



AGENDA

Board Affairs Committee

Tuesday, October 3, 2023

1:30-3:00pm MST

West Center Room 2 / Zoom

GVR's Mission Statement: "To provide excellent facilities and services that create opportunities for recreation, social activities, and leisure education to enhance the quality of our members' lives."

Committee: Carol Crothers (Chair), Barbara Blake, Bart Hillyer, Ed Knop, Pat Reynolds, Dick Sutherland, Gail Vanderhoof, Jodie Walker, Marge Garneau (ex-officio), Scott Somers (CEO), Nanci Moyo (Administrative Supervisor/Liaison)

Agenda Topic

- 1. Call to Order / Roll Call – Establish Quorum**
- 2. Approve Meeting Minutes:** September 12, 2023
- 3. Chair Comments**
- 4. Business**
 - a. Review Board action regarding Bylaws recommendations.
 - b. Next steps regarding the Bylaws
 - c. CPM – clarify Board roles vs staff roles
 - a. Meeting documentation
 - b. Timeliness of reports
 - c. Best practices when many are on Zoom
 - d. Review pilot Capital Improvement Policy and Process
 - a. Placement in CPM
 - b. Documentation, tracking and measurements
 - c. How do we measure success?
 - e. Guest policy? Do we need to update this area?
- 5. Member Comments**
- 6. Adjournment**

Next Meeting: Tuesday, November 14, 2023, West Center, Room 2/Zoom, 1:30-3:00pm



MINUTES

Board Affairs Committee

Tuesday, September 12, 2023, 1:30pm
WC Room 2 / Zoom

Committee: Carol Crothers (Chair), Bart Hillyer, Ed Knop, Pat Reynolds, Dick Sutherland, Jodie Walker, Marge Garneau (ex-officio), Scott Somers (CEO), Nanci Moyo (Liaison/Administrative Supervisor)

Absent: Barbara Blake, Gail Vanderhoof

Board Attendees: Kathi Bachelor, Jim Carden, Steve Gilbert

Visitors: 0

1. Call to Order / Roll Call – Establish Quorum

Chair Crothers called the meeting to order at 1:30pm MST. Roll call by Nanci Moyo. Quorum established.

2. Approve Meeting Minutes: August 8, 2023

MOTION: Sutherland moved / Walker seconded to approve August 8, 2023, Meeting Minutes as presented.

Passed: unanimous

3. Chair Comments: There were none.

4. Business

A. Review FAC Input on Limits of Authority Bylaw Change

Discussion held regarding the Limits of Authority Bylaw change and reviewing the Fiscal Affairs Committee's (FAC) motion.

The Auditor will add a line to the Audit called Net Revenue (excluding investments) to facilitate Members in locating the dollar amount for comprehending the Limits of Authority.

MOTION: Crothers moved / Reynolds seconded to recommend to the Board BAC Bylaw change #1 - Article VI Powers, Duties and Responsibilities of the Board of Directors, Section 2 Limits of Authority and Indebtedness to read: The Board of Directors is not authorized to enter into any contract for new or initiative-type Capital projects that requires an annual payment that exceeds ten twelve percent (~~10~~12%) of the annual budget latest audited approved annual net revenue (does not include investments). Any contract for new or initiative-type Capital projects requiring an annual payment that exceeds this figure ten twelve percent (~~10~~12%) of the annual budget latest audited

~~approved annual net revenue~~, shall only be valid if approved, in advance, by the affirmative vote of regular members representing a majority of the total votes cast, provided that the total number of votes cast equals at least twenty percent (20%) of the total votes in The Corporation. Contracts for unique projects may not be broken up so as to avoid the requirement of this section.

Passed: unanimous

B. Report on Additional Bylaw Change Suggested by Attorney (Vanderhoof)

Discussion held regarding the Attorney's recommendations for complying with the Arizona Nonprofit Act Bylaw changes.

MOTION: Walker moved / Sutherland seconded to make Article IV, Section 3 Special Meetings sentence two to read: "Two (2) days' written notice of the purpose, date, time, and place shall be given to each Director of any special meeting." Corporate Policy Manual Part 2 Board of Directions, Section 3 Meetings: 2.3.1.D.3 sentence two to read: "Directors will be given two (2) days written (email) notification of the purpose, date, time, and place of any Special Meeting, followed by an agenda with the topic(s) once the meeting is set."

Passed: unanimous

Discussion was held on a change to Article II Section 6.A Voting Rights that was discussed at an earlier meeting and the change was not included in this Meeting Book. The last sentence of 6.A should read: "In the event that more than one (1) vote is cast for a particular GVR Property, ~~none of the votes~~ only the first vote cast shall be counted. ~~And all of the votes for such GVR Property shall be deemed void."~~

MOTION: Walker moved / Reynolds seconded to include the change to Article II Section 6.A Voting Rights to read: "In the event that more than one (1) vote is cast for a particular GVR Property, ~~none of the votes~~ only the first vote cast shall be counted, ~~and all of the votes for such GVR Property shall be deemed void."~~

Passed: unanimous

C. Review Attorney Approval of Recommended Bylaws Changes

Chair Crothers reviewed Attorney's recommendations to the Bylaws.

MOTION: Walkers moved / Reynolds seconded to capitalize "Annual" and "Special" in Article XI Section 1 Voting, last sentence sent without capitalizations of annual and special sent to the Attorney.

Passed: unanimous

D. Discuss Communications Plan for Recommended Bylaws Changes

Suggestions made on how to communicate and educate the Members on the proposed Bylaw changes: Develop a brochure; look at past communication for effectiveness; special Eblast; GVRNow; Information

Session with members; Panel discussion; and have a clear message.

Consensus of the BAC Committee is to hold a Special Election for the proposed Bylaw changes for these reasons: If the number of Directors change passed from 12 to 9 Directors the candidate selection could begin at the next election in March 2024 for three elected Directors vs. four; complying with the Arizona Nonprofit Act; if the proposed Bylaws passed at the Special Election then the BAC could look at additional changes for the Regular Election; and "party" politics would be less likely to be involved during a Special Election.

There was concern of the cost of a Special Election.

The BAC will recommend to the Board of Directors to hold a Special Election on the proposed Bylaw changes.

- E. Review Staff Updated and Board Approved Membership Change Fee for Multiple Property Owners

BAC was provided the Board of Directors' approved changes to the CPM for the Membership Change Fee as informational material.

- F. Review Reason for Name Change from New Member Capital Fee (NMCP) to Property Acquisition Capital Fee (PACF) to Membership Change Fee (MCF). Review Updating CPM to Member Change Fee.

Consensus of the BAC was to allow staff to make the changes to Part 5 where it states Property Acquisition Capital Fee and change to Membership Change Fee.

- G. Review Staff Recommended Bylaw Changes in the Membership Section.

Discussion held on the Membership section in the Bylaws, Article II, Section 3. This Bylaw will be reviewed in further detail at upcoming BAC meetings.

- 5. **Member Comments:** 1 comment during meeting

- 6. **Adjournment**

MOTION: Sutherland moved / Walker seconded. Adjourn meeting at 2:54pm.

Passed: unanimous

Next Meeting: Tuesday, October 3, 2023, West Center, Room 2/Zoom, 1:30 – 3:00pm

Proposed Action #1:

To amend GVR's Bylaws Article VI POWERS, DUTIES AND RESPONSIBILITIES OF THE BOARD OF DIRECTORS, Section 2 - AUTHORITY AND INDEBTEDNESS

MOTION: Director Carden moved, Director Blake seconded to accept the proposed wording in Proposed Action #1 as stated: Article VI Powers, Duties, and Responsibilities of the Board of Directors, Section 2 Authority and Indebtedness as follows - The Board of Directors is not authorized to enter into any contract **for new or initiative-type Capital projects** that ~~requires an annual payment that exceed ten~~ **twelve** percent (~~10~~**12**%) of the ~~annual budget~~ **latest audited approved annual net revenue (does not include investments)**. Any contract **for new or initiative-type Capital projects** requiring an annual payment that exceed **this figure** ~~ten~~ **twelve** percent (~~12~~**12**%) of the ~~latest audited approved annual revenue~~, shall only be valid if approved, in advance, by the affirmative vote of regular members representing a majority of the total votes cast, provided that the total number of votes cast equals at least twenty percent (20%) of the total votes in The Corporation. **Contracts for unique projects may not be broken up so as to avoid the requirements of this section.**

Passed: 8 yes / 4 no (Bachelor, Dingman, Gilbert, Lawless)

AMENDED MOTION: Director Sutherland moved, Director Bachelor second to keep the wording currently in the Bylaws with 10% of the Annual (Capital and Operating) Budget and keep the wording "for new or initiative-type Capital projects.

Failed: 6 yes (Bachelor, Dingman, Garneau, Gilbert, Lawless, Sutherland) / 6 no (Austin, Blake, Carden, Crothers, Hillyer, Magliola)

Current Bylaws states: The Board of Directors is not authorized to enter into any contract that requires an annual payment that exceeds ten percent (10%) of the annual budget. Any contract requiring an annual payment that exceeds ten percent (10%) of the annual budget shall only be valid if approved, in advance, by the affirmative vote of regular members representing a majority of the total votes cast, provided that the total number of votes cast equals at least twenty percent (20%) of the total votes in The Corporation.

Proposed Action #2:

To amend GVR's Bylaws to comply with Arizona Nonprofit Act: Article XII MISCELLANEOUS, Section 2 - AVAILABILITY OF RECORDS

MOTION: Director Blake moved, Director Sutherland seconded to accept the Proposed Action #2 as stated: Article XII MISCELLANEOUS, Section 2 - AVAILABILITY OF RECORDS - The books, records and papers of The Corporation shall, for specific and proper purpose, **and consistent with the applicable provisions of the**

Arizona Nonprofit Act, at all reasonable times during business hours be subject to examination by any regular ~~GVR M~~member of The Corporation **or any Assigned Member that has been given voting rights**, upon written demand to The Corporation **at least five (5) business days before the requested examination date.**

Passed: 11 yes / 1 abstain (Bachelor)

Current Bylaws state: The books, records and papers of The Corporation shall, for specific and proper purpose, at all reasonable times during business hours be subject to examination by any regular member of The Corporation upon written demand to The Corporation.

Proposed Action #3:

To amend GVR's Bylaws Article IV BOARD OF DIRECTORS, Section 1 NUMBER OF DIRECTORS, and Article V ELECTION OF DIRECTORS, Section 1 TERM OF OFFICE

MOTION: Director Carden moved, Director Blake seconded to accept the Proposed Action #3 as stated: Article IV BOARD OF DIRECTORS, Section 1 NUMBER OF DIRECTORS, and Article V ELECTION OF DIRECTORS, Section 1 TERM OF OFFICE - 1) Article IV Section 1: The affairs of GVR shall be governed by a Board of Directors consisting of ~~nine (9) twelve (12)~~ voting members who shall be elected from the members of The Corporation **who have voting rights as defined in Article II Section 6 residing within the jurisdiction of GVR. And 2) Article V Section 1: The term of office of a Director elected by the membership shall be for three (3) years. Each year the term of office of ~~four (4) three (3)~~ Directors shall expire and ~~four (4) three (3)~~ Directors shall be elected for a term of three (3) years to succeed those Directors whose terms expire. No Director may serve more than two (2) consecutive terms including time served as an appointed Director. A former Director may be re-elected after one (1) or more years' absence from the Board.**

Passed: 9 yes / 3 no (Dingman, Gilbert Lawless)

Amended Motion: Director Lawless moved, Director Bachelor seconded to add "a Director can serve a maximum of two terms only and reside within the jurisdiction of GVR at least part-time."

Failed: 5 yes (Bachelor, Dingman, Gilbert, Lawless, Sutherland) / 7 no

Current Bylaws state: 1) Article IV Section 1: The affairs of GVR shall be governed by a Board of Directors consisting of twelve (12) voting members who shall be elected from the members of The Corporation residing within the jurisdiction of GVR.

And

2) Article V Section 1: The term of office of a Director elected by the membership shall be for three (3) years. Each year the term of office of four (4) Directors shall expire and four (4) Directors shall be elected for a term of three (3) years to succeed those Directors whose terms expire. No Director may serve

more than two (2) consecutive terms including time served as an appointed Director. A former Director may be re-elected after one (1) or more years' absence from the Board.

Proposed Action #4:

To amend GVR's Bylaws Article II MEMBERSHIP PROPERTY AND MEMBERS, Section 6 VOTING RIGHTS – A. and add F

MOTION: Director Crothers moved, Director Sutherland seconded to accept Proposed Action #4 as stated: Article II MEMBERSHIP PROPERTY AND MEMBERS, Section 6 VOTING RIGHTS – A. and add F – A. A GVR Member in good standing is entitled to one (1) vote for each GVR Property owned; provided, however, that there shall be only one (1) vote per GVR Property. If any GVR Member casts a vote representing a certain GVR Property, it will thereafter be conclusively presumed for all purposes that such individual was acting with the authority and consent of all other owners of the same GVR Property. In the event that more than one (1) vote is cast for a particular GVR Property, ~~none of the votes~~ **only the first vote cast shall be counted ~~and all of the votes for such GVR Property shall be deemed void.~~ **And F. A GVR Member in good standing has the right to serve on the Board of Directors provided no other member of their household (whether related by marriage, cohabitation, or otherwise) is on the board during the same time period.**
Passed: 11 yes / 1 no (Lawless)**

Current Bylaws state: Section 6: Voting Rights

A. A GVR Member in good standing is entitled to one (1) vote for each GVR Property owned; provided, however, that there shall be only one (1) vote per GVR Property. If any GVR Member casts a vote representing a certain GVR Property, it will thereafter be conclusively presumed for all purposes that such individual was acting with the authority and consent of all other owners of the same GVR Property. In the event that more than one (1) vote is cast for a particular GVR Property, none of the votes shall be counted and all of the votes for such GVR Property shall be deemed void.

B. It shall be the duty of each GVR Member to keep The Corporation advised of his/her current mailing address.

C. All voting by GVR Members shall be by written ballot.

D. The right to vote and serve on the Board of Directors on behalf of a GVR Property may be assigned to one (1) or more Assigned Members occupying such GVR Property in writing and signed by all owners of such property. Additional rights may be determined by the Board of Directors.

E. A Tenant shall not have the right to vote or serve on the Board of Directors.

Proposed Action #5:

To amend GVR's Bylaws Article XI MEMBERSHIP VOTING, Section 1 VOTING AT A MEETING and Section 2 Alternative Voting Methods combined in Section 1 Voting and Article II MEMBERSHIP PROPERTY AND MEMBERS Section 6.C VOTING RIGHTS

MOTION: Director Crothers moved, Director Blake seconded to accept Proposed Action #5 as stated: Article XI MEMBERSHIP VOTING, Section 1 VOTING AT A MEETING and Section 2 Alternative Voting Methods combined in Section 1 Voting and Article II MEMBERSHIP PROPERTY AND MEMBERS Section 6.C VOTING RIGHTS - 1: The election of Directors, the amendment of Bylaws and any matter that requires approval of the members, and any action, including proposed amendments to these Bylaws or the election of Directors, which can be properly taken by the members of GVR at an Annual or Special meeting of said members, shall be taken by written ballot ~~may be taken by written ballot~~ communicated to and received from every GVR member entitled to vote by either mail, ~~facsimile~~, Email, or other written form of communication as the Board of Directors shall determine from time to time, including online electronic voting, with the same force and effect as though acted upon at an Annual or Special meeting. *And* Voting Rights C. All voting by GVR Members shall be by written ballot or electronic voting, consistent with Arizona Nonprofit Corporation Act. See Article XI. No proxies are permitted.

Passed: unanimous

Current Bylaws state: Article XI, Section 1 Voting at a Meeting: The election of Directors, the amendment of Bylaws and any matter that requires approval of the members shall be taken by written ballot.

Section 2: Alternative Voting Methods

Any action, including proposed amendments to these Bylaws or the election of Directors, which can be properly taken by the members of GVR at an Annual or Special meeting of said members, may be taken by written ballot communicated to every GVR member entitled to vote by either mail, facsimile, Email, or other written form of communication as the Board of Directors shall determine from time to time with the same force and effect as though acted upon at an Annual or Special Meeting.

And

Current Bylaw states: Article II, Section 6: Voting Rights
C. All voting by GVR Members shall be by written ballot.

2.3.3 **Agenda Scheduling and Preparation**

- A. The agenda shall outline the established order of business.
- B. Items should only be added to the agenda once the following are considered:
 - 1. Does it conform to GVR's mission and Strategic Plan?
 - 2. Is it urgent or have time considerations?
 - 3. Does it affect the GVR membership?
 - 4. Is it a special interest?
 - 5. Is it worth Board discussion at this time?
 - 6. How will staff time and other priorities be impacted?
 - 7. Is there another way to handle the request?
- C. Items for agenda consideration must be submitted to the President and CEO (or the respective designee) by 12pm (noon) six (6) business days prior to the date of the Board meeting. If the deadline for item consideration is not met, the item will be placed on the next Regular Meeting agenda. If during the approval section of the agenda a majority of Directors support removal of any item(s) it will be removed.
- D. Board Reports or any requested actions submitted by Directors must include any background materials, recommended action, a written motion, and rationale required for an understanding of the issue.
- E. A proposed meeting agenda is developed by the Board President and CEO by close of business six (6) business days prior to the Board meeting.
- F. Three (3) business days prior to the Board meeting the agenda material will be sent to the Board, posted on the GVR website, and sent to members via an eBlast. Any meeting materials for items on the published agenda not included in the Friday distribution shall be emailed to the Board as soon as available and posted online. The agenda shall be made available to GVR Members at the Board meeting in hard copy.

GVR Capital Improvement Project Policy and Process

Definition

Capital improvement project: Any equipment or other fixed asset costing \$5,000 or more and with a useful life of greater than one year.

Policy

Staff develops the Five-Year Capital Improvement Plan (CIP) and the Capital Improvement Budget (the first year of the CIP, including estimated costs). However, any member in good standing may submit a proposal for a capital improvement project. There are two paths to fund capital improvement projects:

Type I: CURRENT YEAR UNPLANNED/UNBUDGETED CAPITAL IMPROVEMENT PROJECTS - Each year, GVR will earmark \$100,000 in the Non-Reserve Capital Budget solely for the purpose of funding unplanned and unbudgeted non-reserve capital improvement projects. Funding and inception of these projects begin in the current year. These projects tend to be smaller in scope and do not generally require much planning or lead time. Proposal rounds for these funds open twice each year, given funds remain available for Round 2.

Round 1: January 1, with funding allocated and scheduled April 1

Round 2: June 1, with funding allocated and scheduled September 1

Staff provides an initial review by following the listed process:

1. Does the proposed project meet the definition of a capital improvement project? If yes, then proceed to #2.
2. Is the proposed project:
 - i. unplanned and unbudgeted?
 - ii. under an estimated cost of \$50,000?
 - iii. anticipated to begin in current year?
 - iv. not included in the MRR study?
 - v. not a club responsibility per the CPM and Club Agreement?

If all questions can be answered in the affirmative, the proposal may qualify as a Type I capital improvement project. Proceed to Assessment Phase.

Type II: FUTURE AND LONG-TERM CAPITAL IMPROVEMENT PROJECTS

- Each year, GVR staff will develop a Five-Year Capital Improvement Plan (CIP) and Capital Improvement Budget accordingly for such capital improvement projects from capital reserve funds and capital non-reserve funds. Funding and inception of these projects begin in subsequent years. These projects tend to be larger in scope and require significant planning.

Staff provides an initial review by following the listed process:

1. Does the proposed project meet the definition of a capital improvement project? If yes, then proceed to #2.
2. Is the proposed project:
 - vi. unplanned and unbudgeted?
 - vii. anticipated to begin in a future year?
 - viii. not a club responsibility per the CPM and Club Agreement?

If all questions can be answered in the affirmative, the proposal may qualify as a Type II capital improvement project. Proceed to Assessment Phase.

Assessment Phase

Staff completes the Capital Improvement Project Assessment for all completed and timely applications.

Score <7 The proposal will not be considered at this time. Notify source party.

Score =>7 Follow Type I or Type II steps below for all other proposals.

The following apply only to Type I Capital Improvement Projects:

1. Staff evaluates proposals and notifies the Board of Directors of the approved project proposals. Project(s) moves forward with no further review or approval required.
2. If funding is left over after round one, members will be invited to apply again for round two (opening June 1 each year) and all steps will be repeated.

The following apply only to Type II Capital Improvement Projects:

1. Upon annual staff reassessment and recommendation of projects and plans, Staff presents the Five-Year Capital Improvement Plan (CIP) to

the Planning and Evaluation Committee (P&E). The P&E Committee recommends the Five-Year Capital Improvement Plan (CIP) to the Board of Directors for consideration during the annual budget approval process.

2. Staff presents the Five-Year Capital Improvement Plan (CIP) and the Capital Improvement Budget to the Fiscal Affairs Committee (FAC). The FAC recommends the Five-Year Capital Improvement Plan (CIP) and the Capital Improvement Budget to the Board of Directors during the annual budget approval process.
3. Staff presents the Five-Year Capital Improvement Plan (CIP) and the Capital Improvement Budget to the Board of Directors. The Board of Directors considers approval of the Five-Year Capital Improvement Plan (CIP) and Capital Improvement Budget as part of the annual budget approval process.

Project Planning

1. Begins in January of the project inception year.
2. Staff conducts member/user groups outreach, if necessary.
3. If necessary, staff works with an architect to develop high-level concept drawings and cost estimates.
4. Staff presents concept drawings and associated cost estimates to the Board of Directors for approval.
5. If rejected, staff repeats steps 3 and 4 until a concept is approved by the Board of Directors, or until the Board of Directors provides alternative direction.
6. Once and if approved, Staff pursues construction documents and permits and goes out for bid per policy.
7. Staff reviews bids or proposals and brings a recommendation to the Board of Directors for consideration.
8. Board of Directors awards a contract.

Capital Improvement Project Assessment

Project Name: _____ Proposed by: _____
 Proposed Inception Year: _____ Proposed Completion Year: _____

Criteria/Assessment	Rating		Details
If this is a request for new or expanded club space, has the Club taken steps to maximize utilization?	Yes No		If No, stop assessment. Club should take appropriate steps and reapply in the future.
Does the request conform to the CPM?	Yes No		If No, stop assessment and re-categorize request (ex. Club responsibility)
Does this request support GVR's mission and vision and align with the 5-year strategic plan?	Yes No		If No, project will not be considered at this time without extenuating circumstances.
Are there health & safety impact/benefits tied to this project/request?	Yes No		If Yes, stop assessment and reallocate request (ex. Operations) for alternative resolution
Would the project improve member accessibility?	Yes No		If Yes, stop assessment and reallocation request for alternative resolution
What are the 3-5 year participation trends related to the recreation amenity affected by this proposal?	Unknown Decreasing No change Increasing N/A	0 0 2 4	Consider in-house attendance data or research of national/regional trends.
Does this project improve GVR's marketability and/or competitive advantage?	No Moderately Yes	0 1 2	Consider: growing trends, what is offered elsewhere, etc.
Estimated additional annual maintenance costs (E.g., Long-term costs? Annual replacements? Additional staff required?)	Decrease or 0 1-5% increase 5-10% increase 10-15% increase	4 3 2 1	If proposal would add or remove services that exceed 5% of operating budget, a vote of the membership is required.
Rate the interest level of this improvement to the general membership	Limited Moderate Broad	1 2 3	Examples: <i>Limited:</i> Enhances a smaller club with modest anticipated growth trends <i>Moderate:</i> An emerging sport <i>Broad:</i> A pool or fitness center
Would this request have an adverse effect on another group or GVR members?	Yes No	0 1	
	Total Score		

Capital Improvement Project Assessment

Scoring Range	
Will not be considered at this time	<7
Will be considered this round	= or >7

Aggregate Score

Notes:

Additional Considerations:

- Club's history of Capital Funding Requests reviewed and included?**
Review data sheet of previous requests and awards, include in report

1.2.2 Guest Policy

- 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 distance from established GVR boundaries.
- B. GVR Members, Assigned Members, Life Care Members and CRCF Residents may purchase one (1) annual guest card which allows for four (4) adults per visit with unlimited 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 four (4) adults 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.
- 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.