



## **MOUNTAIN CITY CLUB RULES AND REGULATIONS**

These Rules and Regulations are established to govern the use of the Facilities at all Mountain City Club properties and to promote the health, safety, welfare, and enjoyment of everyone using the Club Facilities. Management of the Mountain City Club aims to keep these Rules and Regulations to the minimum necessary for all members, designees, immediate family members, and their guests to enjoy the Club Facilities. The primary responsibility for enforcing these Rules and Regulations for the benefit of all users falls on a trained staff whose main duty is to ensure members receive the courtesies, comforts, and services they are entitled to as members of the Mountain City Club. It is always the responsibility of the members to know these Rules and Regulations and to follow them.

### **MEMBERSHIP**

Upon approval by the Board of Governors of Mountain City Club and full payment of the initiation fee, an individual member then has complete membership rights.

The affairs of the Club are overseen by a Board of Governors of Mountain City Club elected by the members. The Board can fine, suspend, or expel members for deliberate violations of the House Rules or Bylaws, or any actions or conduct it considers disruptive, harmful, or detrimental to the best interests of the Club.

### **GENERAL CLUB RULES**

The days and hours of operation of all Club facilities and the services provided will be established by the Club Manager considering the season of the year and other circumstances. Use of the Club facilities is only available during operating hours.

Facilities will be closed from time to time for maintenance, repairs, private events, and other purposes deemed appropriate.

Members, designees, immediate family members, and their guests use the facilities provided at the Club at their own risk.

Members, designees, immediate family members, and their guests must abide by all rules established by the Club as they may be amended from time to time, and members and designees are responsible for ensuring that their immediate family members and guests comply with all Club rules.

No member designee, group of members, or designees acting together shall allow the same guest to use the Club Facilities as a substitute for membership on a frequent basis. A member of the Club must accompany all guests; however, with prior arrangement with the Club, a member may request that a guest use the Club facilities without the member present, no more than twice in a calendar quarter. All charges for guests will be billed to the member's account unless arrangements are made in advance for the guest to use a credit card.

Proper attire, decorum, and consideration of the comfort of others must always be observed at all times.

Members, designees, and immediate family members are not allowed in any service or accessing restricted areas of the Club Facilities without the approval of the Club Manager.

Dogs and other pets, except service animals, are not allowed in the Club facilities without prior approval from the Club Manager. If permitted, such dogs or pets must always stay on a leash. Members and designees are responsible for any damage caused by a dog or other pet owned by or under the control of a member or designee.

All food and beverages consumed in the Club must be purchased at the Club, and outside catering is not allowed unless approved in writing by the Club Manager. Employees are not permitted to deliver food or beverages of any kind to locations outside the immediate area where they are sold unless authorized by the Club Manager.

Members, designees, immediate family members, and their guests may not supervise, give instructions to, reprimand, or mistreat any of the Club's employees, verbally or in any other way. Verbal or physical abuse or harassment of employees will not be tolerated. All employees of the Club are under the supervision of the Club Manager, and no member, designee, immediate family member, or guest shall reprimand or discipline any employee, ask an employee to perform personal tasks while on duty, send any employee off Club property for any reason, or request the personal use of the Club's furnishings or equipment

that are not normally available for members. Any employee who does not provide courteous and prompt service should be reported to the Club Manager immediately. All such reports will be given prompt attention.

Advertisements of any kind and solicitations are not allowed on the Club Facilities and must not be posted or circulated on Club property without prior written approval from the Club Manager.

Petitions may only be initiated, solicited, circulated, or posted on the Club property with prior written approval from the Club Manager.

No one shall solicit on behalf of the Club, and the Club's name or logo shall not be used for any purpose without prior written approval from the Club Manager.

Loud or offensive language is never allowed.

No firearms or other weapons of any kind are allowed on the Club property at any time unless carried by Law Enforcement Personnel in the line of duty.

To ensure proper management of the Club, all complaints, criticisms, or suggestions regarding its operation must be directed to the Club Manager and President. Formal complaints should be submitted as outlined in the Club Bylaws.

Unauthorized release of the Club's membership roster by a member constitutes a serious breach of Club policy. Violations will be reviewed by the Board of Governors of Mountain City Club and may lead to suspension, termination of membership, or other disciplinary measures.

Absolutely no fireworks are allowed anywhere on Club property unless they are part of a fireworks display organized and conducted by the Club.

Entertainers are not allowed to perform on Club property without prior approval from the Club Manager.

Use of any part of the Club facilities may be restricted or reserved by the Club and not available for members.

## ATTIRE

Members and their guests must always wear appropriate, tasteful attire. At a minimum, members are expected to adhere to business, smart, or resort casual dress unless the Club specifically states otherwise.

The Mountain City Club's dress code is designed to create a comfortable environment suitable for a business club where members host social and professional gatherings. The

dress code reflects the spirit of the Club and best serves the majority of its members. Members are responsible for making sure their guests are aware of the dress code.

## RESERVATIONS

Reservations are highly recommended and should be made whenever possible. They may be required for special events or other Club activities. Making reservations helps management ensure adequate staffing to maintain service quality.

Reservations will be held for 15 minutes past the scheduled time and then released if the Member has not arrived or called to reaffirm and extend the reservation.

## PRIVATE DINING ROOMS

Reservations for private dining events can be made through the Club's Sales and Events office and require confirmation via a signed contract.

Food and Beverage choices must adhere to the Club's banquet policies.

Members who use a private room will be billed a room rental fee.

## SMOKING POLICY

Smoking is prohibited in the Club.

## CELLULAR PHONES

Cell phones should be set to vibrate or silent when in the Club.

## ALCOHOLIC BEVERAGES

The Club management reserves the right to deny service of alcoholic beverages to any person at any time.

No employee of the Club, any member, or a guest of a member shall serve alcohol to anyone under the legal drinking age. Members who allow or permit underage persons to consume alcohol in the Club may face termination of service, removal from the premises, and possible discipline by the Board of Governors of Mountain City Club. Such penalties may include, but are not limited to, the assessment of fines or penalties on a monthly bill imposed by any state, county, or city authority for such violations.

All persons being served alcoholic beverages, whether they are a member or the guest of a member, shall have appropriate identification that indicates they are of the legal drinking age. All employees are permitted to request identification of any person.

Alcoholic Beverages may only be removed from the Club if they are sealed in advance by the restaurant or bar staff, have the receipt of purchase attached to the beverage, are placed in a bag or container that is sealed in such a manner as to make tampering obvious, and must be put either in a locked gloved box, container, trunk or – in the case of vehicles without a trunk- behind the last upright seat of the vehicle.

The manager or person in charge at the time of any incident may take any reasonable measures necessary to ensure full compliance with the beverage laws of this state, and the membership acknowledges that protecting a valuable license to serve alcoholic beverages as a convenience and service to the Club members is of utmost importance.

#### CHARGES

A service charge, as established by the Board of Governors of Mountain City Club, shall be added to all food and beverage items.

All restaurant and bar checks shall be signed with the member's signature and membership number.

No cash shall be received in payment of any checks.

#### PARKING

Parking passes or parking pass validation are available to all Club members. The Club assumes no responsibility for articles left in cars handed over to attendants, or for any damage to a vehicle while in the custody or control of the parking contractor.

#### PUBLICITY AND NEWS MEDIA

The Club's quarters and premises shall not be used for a public function without prior written Board approval. Functions held at the Mountain City Club must be by personal invitation only. Ticket sales or solicitation for ticket sales for an event held at the Club are not allowed and will result in the cancellation of the function.

Members of the press are only allowed in the designated area of a private event. The host member must ensure that press members do not enter other parts of the Club or infringe on the privacy of other members.

Photography and recording equipment may be used in private dining rooms as long as it is in good taste and doesn't disturb other guests. Prior approval from Management is required for such use.

Club Members shall not generate publicity about the Club unless specifically authorized by the Board.

The manager and staff are strictly prohibited from revealing the identity of any Club member or guest to anyone outside the organization, either directly or indirectly, unless authorized by the Board.

## ACCOUNTS RECEIVABLE

Each member will be billed by the administrative office of the Mountain City Club, no later than the fifth working day of each month.

Each member will receive a billing statement for any unpaid balance thirty days after the initial billing date. A 1.5% finance charge will be added to the overdue amount from the previous statement.

When the overdue amount, including finance charges, has not been paid by the 53rd day after the initial billing date, the member is deemed financially delinquent. The Club will notify the member by certified mail that privileges will be suspended unless full payment of the account is received or postmarked within 7 days of the notice. Any suspension will remain in effect until the account is paid in full.

Seven days before the 90th day that the account remains unpaid, a certified letter from the Club's General Manager/Chief Operating Officer will notify the member that suspension from the Club will occur if the total balance is not postmarked by the 90th day.

Members may pay with a check, credit card, automatic bank draft, electronic payment, or at the point of sale, monthly. The Board may require the credit card payment option for members with frequent delinquencies. Any member who has had their membership suspended or revoked as a result of disciplinary action, including financial delinquency, may be reinstated upon payment of all outstanding debts and the current initiation fee, subject to approval by the Board.

Any member who has been reinstated after suspension or revocation due to financial delinquency may face permanent revocation if their account remains more than 60 days past due.

## SEXUAL HARASSMENT

In line with the Club's commitment to maintaining a work environment free from discrimination, the Club enforces a strict policy against harassment and discrimination, including sexual harassment. This policy applies to all Club Members and employees. Additionally, it bans harassment and discrimination in any form, whether verbal or physical.

Sexual harassment includes, but is not limited to, making unwanted sexual advances and requests for sexual favors where either (1) submission to such conduct by an individual is used as the basis for employment decisions affecting that individual; or (2) such conduct has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

Employees who violate this policy may face discipline, such as suspension or termination.

Club Members who violate this policy may face expulsion from the Club or other actions deemed appropriate by the Board.

#### DISCIPLINARY ACTION

Membership privileges and/or use privileges of any member, designee, immediate family member, or guest may be suspended or terminated by the Board, and other disciplinary actions may be taken as the Board deems appropriate, including but not limited to, the imposition of a fine, if, in the sole judgment of the Board, the member, designee, immediate family member, or guest:

- Submits false information on the Application for Membership Privileges or Application for Use Privileges, which, if it had been truthfully disclosed, would have made the applicant ineligible for membership or use privileges.
- Permits the unauthorized use of a member's or designee's membership, use card, or account.
- Exhibits unsatisfactory behavior, deportment, appearance, or acts in any other manner the Board determines not to be in the best interest of the Club or its members.
- Fails to pay the membership fee, club fees, or any other amount owed to the Club in a proper and timely manner, or habitually fails to do so.
- Fails to comply with these Rules and Regulations established for the use of the Club Facilities;
- Treats the personnel or employees of the Club in an unreasonable or abusive manner, including sexual harassment.
- Engages in conduct that is inappropriate or likely to jeopardize the welfare, safety, harmony, or reputation of the Club or its members.

The Club has determined that the process for suspending or terminating membership or use privileges at the Club is fair and reasonable and will be carried out in good faith. The member, designee, immediate family member, or guest shall be notified of any proposed disciplinary action and will have the opportunity to be heard by the Club (either in writing or

in person) to explain why the individual should not be disciplined according to these rules and Club By-Laws.

A member or designee may also face discipline for the actions of their immediate family members and guests. If the individual wishes to be heard, they must submit a written request for a hearing to the Club Manager. The hearing will be conducted before individuals (who may or may not be members of the Club) designated by the Board.

Management personnel of the Club have full authority to enforce these Rules and Regulations; any violations will be reported to the Club Manager and, when appropriate, the Club Board.

The Club reserves the right to update these Rules and Regulations as it deems fit from time to time. All changes must be approved in advance by the Board of Mountain City Club and will become effective once posted at the club.