



(via email – June 14, 2017)

## **Appropriate Conduct while at Rolling Hills**

Dear Rolling Hills Membership Community,

We understand that the Club is an extension of your home for many families and we are so happy that you choose to spend time with your family, friends, other members and your staff here at the Club. As a Board, we have been working diligently with the General Manager and Department Heads to get a fantastic summer season planned for you.

In preparation for the upcoming season, we would again like to remind members that the behavior of members and family, to include children and guests while at the Club, should be conducted in a manner appropriate for all ages. This includes restricting the use of offensive language and actions. It is the responsibility of our members to ensure that the behavior of their children and guests will not negatively impact other members' enjoyment of the Club. The Club's policies and rules are available for review at [www.theclubatrollinghills.org](http://www.theclubatrollinghills.org), under the "**Member Home**" section.

While at the pool, members are asked to ensure that children are behaving in a manner respectful of other members and our wonderful facility. There have been incidents of damage to the restrooms, throwing ice and water and other disruptive behaviors that are not appropriate to the Club. Again this year, the lifeguards and managers at the pool have been asked to immediately address any disruptive behavior and have been given the full backing of the Board of Directors to do so.

As the primary task of the lifeguard is the safety of the membership in and around the pool waters, members are encouraged to directly supervise young children while at the Club. Children under the age of 12 may not be at the pool without a parent or responsible adult in the pool area including during swim team practice and lessons. Also, grandchildren under the age of 19 must be accompanied by one or both grandparents who are members of The Club at Rolling Hills.

As a reminder, children under the age of 16 may not be in the fitness room and children under the age of 16 may only be in the locker rooms when in the presence of a parent or guardian. Please, also remember that all members, guests and children driving golf carts must be at least 16 years old with a valid driver's license.

While our staff is not tasked with the responsibility of supervising members' children, the behavior of any children acting in an unruly or disruptive manner will be immediately addressed and brought to the attention of the member. This includes behavior at Children's events and all Club sponsored activities (Parents' Night out, Halloween, etc). Continued or repeated

misbehavior may result in investigation of the incident and corrective action taken by the Board of Directors.

Recently, members have brought several issues to the attention of the Board including the volume of music and personal entertainment while in the dining rooms, fitness center and on the golf course. If you or your children are using a tablet or other devices, please be considerate of those around you. This includes the use of TVs in the fitness area and we ask that the membership be respectful of volume and content.

Please also use caution while driving through the neighborhood. Each year our neighbors reach out to the Club expressing concern over the speed of vehicles travelling on Kendrick, 26th and other local streets. Especially during the busiest season, there are many children who walk and ride these streets. Members and staff alike are asked each year to use excessive caution in the neighborhood, and mind the posted speed limit.

We hope all members will be respectful of other members, employees, guests and visitors. Any concerns about these policies or Club rules should be brought directly to the General Manager or Board of Directors. We kindly ask for everyone's cooperation during all events, tournaments, sporting activities to ensure that Rolling Hills remains a very special Club of which we can all be proud.

Sincerely,

Board of Directors  
The Club at Rolling Hills