



CLUBHOUSE RULES & MEMBER HANDBOOK

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WELCOME TO MOUNTAIN PARK CLUBHOUSE

The Mountain Park Clubhouse is an integral part of the Mountain Park Homeowners Association. The Clubhouse, like Mountain Park's other remarkable amenities, encourages a dynamic and diverse community life. The Clubhouse serves as a focal point for the community by serving as a social gathering spot focusing on health, well-being, and social interaction—all of which contribute to a vibrant community life.

These Clubhouse qualities are clearly reflected in the vision for the Mountain Park community:

Mountain Park will be recognized as a progressive and vibrant Homeowners Association with a diverse population of members, residents, and staff working cooperatively in a healthy and sustainable community to provide a high quality of life.

The Mountain Park Homeowners Association has also adopted a Code of Civility to underscore its commitment to achieving this vision:

Mountain Park was founded on the principles of creating a vibrant, diverse, social, and natural environment that would thrive and serve generations. We honor those values by affirming the expectations core to the heart of our community.

We aspire to be: A safe, secure, sustainable community free from adverse living or working conditions;

- *An environment in which all residents, guests, members, and staff are mutually respected, regardless of age, gender, race, or religion;*
- *A community built on responsible and healthy attitudes, actions, and interactions;*
- *A community that models individual accountability in which every person is responsible for their own behavior, words and actions.*

The Code of Civility forms the foundation for participation in the activities provided through the Clubhouse. This document, Clubhouse Rules and Enforcement Procedures, is intended to promote positive Clubhouse experiences by clearly describing the rules governing participation in Clubhouse activities and how violations of these rules may be enforced. These rules alone, however, are not sufficient to achieve this. Active cooperation of everyone using the Clubhouse, whether Member, Visitor, or Staff, is essential to a welcoming and high-quality Clubhouse.

Overview - Clubhouse Rules and Enforcement Procedures

The Clubhouse Rules have been in place, in different forms, for as long as the Clubhouse has been part of the Mountain Park community. Because the needs of the Mountain Park community and the Clubhouse change over time, the Rules are modified to keep pace with these changes. However, the goal of the Clubhouse Rules has always been consistent over the years—to promote the comfort, safety, health, and enjoyment of all people who spend time in the Clubhouse. These revised Rules are intended to achieve this goal.

Mountain Park Homeowner Association

Clubhouse Rules & Member Handbook

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Policy Philosophy

The Mountain Park Clubhouse exists to enhance the physical, social, and mental well-being of all users. These rules are intended to promote safety, courtesy, and facility integrity; they are not intended to diminish enjoyment.

Definitions

Term	Meaning
Rule	Mandatory requirement for every user; violation may trigger immediate sanction.
Standard Operating Procedure (SOP)	Internal staff process that enforces or administers a rule (not published to members).
User	Any authorized person on clubhouse property (Owners, Tenants, Patrons, Trial Patrons, Guests, Caregivers, Staff/ contractors).
Responsible Person	Individual ≥ 18 yrs. who can render aid and ensure compliance for the minors they supervise. Clubhouse: The indoor facility, outdoor courts, pools, slide, patio, and parking areas are controlled by MPHOA.
Directly Supervise	Actively watch and ensure the minor is complying with the clubhouse rules.

Compliance & Enforcement

1. Users are expected to know and follow all Rules while on Clubhouse property or at MPHOA-sponsored off-site events.
2. Users may politely remind others of a rule (“Hi, phones aren’t allowed in the sauna. Thanks!”) but must not argue or escalate. If cooperation is not immediate, notify staff and disengage.
3. Progressive enforcement – When a violation of any of these Rules is reported or observed staff may issue a verbal warning, require immediate departure, or refer cases the violation to the Clubhouse Committee for further sanction, including suspension or revocation of privileges.
4. Appeals follow section 9-C Schedule of Violations

General Rules of Conduct

1. Inappropriate, offensive, potentially dangerous, or illegal behavior is not permitted. Inappropriate behavior also includes disregard in following the Clubhouse Rules as well as abuse of members and staff.
 - a. Abuse of members and staff includes but is not limited to a verbal or nonverbal offense, inappropriate gestures, or threatening language as well as bullying.
 - b. Bullying is a form of abuse that threatens Mountain Park's commitment to provide a safe and mentally healthy Clubhouse environment. Bullying is defined as unwelcomed or unreasonable behavior that demeans, intimidates, or humiliates an individual or group.
 - c. Sexual misconduct includes verbal harassment or unwelcome attention of a sexual nature.
2. Illegal behavior, or any egregious behavior that compromises the safety or mental health of Staff or other Users is prohibited.
 - a. Examples include but are not limited to theft, destruction of property, weapons on property, misuse of equipment that compromises safety, and drug dealing.
 - b. Prohibited sexual behavior includes both physical and verbal abuse of a sexual nature.
3. Courtesy & Civility – Observe the Mountain Park Code of Civility at all times.
4. Alcohol & Intoxicants – Only at MPHOA-sanctioned events or by signed rental agreement. Visibly impaired users will be asked to leave.
5. Smoking/Vaping – Prohibited on all Clubhouse property, including the parking lot.
6. Weapons, Theft, Vandalism, Harassment, Bullying – Zero tolerance. Members and guests will be asked to leave immediately.
7. Pets & Service Animals – No animals except ADA-defined Service Dogs. Service Dogs must remain under control and must be housebroken.
8. Solicitation – No commercial, political, religious, or charitable solicitation without written approval from the Clubhouse Director.
9. Electronics, Photography & Social Media – Phones/tablets with headphones are allowed in the lobby, cardio rooms, and studios (except during instructor-led classes). Never use phones or imaging devices in locker rooms, family-change rooms, restrooms, steam rooms, saunas, pool decks, or during classes. Outside those restricted areas, obtain consent from every recognizable person before recording or posting to social media; images of minors require written consent from a guardian. Commercial, promotional, or press shoots require prior written approval from the Executive Director.
10. Dress & Footwear – Attire must (a) fully cover personal areas, (b) avoid fabrics/ accessories that could damage equipment, and (c) support safe movement. Shirts and closed-toe, non-marking shoes are required everywhere except when moving directly between locker rooms and aquatics. Swimwear is limited to aquatics and locker rooms.
11. Food & Beverages – Spill-proof, non-glass containers are allowed in all areas of the clubhouse. No food, candy, or gum is allowed on courts, studios, pools, hot tubs, steam, or saunas.
12. Personal Belongings – Use day-use lockers; remove items daily. MPHOA is not responsible for loss or damage. Personal locks will be removed at the end of each day.
13. Skateboards, Scooters, Remote-Controlled Devices – Not permitted anywhere on Clubhouse property.
14. Parking & Bicycles – No overnight parking; Parking in Fire lanes/loading zones is not permitted and will be towed at owner's expense; bikes in racks only.
15. Lost & Found – Item will be held 30 days, then donated/recycled. Valuables will be secured separately; please inquire at the front desk. Perishables will be discarded immediately.
16. The Mountain Park Homeowners Association employs a team of trained instructors to help users carry out safe health and fitness training, group exercise classes, and swim lessons. For safety and liability reasons, instruction or training by unauthorized individuals is prohibited.



Area Specific Rules

Aquatics

- Shower before entering; no open wounds or communicable diseases allowed.
- No hypoxic training or prolonged underwater breath-holds.
- Water Slide Rules: Riders must be ≥ 48 in. and < 300 lb; ride feet-first (seated or lying); one rider at a time; await lifeguard signal. No goggles, mats, life jackets, loose objects, or non-swimwear permitted.
- Pregnant or medically restricted individuals should consult a healthcare provider before riding.
- Entry/exit through clubhouse only; do not climb fences or use the outdoor gate.

Weight/Cardio Rooms

- Minimum age: 14.
- 30-minute limit on cardio machines when others are waiting.
- “Work-in” allowed on strength machines; 10-minute limit per station.
- Wipe equipment, re-rack weights, and return cardio settings to zero after use; no outside equipment permitted.
- Noise that disrupts others—shouting, intentional weight dropping, or equipment slamming—is prohibited.
- Stretching and floor work is allowed only in studios or designated cardio/weight room areas.

Outdoor Tennis / Pickleball Courts

- Reservation required; 10-minute grace period applies.
- No pets or wheeled devices on courts.
- Volleying against the fence is prohibited.

Fitness Studios / Group Exercise

- Enter only after the prior class has ended.
- Clean and return all studio equipment after use.
- Only staff can operate the sound system.
- Only staff may move heavy exercise equipment (i.e. exercise bikes).

Sports Court

- Only staff may move dividers.
- No climbing or pulling on dividers or nets.

Game Room

- Children under 10 must be supervised by a responsible adult.
- Fully dry attire is required.
- 30-minute limit per game when others are waiting.
- No excessive yelling or running.

Locker Rooms

- Children over age 5 must use the gender-aligned locker room or a family changing room, if preferred.
- 20-minute recommended limit in family changing rooms; belongings must be stored in a day locker afterward.
- Cell phones and cameras are strictly prohibited.

Steam & Sauna

- Users are required to sit on a towel.
- No liquids on sauna rocks.
- No personal grooming or essential oils allowed.
- Do not cover vents or thermostats

Age & Access Matrix

Age	Unsupervised Access	Restricted Zones	Notes
0-9	No – Responsible Person Required everywhere	All Areas	-
10-13	Yes	Weight/Cardio Room, Hot Tub, Steam, Sauna	State Law: Adult over 18 must directly supervise in pool
14+	Full Access	-	Fitness Equipment permitted **At least two people in the spa unless a lifeguard is present

Hours, Holidays & Closures

- Regular Hours – Posted at mountainparkhoa.com and at the front entrance.
- Holidays Closed – New Year’s Day, Independence Day, Thanksgiving Day, Christmas Day.
- Hours may adjust for weather, maintenance, or public health mandates; check the website or phone line for updates.

Emergency & Safety Notice

MPHOA staff are trained in basic first aid, CPR/AED, and emergency evacuation. In the event of a fire alarm, earthquake, or other hazard, follow staff instructions immediately.

These rules may be enforced at the discretion of the MPHOA staff members.



Schedule of Violations

The aim of the Clubhouse Committee (CHC) and Management is not to penalize users.

The goal is to maintain a safe, enjoyable, and high-quality environment for all by working together to resolve issues cooperatively. Users are encouraged to work directly with Management and the CHC to correct violations before penalties are imposed. All penalties are per occurrence. In the event a violation continues without correction, penalties may be renewed until the violation is remedied or ceased. Members are responsible for violations committed by their tenants, household members, and guests.

CATEGORY 1 VIOLATIONS

(All General Rules of Conduct except 1,2, and 6)

Penalty:

- **First Violation (when voluntary compliance is not achieved):** At Management's discretion, the violating User may be removed from the Clubhouse and/or suspended from access for **up to 3 consecutive days**, with the CHC authorized to impose additional suspension not to exceed **30 days**.
- **Second Violation (within 12 months):** Reviewed by the CHC and **may result in a 30-day suspension** of access.

Examples include, but are not limited to:

- Failure to follow general Clubhouse Rules.
 - Failure to correct a violation after notice.
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CATEGORY 2 VIOLATIONS

(Including, but not limited to, General Rules of Conduct 1,2, and 6)

Penalty:

- **First Violation:** Immediate removal from the Clubhouse and **automatic 30-day suspension** of access. After a formal CHC review, the suspension may be **extended an additional 30–60 days**.
- **Second Violation (any time):** May result in **additional suspensions of 30–60 days**.

Examples include, but are not limited to:

- Disorderly, abusive, threatening, or unsafe behavior.
 - Actions that endanger persons or property.
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OTHER LEGAL ACTION

The Association may pursue legal remedies at any time at the violating User's expense.

REASONS FOR MITIGATING PENALTIES

A penalty may be reduced for **good cause** if the User demonstrates that the violation occurred due to circumstances reasonably beyond their control. In the case of Category 1 Violations, the penalty may also be mitigated if the violation is corrected **before CHC review**.

REASONS FOR AGGRAVATING PENALTIES

Penalties may be increased when conduct is **willful, reckless, harmful, or repeated**. Aggravating factors include:

- Repeated disregard for rules despite prior warnings.
- Injury to persons or damage to property.
- Abusive or harassing conduct toward staff, CHC, or other users.
- Efforts to conceal or misrepresent facts.
- Any indication of bad faith or unwillingness to comply.