are considered “guests” while visiting here. If moving from Heritage Grand, please surrender your ID Badge to the front desk in the clubhouse.

This Board-owned guideline was ratified by a majority Board vote on 2/14/22.

Carol Hankins

Secretary

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