



AGENDA

BOARD OF DIRECTORS INFORMATIONAL SESSION

Wednesday, September 21, 2022, 2:00pm
WC Auditorium / Zoom

Directors: Kathi Bachelor (President), Donna Coon (Vice President), Bart Hillyer (Secretary), Carol Crothers (Treasurer), Laurel Dean (Assistant Secretary), Jim Carden (Assistant Treasurer), Nancy Austin, Barbara Blake, Ted Boyett, Beth Dingman, Steve Gilbert, Bev Lawless, Scott Somers (non-voting)

AGENDA TOPIC

1. Call to Order/ Roll Call

2. Amend / Approve Agenda

3. Guest Pass Policy

A. Staff and BAC Discussion Points

4. Guest Pass Policy

A. Member Comments – Opportunity for Members to share ideas, concerns, and thoughts regarding Guest Policy.

Adjournment



Green Valley Recreation, Inc.

Board of Directors

Informational Session

Guest Pass Policy

Prepared By: Nanci Moyo, Admin. Sup.

Meeting Date: September 21, 2022

Presented By: Scott Somers, CEO

<p>Originating Committee / Department: Administrative/Recreation</p>
<p>Action Requested: Review recommendations by staff on the Guest Pass Policy and listen to Member comments regarding Guest Pass Policy.</p>
<p>Strategic Plan Goal: Goal 3: Promote increased involvement of members in GVR. INITIATIVE 3.3: Ensure systems and processes are easy, simple, and customer/member-centric.</p>
<p>Background Justification: GVR has long faced challenges with Guest Card misuse. While a large portion of our membership is aware of the policy and adheres to it, there is an increasing number that do not. This misuse has continued to intensify with improperly using a Guest Card for tenants, Airbnb and VRBO rentals, and local friends.</p> <p>In recent years, we have seen a Guest Card Task Force make recommendations to attempt to address these issues. On September 27, 2016, the Board of Directors accepted a Fiscal Affairs committee recommendation to eliminate the Annual Guest Card. This was not implemented and we continue to experience similar issues.</p> <p>GVR is a private membership organization, and our goal is to ensure we protect our member’s interests which includes members having proper accessibility to the facilities and amenities they pay for. Non-eligible guests add additional wear and tear on our equipment and facilities and can negatively impact the accessibility for our members.</p>
<p>Fiscal Impact: There is fiscal impact depending on the outcome of the policy.</p>

Board Options:

- 1) Discuss Staff Recommendations and return suggestions to the Board Affairs Committee to draft for CPM
- 2) Consider ideas and concerns from the Members

Staff Recommendation:

Included in the Attachments

Attachments:

- 1) Current Guest Policy Per the Corporate Policy Manual (CPM)
- 2) Member and Staff Considerations
- 3) Similar Communities/Organizations
- 4) Suggested Changes to the Guest Policy

Current Guest Policy per the Corporate Policy Manual

1.2.2 Guest Policy (effective 1/1/2020)

- A. Guest privileges are intended for temporary visitors of a Regular Member, Assigned Member, Tenant, CRCF Resident, or Life Care Member of GVR and who live outside a twenty (20) mile radius of established GVR boundaries. In general, guest cards are provided for visitors who are staying in a GVR household with the member or who are staying in a local commercial hotel as a guest of the member.
- B. GVR Members, Assigned Members, Life Care Members and CRCF Residents may purchase one (1) annual guest card which allows for an unlimited number of guests and guest visits. Annual guest cards are valid through the end of the calendar year and fees are not prorated. No more than one (1) annual guest card may be purchased by a GVR Member regardless of the number of properties owned and may not be purchased for tenant-occupied properties.
- C. GVR Members, Assigned Members, Life Care Members, CRCF Residents, and Tenants may purchase daily guest cards which allow for an unlimited number of guests on a specific day.
- D. Adult guests 18 years of age and older are required to have a valid guest card when visiting GVR facilities. Multiple guests visiting the same facility may use the same annual guest card.
- E. Guests under the age of 18 do not require guest cards and must be accompanied by an adult with privileges to use GVR facilities.
- F. Replacement of a lost or damaged annual guest card must be obtained at a customer service office for a fee established by the Board. Lost cards will be deactivated to prevent future use of the card. Damaged cards must be returned to a customer service office before a replacement card will be issued.
- G. Guest cards are required for all general facility use and club activities. However, guest cards are not required for ticketed GVR events where guests pay a higher ticket price than the member price.
- H. At management's discretion, guest usage of GVR facilities may be limited to non-primetime hours. Signage will be added to all facility gates reminding individuals that each person must swipe (or 'tap' for proximity cards) a GVR-issued ID card.

Member and Staff Considerations

- Maintain or increase the 20-mile radius limitation to 25 from the GVR boundary requirement. Provide a clear map illustrating a 20-mile circumference
- Eliminate annual guest passes. Instead, consider providing daily and weekly guest passes. This will deter misuse by Tenants, Airbnb, VRBO, non-eligible guests, etc.
- Determine a daily and weekly guest pass price point that discourages abuse, but allows for legitimate guests of members to utilize and enjoy the facilities. For example, the fee should be greater than GVR membership.
- Members must purchase guest passes for their guests. Each guest must carry their own guest pass. Eliminate the current policy provision which allows for unlimited guests and unlimited guest visits.
- Consider limiting the number of guest passes that a member may purchase within a year.
- Consider maintaining the current policy of not requiring guests under 18 to have a guest pass, but that they must be accompanied by an adult with GVR privileges.
- Consider paper guest passes with bar codes and a picture of the guest on it.

Saddlebrook

- Guest cards may be obtained by a member/owner, associate member or renter at the SBHOA#2 Administration Office. These cards are issued for a maximum of 15 days and can be renewed for an additional 15 days during any 12-month period. No further cards will be issued to that guest during that period.

Quail Creek

- Guest cards are issued to guests over 18 and can be issued for 30 days maximum per calendar year.
- Guest Pass cards are issued for a maximum of fifteen (15) days and can be renewed for an additional fifteen (15) days during any twelve (12) month period.

Sun City West

- Your guests are welcome here, however as all facilities are private (golf and bowling are semi-private) and for the exclusive use of Association members, your guests are required to follow all Association rules. Their presence shall not interfere with the peaceful enjoyment of the facilities by the members.
- Sun City West residents who are not members of the Association may NOT use the facilities as guests. If they are living in the household of a member, they may purchase an Associate Membership.
- Guests under the age of 16 must be accompanied by a responsible adult at all times.
- All guests must be checked in by a member when visiting facilities. The appropriate fee will be deducted from the host's Member Credit account. With this payment, the guest will receive a printed receipt from the monitor. The receipt must be retained for the remainder of the day and will serve as evidence of payment for that guest(s), who may then use other facilities for the remainder of the day at no additional charge (excluding golf and bowling).

Festival Sun City

- Guests must be sponsored by a Member in any Association facility and must adhere to all rules and regulations, including restrictions for health and safety.
- When sponsoring a guest, the Member must sign the guest in to the facility on the first day that the guest will be using the facility.
- Guest passes may be purchased in a maximum of five-day increments. Multiple day guest passes (either three or five visit guest passes) will be issued an expiration date of seven days from the date of purchase, enabling the guest to use the purchased day visits any day prior to the expiration date of the guest pass.
- Guests must show valid identification and the guest pass each time they enter the facility. There is no requirement for the Member to remain in the company of the guest.
- Guest use of facilities is limited to a maximum of six guests per household.
- Guest fees will be charged on a per day basis. Such fees will be established and updated from time to time by the Board of Directors.
- As the Member population expands, and the demand for facilities and programs increases, the Board may set additional limits on the number of guests and/or visits that a Member may sponsor. Guests are not permitted to bring other guests of their own.

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- B. GVR Members, Assigned Members, Life Care Members, CRCF Residents, and Tenants may purchase either a daily or weekly guest card pass. Each guest will require a valid guest pass.
- C. Guest card purchases will be limited to 30 daily guest cards and 10 weekly guest passes per eligible primary GVR property.
- D. Each adult guest 18 years of age and older is required to have a valid guest pass when visiting GVR facilities.
- E. Guests under the age of 18 do not require guest cards and must be accompanied by an adult with privileges to use GVR facilities.
- F. Replacement of a lost or damaged guest pass must be obtained at a customer service office. Lost passes will be deactivated to prevent future use of the pass.
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