

The Country Club of Mount Dora

Membership Policies & Club Regulations

Operated by GLMD LLC

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Welcome

Welcome to The Country Club of Mount Dora. Our goal is to provide an enjoyable, respectful, and family-friendly environment for all members and guests. These policies are designed to protect the experience of the membership while ensuring fairness, safety, and proper operation of the club facilities.

All members and guests are expected to follow these rules and conduct themselves in a respectful and sportsmanlike manner at all times.

Definitions

- **Club:** The Country Club of Mount Dora and its facilities, amenities, and property.
- **Management:** Club ownership, general manager, golf operations manager, and their designees.
- **Member:** Any individual with an active membership account in good standing.
- **Guest:** Any non-member using club facilities under a member's invitation or sponsorship.
- **Good Standing:** A membership account that is current, not delinquent, and not suspended.

1. Membership Terms & Billing

1.1 Membership Commitment

All Golf Memberships and Annual Memberships require an initial 12-month commitment beginning on the activation date.

After the initial 12-month term, memberships automatically continue on a month-to-month basis unless canceled according to club cancellation policies.

1.2 Initiation Fees

Any applicable initiation fee is due in full at the time of membership activation unless otherwise approved by management in writing.

1.3 Payment Information

Members are responsible for maintaining valid and current payment information on file with the club at all times.

Failure to update expired or declined payment methods may result in suspension of charging privileges, suspension of membership benefits, or cancellation of membership.

1.4 Late Payments

Membership balances unpaid for more than 30 days may incur a 10% late fee per month on outstanding balances.

Memberships delinquent beyond 60 days may be suspended or revoked at the discretion of management.

1.5 Suspension or Revocation

The club reserves the right to suspend or revoke any membership, without refund, for violations of club policies, abusive behavior, fraud, theft, repeated rule violations, or conduct deemed harmful to the club, staff, members, or guests.

1.6 Suspension of Club Privileges for Non-Payment

Members are expected to keep their membership account current and in good standing at all times.

The club reserves the right to suspend or deny access to any club services, amenities, charging privileges, reservations, golf access, dining services, practice facilities, pool access, tennis courts, pickleball courts, tournaments, guest privileges, locker room access, bag room access, or other member benefits for accounts with unpaid balances or delinquent payments.

1.7 Suspension Without Notice

Suspension of privileges due to non-payment may occur without prior notice at the discretion of management.

Restoration of privileges may require payment of outstanding balances, late fees, declined payment fees, reinstatement fees, or updated payment information.

1.8 Continued Financial Responsibility

Suspension of club privileges does not eliminate the member's responsibility for outstanding balances, contractual obligations, or recurring membership charges unless membership cancellation has been formally approved by the club administration.

2. Member Conduct & Club Etiquette

2.1 Respect Toward Staff & Members

Members and guests are expected to treat club employees, management, vendors, and fellow members with courtesy and respect at all times.

Abusive, threatening, aggressive, discriminatory, or disrespectful behavior toward staff or other guests is strictly prohibited.

2.2 Disciplinary Action

Violations may result in:

- Verbal warning
- Written warning
- Temporary suspension of privileges
- Suspension of membership for a defined period
- Permanent revocation of membership without refund

Management reserves sole discretion regarding disciplinary actions.

2.3 Disorderly Conduct

Rowdy, disruptive, unsafe, or inappropriate behavior is prohibited throughout all club property, including:

- Golf course
- Practice facilities
- Clubhouse
- Restaurant and bar areas

- Pool
- Tennis courts
- Pickleball courts
- Parking areas

Alcohol-related misconduct, reckless behavior, harassment, or repeated disturbances may result in immediate removal from club property and suspension or termination of membership privileges.

3. Golf Course Policies

3.1 Tee Time Reservations

Tee times should be booked in advance through approved club booking systems or through the golf shop.

Tee times are subject to availability and may fill quickly, especially within 24 hours of play.

The club reserves the right to adjust tee times up to 10 minutes earlier or later based on golf course capacity, tournament operations, weather delays, pace of play considerations, or daily scheduling needs.

Tee times by golf members may be booked up to 21 days in advance. For advanced requests beyond the 21 day window please contact club management.

3.2 Tee Time Changes & Cancellations

Members are expected to modify, update, reduce player counts, or cancel tee times at least 24 hours in advance whenever possible.

Properly updating reservations helps maximize course availability and improves scheduling opportunities for all members and guests.

Outside of golf shop operating hours, members are encouraged to use the club's online booking platform to:

- Cancel tee times
- Modify player counts
- Adjust reservation details

In the event of a last-minute cancellation or emergency outside operating hours, members are encouraged to notify the club by email to either:

- The Golf Operations Manager, or
- The General Manager

3.3 No-Call / No-Show Policy

Members and guests who fail to cancel tee times appropriately may be charged penalties.

Public guests may be charged up to 50% of the reserved rate.

Golf members may be charged a \$25 no-show fee per player.

3.4 Pairing Policy

Singles, twosomes, and threesomes may be paired with other players regardless of membership status or public play status.

The club reserves the right to pair players together in order to maximize golf course availability, improve pace of play, and maintain operational efficiency.

Members and guests are expected to cooperate with pairing instructions provided by golf shop staff, starters, or management.

Failure to comply with pairing policies may result in:

- Tee time modification
- Loss of tee time privileges
- Cart fee penalties
- Suspension of booking privileges for repeated violations

3.5 Single-Rider / Cart Pairing Requirement

Pairing up on the golf course is mandatory when directed by club staff.

Single riders are permitted only when:

- The member has purchased a Single Riding Sticker, or
- Single riding privileges are included in their membership category

Failure to pair carts when instructed, refusal to pair carts, or intentionally avoiding pairing when a starter is not present may result in a \$25 cart fee penalty.

3.6 Pace of Play

- Members and guests are expected to maintain proper pace of play and keep up with the group ahead. The Club's posted pace of play is 4 hours and 15 minutes (2:03 for the front nine, 9-minute turn time, and 2:03 for the back nine).
- Groups playing within this standard are on pace and should be able to enjoy their round without pressure from behind or unnecessary delays ahead. Golf staff will monitor and respectfully address groups that are pressuring others to play faster or fall behind pace to maintain flow and protect the experience for all players.

3.7 Golf Cart Usage & Private Cart Policies

All members and guests operating golf carts on club property must follow all posted golf cart rules, safety regulations, and staff instructions at all times.

Golf carts must be operated in a safe and responsible manner respecting golfers, staff, neighboring properties, landscaping, and course conditions.

Driving carts in restricted areas, reckless driving, excessive speed, horseplay, or unsafe operation is strictly prohibited.

Members and guests must obey:

- Cart path only restrictions
- Directional signage
- Wet area restrictions
- Temporary course rules
- Traffic control instructions from golf staff or course maintenance staff

Failure to comply may result in:

- Loss of cart privileges
- Cart damage charges
- Suspension of golf privileges
- Membership disciplinary action

Members operating privately owned golf carts on club property must comply with all terms outlined in their separate Private Cart Agreement completed during membership activation. Use of private golf carts without a completed registration form is strictly prohibited.

Private cart members are responsible for maintaining proper insurance, registration, safety equipment, and operational condition of their carts as required by club policies.

Private carts remain subject to all golf course traffic rules, operating restrictions, and safety requirements established by management.

3.8 Outside Alcohol & Property

Outside alcoholic beverages and coolers are strictly prohibited on club property.

Damage to club property may result in repair charges and disciplinary action.

4. Driving Range & Practice Facility Policies

4.1 Range Ball Usage

Driving range balls included with membership are for the member's personal use only.

Occasional family or guest courtesy use is acceptable when accompanying the member.

4.2 Sharing or Abuse

Excessive sharing, commercial instruction, removal of range balls, or misuse of range privileges may result in:

- Suspension of range privileges
- Removal of range plans from membership
- Membership suspension or revocation

4.3 Approved Golf Balls Only

Only club-provided range balls ("floater balls") may be used at the practice facility.

Bringing outside golf balls not purchased from the club for use on the range is prohibited.

Violations may result in:

- Temporary suspension of driving range privileges
- **Temporary** suspension of membership privileges
- Revocation of membership privileges.

5. Pool, Tennis & Pickleball Guest Policies

5.1 Guest Usage

Guests using club amenities must generally fall into one of the following categories:

- Visiting relatives
- Friends visiting from out of town
- Guests temporarily staying with the member

Members are expected to accompany guests while on club property and guests of members are considered an extension of the member while on club property.

5.2 Local Guest Access

Local residents may be permitted limited guest access on a one-time or occasional basis.

The club encourages frequent local guests to consider membership if they wish to continue using the facilities regularly.

5.3 Member Responsibility

Members are fully responsible for the conduct and behavior of their guests.

Guests must comply with all club rules and policies. Violation of club rules or policies by guests of members may result in disciplinary membership action for the hosting member.

6. Bag Room Policies

6.1 Use of Bag Room

The club bag room is provided as a convenience for members storing golf clubs and golf-related equipment.

6.2 Personal Responsibility & Liability Disclaimer

All equipment stored in the bag room is left at the member's own risk.

The club assumes no financial responsibility for lost, stolen, or damaged equipment, including but not limited to golf clubs, bags, valuables, electronics, rangefinders, cash, or personal items.

Members are encouraged not to leave valuables unattended inside golf bags.

6.3 Food & Perishable Items

Food, snacks, beverages, or any perishable items that may attract rodents, insects, or pests are strictly prohibited inside golf bags stored in the bag room.

Violations may result in suspension or revocation of bag room privileges.

6.4 Access Hours

Bag room access is generally available only during normal operating hours of the club.

Members leaving clubs overnight acknowledge that access outside normal operating hours cannot be guaranteed.

Staff availability, tournaments, maintenance operations, weather events, or facility closures may occasionally limit access.

6.5 Club Authority

The club reserves the right to inspect, relocate, or remove improperly stored items when necessary for safety, cleanliness, or operational purposes.

Repeated violations of bag room policies may result in suspension or permanent removal of bag room privileges.

6.6 Bag Room Fees

Bag room storage services may be subject to additional monthly fees as established by management.

Members utilizing bag room services authorize applicable fees to be charged to their membership account or payment method on file.

7. Locker Room & Locker Storage Policies

7.1 Locker Usage

Locker room lockers are provided as a convenience for members to store golf apparel, shoes, toiletries, and personal club-related items.

Locker assignments remain property of the club and may be reassigned, relocated, or revoked at management discretion.

7.2 Personal Responsibility

All items stored in lockers are left at the member's own risk.

The club is not financially responsible for theft, burglary, vandalism, fire, water damage, accidental damage, or loss of personal property stored within lockers or locker room facilities.

Members are strongly encouraged not to leave valuables, electronics, jewelry, cash, or irreplaceable items in lockers.

7.3 Food & Cleanliness

Food, open beverages, or perishable items that may attract rodents, insects, odors, or mold are prohibited inside lockers.

Members are responsible for maintaining reasonable cleanliness and sanitation of their assigned locker.

Failure to maintain locker cleanliness may result in suspension or revocation of locker privileges.

7.4 Locker Room Conduct

Members are expected to behave respectfully and appropriately within locker room facilities at all times.

Disorderly behavior, harassment, vandalism, intoxication, excessive noise, or inappropriate conduct is prohibited.

Violations may result in suspension or termination of locker room and/or membership privileges.

7.5 Access Hours

Locker room access is generally available only during normal club operating hours.

The club cannot guarantee locker room access outside operating hours due to staffing, maintenance, weather events, tournaments, or operational requirements.

7.6 Club Authority

The club reserves the right to open lockers when reasonably necessary for safety, maintenance, emergency situations, suspected policy violations, unpaid balances, or inactive memberships.

Abandoned lockers may be cleared after reasonable notice.

7.7 Enforcement

Repeated violations of locker room policies may result in:

- Temporary suspension of locker privileges
- Permanent removal of locker privileges
- Suspension or termination of membership privileges without refund

7.8 Locker Fees

Locker storage services may be subject to additional monthly fees as established by management.

Members utilizing locker services authorize applicable fees to be charged to their membership account or payment method on file.

8. Member Account Charges & Disputes

8.1 Responsibility for Charges

Members are responsible for all charges posted to their membership account, including charges made by authorized family members, guests, or individuals permitted to use the account by the member.

8.2 Reviewing Receipts

Members are encouraged to review all receipts carefully at the time of purchase and sign receipts when requested by club staff.

During busy operating periods, members may choose to leave without waiting for a printed receipt or signature process. In those situations, charges will be posted to the member account based on the transaction information recorded by club staff and point-of-sale systems.

8.3 Unsigned Receipts

Account charge receipts will be presented by the staff for member review and final signature approval. Any receipt disputes should be addressed with a staff member at the time of charge.

By utilizing member charge privileges, members acknowledge responsibility for all charges posted to their account, including transactions authorized without a physical signature at the time of service. The absence of a signed receipt does not invalidate such charges.

8.4 Service Charges & Automatic Gratuities

Applicable service charges, automatic gratuities, or administrative fees may be added to food, beverage, banquet, tournament, or other club transactions when applicable.

Members are responsible for payment of all applicable charges posted to their account.

8.5 Disputes & Billing Questions

Any disputed charge or billing concern must be reported to the club administration office within 60 days of the transaction or statement date. Upon reporting, the club will investigate the disputed charge and render a verdict on validity based upon the evidence of the investigation.

The club reserves the right to deny adjustments or disputes submitted after the 60-day review period.

8.6 Club Records

Point-of-sale records, staff documentation, reservation history, and transaction system records maintained by the club shall serve as supporting documentation regarding disputed charges.

9. Liability, Safety & Legal Disclosures

9.1 Assumption of Risk

Members and guests acknowledge that participation in golf, tennis, pickleball, swimming, fitness activities, dining, social events, and use of club facilities involves inherent risks of personal injury, illness, property damage, or death.

By entering and using club property, members and guests voluntarily assume all risks associated with participation in club activities and use of club facilities.

9.2 Release of Liability

The Country Club of Mount Dora, GLMD LLC, ownership, management, employees, contractors, instructors, volunteers, and affiliated parties shall not be held liable for:

- Personal injury
- Illness
- Accidents
- Property damage
- Theft
- Loss of personal belongings
- Acts of other members or guests
- Weather-related incidents
- Wildlife-related incidents
- Golf ball strikes
- Cart accidents
- Equipment malfunctions
- Slips, trips, falls, or other incidents occurring on club property

except where prohibited by applicable law.

9.3 Medical Emergencies

Members and guests authorize club staff to contact emergency medical services when deemed reasonably necessary.

The club is not responsible for medical expenses or treatment resulting from injuries or incidents occurring on club property.

9.4 Property Damage Responsibility

Members are financially responsible for damage caused by themselves, their family members, guests, children, or invitees to:

- Golf carts
- Club buildings
- Golf course property
- Landscaping
- Furnishings
- Equipment
- Practice facilities
- Pool areas
- Tennis or pickleball courts
- Other club property

The club reserves the right to charge repair or replacement costs directly to the member account.

9.5 Guest Responsibility

Members are responsible for the conduct, behavior, and financial obligations of their guests while on club property.

Any policy violation, property damage, unpaid balance, or misconduct caused by a guest may be charged to or enforced against the sponsoring member.

9.6 Rules & Policy Changes

Club rules, policies, pricing, operating procedures, hours, amenities, and membership structures may be modified, updated, suspended, or changed at any time at the discretion of management or ownership.

9.7 Temporary Closures & Force Majeure

The club reserves the right to close or restrict access to portions of the facility due to:

- Weather events include:
 - Hurricanes
 - Flooding
 - Lightning
- Maintenance
- Construction
- Tournaments
- Government orders
- Emergencies
- Staffing shortages
- Unsafe conditions

- Other events beyond the club’s reasonable control

Temporary closures or interruptions of amenities shall not entitle members to refunds, credits, or suspension of dues.

9.8 Surveillance & Security

Portions of club property may be monitored by video surveillance for operational, safety, and security purposes.

The club does not guarantee the prevention of theft, vandalism, or criminal activity.

9.9 Indemnification

Members agree to indemnify and hold harmless The Country Club of Mount Dora and GLMD LLC from claims, damages, liabilities, costs, or expenses arising from:

- Member actions
- Guest actions
- Violations of club policies
- Negligent or intentional misconduct
- Damage caused to persons or property by the member or their guests

9.10 Governing Authority

All membership agreements, policies, and disputes shall be governed by the laws of the State of Florida.

Management reserves sole authority to interpret and enforce club policies and regulations.

9.11 Severability

If any portion of these policies or agreements is determined to be unenforceable or invalid, the remaining provisions shall remain in full force and effect.

10. Acknowledgment

By activating or renewing membership with The Country Club of Mount Dora, members acknowledge that they have read, understood, and agreed to comply with these Membership Policies and Club Regulations.

Member Signature: _____

Date: _____

Management Signature: _____

Appendix A: Bag Room Storage Agreement (Form)

The Country Club of Mount Dora (Operated by GLMD LLC)

Member Name: _____

Date: _____

Members acknowledge and agree:

- All equipment stored in the bag room is left entirely at the member's own risk.
- The club is not financially responsible for theft, burglary, fire, vandalism, water damage, or loss of personal property.
- No food, beverages, or perishable items may be left in golf bags or storage areas.
- Bag room access is generally limited to club operating hours.
- Bag room services may carry a monthly fee charged to the member account.

Monthly Bag Room Fee: \$_____ per month

Member Initials: _____ Member

Signature: _____ Date: _____

Appendix B: Locker Room Storage Agreement (Form)

The Country Club of Mount Dora (Operated by GLMD LLC)

Member Name: _____

Locker Number: _____

Date: _____

Members acknowledge and agree:

- All items stored in lockers are left entirely at the member's own risk.
- The club is not financially responsible for theft, burglary, vandalism, water damage, or loss of personal property.
- Food, beverages, or perishable items are prohibited inside lockers.
- Locker room access is generally limited to normal club operating hours.
- Locker services may carry a monthly fee charged to the member account.

Monthly Locker Fee: \$_____ per month

Member Initials: _____

Member Signature: _____ Date: _____