

*Madeira at St. Augustine Master*

*Owner's Association, Inc.*

**Resident's Club  
Policy  
Handbook**

Dated: January 1, 2016



## **BUILDING COMMUNITY THROUGH RECREATION**

Greetings to all Madeira Owners,

We are pleased to present to you our Resident's Club Handbook. In it, you will find the guidelines for the uses of the Resident's Club and pool area. Please take a few minutes to review this handbook, and note especially the forms found in the back. We ask that you would fill out the Madeira Resident's Club Consent Form, indicating the members of your household that will be using the facilities, and send it to:

*Matt Ciupak  
BCM Services, Inc.  
920 Third Street,  
Suite B  
Neptune Beach, FL 32266*

The list of returned consent forms will be compiled and put on file. You must return the consent form to access the club facilities.

Please make sure that you read the form carefully, and sign your names at the bottom of the page. All adults 18 and older are asked to sign this form.

We hope that you find these guidelines helpful as we work together to make the Madeira Resident's Club the family friendly environment we all desire it to be.

If you have any questions, please feel free to contact me at (904)242-0666 ext. 13.

Thank you,  
Matt Ciupak – CAM  
As manager for Madeira Master Owner's Association, Inc.

*BCM Services, Inc.  
920 3rd Street, Suite B ▲ Neptune Beach, Florida 32266 ▲ 904-242-0666*

The Madeira Resident's Club is located at 184 Maralinda Drive. The Club is governed by the Madeira at St. Augustine Master Owner's Association, Inc. and managed by BCM Services. The Club is available for use to all members that have paid their dues current.

The Madeira identification key tag must be carried by Madeira members and their children while using the common areas; this is how we as homeowners can determine who is permitted to use the common areas. One family member may carry the tag for the entire family. Access to the common areas will be denied without this identification. Individuals will assume the cost for replacement of lost key tags.

All patrons and guests using the Club are expected to conduct themselves in a responsible, courteous, and safe manner in compliance with all policies and rules. Privileges at the Club may be subject to suspension or termination by the Association if a member fails to abide by the rules and policies established for the use of the facilities.

## General Rules



The following rules apply to all property and facilities comprising the Resident's Club:

- Children under the age of 13 must be accompanied by an adult age 18 or older.
- Members must accompany guests and are responsible for their guests at all times.
- No chewing gum is allowed.
- No alcoholic beverages are allowed.
- Glass containers are prohibited.
- Vulgar, loud, or abusive language/music is prohibited.
- No pets allowed.
- No littering or loitering

The Madeira Resident's Club strives to make our center a family friendly environment.

# Pool Center



## Access:

Members are required to display their key tag and sign in with the on-duty pool monitor before being admitted to the pool. If a member has lost or has not received a key tag from an original owner, they must contact BCM at (904) 242-0666. (The charge for an additional key tag is \$25.00). Pool capacity is 37 persons. The purpose of the Resident's Center is to provide a place for members to enjoy; it is not to be used for large groups or non-residents or for any type of competitive or educational events (for example: swimming lessons).

## Hours

The pool officially opens during the scheduled spring break of the St. Johns County School System. The hours are Dawn to Dusk. Please be advised that inclement weather, contamination and/or maintenance policies may dictate variations in this schedule. A pool closure sign will be posted when these policies are put into effect. Any person swimming when the facility is closed may be suspended from using the facility or subject to police escort to their residence. No lifeguards are provided at the Madeira Pool. **Swim at your own risk.** People jumping the pool fence to access the area during open or closed hours will be reported to the police as trespassers.

## Guests

Guests must be accompanied by a member and members are responsible for their guests at all times. Each **household** is permitted 4 guests while using the pool facilities. Exceptions may be allowed for out of town relatives.



## Smoking

The pool complex is a smoke free environment. Cigarette butts can cause litter issues to the grounds and damage to the pool pump and filters.

There should be no smoking within the gated pool area, restrooms, fitness or social rooms.

## Children

Children under 13 years of age must be accompanied by a parent or authorized person over the age of 18 years. The parent/adult is responsible for the children at all times in the pool areas. Children under three years of age or those who are not reliably toilet trained must wear swim diapers or swimmy pants, as well as a swimsuit over the swim diaper to reduce the health risks associated with human waste in the swimming pool/deck area. Failure to comply with this policy may mandate a closure of pool facilities, and charges for pool cleanup.



## Pets

No animals are allowed within the pool-gated area. This is grounds for the City Health Inspector to close the pool.

## Food and Beverage

No chewing gum is allowed. No alcoholic beverages are allowed. Glass containers are not allowed. Food is only permitted in the social room or on the covered portion of the pool deck and all guests should clean up after their stay. No grills are allowed. The kitchen, bar and counter areas are only available for set-up and preparation areas. Please take your trash home. The pool complex does not have capacity for large amounts of trash.

## Toys

Play equipment such as rafts, floats, snorkels, flippers, dive sticks, and floatation devices may be used at the discretion of the pool monitor. They will not be allowed during peak use times. No boogie boards are allowed. No water balloons are allowed.

## Conduct

No diving, running, pushing, or rough play. Profanity and loud music are prohibited. All guests should take trash home, have no debris on deck or grass, return chairs to original positions, and keep bathroom tidy. Guests may be asked to leave if not complying with the rules.

## Vehicles

No bikes, skateboards, wagons, scooters or roller blades are allowed on the paver areas; they may cause damage to the pool decking. Vehicles must be parked in designated areas. Vehicles should not be parked on any grass area of the Resident's Club, or in any way that blocks the normal flow of traffic. Parking is for Resident's Club use only; no overnight or long-term parking is allowed. Violators will be towed at the owner's expense.

## **Fireworks**

Fireworks of any kind are not permitted anywhere on the Resident's Club property, facilities or adjacent areas.

## **Showers**

Please shower before entering the pool and only use waterproof sun lotion.

## **Valuables**

The Resident's Club will not be responsible for any money or personal property losses sustained by members or their guests.

## **Furniture**

No person shall remove any furniture from the Resident's Club or pool area. The furniture is for members and their guests to enjoy, and should not be misused or damaged. (Members shall be liable for any property damage and/or personal injury so the center reserves the right to pursue any and all legal and equitable measures necessary to remedy any losses due to property damage or personal injury.)

## **Inclement Weather/Pool Maintenance/Contamination Policies**

The monitors and/or management company are allowed to make weather, maintenance, and contamination decisions for the pool area. The pool will be closed if lightning is present within five miles visibility of the pool center. During periods of heavy wind, rain, thunderstorms, tropical storms, and hurricanes, the pool center will be closed. Sometimes the weather can damage pool functioning and the center may have to be closed for additional time after the event. Pool maintenance takes place on Mondays, and due to chemical imbalance or feces contamination, the pool may be closed for twelve hours and the water will be shocked with chlorine to kill the bacteria. The pool center will be closed for this process. A sign will be posted when the pool is closed.

## **Modifications**

The Madeira at St. Augustine Master Owner's Association, Inc. reserves the right to amend or modify these policies when necessary, and will notify the members of these changes. The Association has full authority to enforce the pool rules and regulations.

## **Suspension and Termination of Pool Privileges**

Privileges at the Madeira Resident's Club may be subject to a two-week suspension if a patron:

- Submits false information on the application for a key tag.
- Permits unauthorized use of a key tag.
- Exhibits unsatisfactory behavior, deportment, or appearance.
- Fails to abide by the Rules and Policies established for the use of facilities.
- Treats the personnel or representatives of the facilities in an unreasonable or abusive manner.
- Engages in conduct that is improper or likely to endanger the welfare, safety, or reputation of the Resident's Club or its management.

# Parties

**Reservations:** Members interested in reserving a time for a party must submit to the pool monitor, or if pool monitor is not available, BCM Services (904-242-0670 fax) a completed Facility Use Application. At the time of application, a check or money order (no cash) should be made out to the Madeira at St. Augustine Master Owner's Association, Inc. for \$100.00 \*(See Facility Use Application for additional details regarding the deposit) as a refundable deposit. The Amenity Manager OR property manager will review the Facility Use Application on a case-by-case basis and has the authority to reasonably deny a request. Reservations must be made at least two weeks in advance. Dates and times for parties are assigned on a first-come, first-serve basis. Peak use times and double booking of parties will be avoided. The following holidays will be unavailable for reservations: Memorial Day, Labor Day, Easter Sunday, and the 4th of July. Party reservations are three hours maximum; this maximum includes set up and clean up time. Pool capacity is limited to 37 persons and social room capacity is 46 persons. The patron renting the Resident's Club shall be responsible for any and all damage and expenses arising from the event. The pool monitor will inspect the area before and after the party using the inspection form, which will be signed by both the monitor and patron. If the cleanup is satisfactory, the monitor will forward the form to *BCM* and a refund check will be sent to the patron. If the cleanup inspection is not satisfactory, the patron is responsible for additional cleaning fees and will forfeit their deposit. Parties must be scheduled through the pool monitor manager and will not be permitted when a monitor is not present.

**Inspection:** As stated above, deposit in the amount of \$100.00 \*(See Facility Use Application for additional details regarding the deposit) is required by the time the reservation is approved. To receive a full refund of the deposit, the following must be completed:

- Ensure that all garbage is removed. Replace garbage liner if necessary.
- Remove all displays, favors, or remnants of the event. No confetti or water balloons are allowed.
- Clean out and wipe down the sink and all cabinets around kitchen/bar area used.
- Ensure bathrooms are in original condition. Deck floor should be swept.
- Ensure that no damage has occurred to the Resident's Club and its property.

If additional cleaning is required, the patron reserving the area will be liable for any additional expenses incurred by the Resident's Club to hire an outside cleaning contractor. In light of the foregoing, patrons may opt to pay for the actual cost of cleaning by a professional cleaning service hired by the center in advance of the party.

## Consent

Each Resident's Club member household must sign the consent form.

# **MADEIRA AT ST. AUGUTINE MASTER OWNER'S ASSOCIATION, INC.**

## **RESIDENT'S CLUB AND POOL RULES Compiled by Amenity Management Group**

1. No lifeguard on duty; swim at your own risk.
2. Pool closed on Mondays for chemical cleaning and treatment, but will be open should a holiday fall on Monday and will be closed the following day.
3. Please shower before entering pool.
4. Please use waterproof suntan lotion.
5. No running, diving or roughhousing in or around pool.
6. No smoking on pool deck. Alcohol and balloons are not permitted.
7. No animals in or around pool.
8. No glass containers permitted.
9. Children 13 and under must be accompanied by an adult or guardian.
10. No diapers in pool. Children must have approved "swimmy pants".
11. No bikes, skateboards or rollerblades allowed on paver surfaces or inside fenced area.
12. Rafts and/or floats may be used at the discretion of the pool monitor.
13. Up to four (4) guests per household may use the pool and Resident's Club only when accompanied by the homeowner.
14. All members and guests must clean up after their stay. Please take trash home, no debris on deck or grass, return chairs/tables, and keep bathrooms tidy.
15. No food in or around pool.
16. Guests may be asked to leave if not complying with rules.



## Fitness Center



### Policies

**Please note: the fitness center is an unattended facility and persons using the facility do so at their own risk. Residents are encouraged to consult with a physician prior to commencing a fitness program.**

- Hours: Daily from 6am – 10pm
- Use of the fitness center is restricted to residents 16 years of age or older. Any child, 16-17 years old, must have written parental consent. A form will be provided with the resident handbook.
- Appropriate attire is mandatory. Closed toed shoes and non-revealing clothing must be worn when using the fitness center. Wet swimsuits are not allowed in the fitness room at any time.
- Food, alcoholic beverages, uncovered drinks, or chewing gum are not allowed in the fitness center.
- Personal audio devices are permitted but with the use of headphones.
- Weights and other equipment pieces may not be removed from the fitness center for any reason. Dumbbells should not be dropped on the floor and should be placed back onto the rack after they are used.
- Benches and weight machines should not be stepped on.
- Hand chalk is not permitted in the fitness center.
- Each individual is responsible for wiping off the equipment after use.
- Loud, profane, or abusive language is prohibited. All users of the fitness center are expected to conduct themselves in a responsible, courteous, and safe manner.
- Cardiovascular equipment usage is limited to 30 minutes if others are waiting for the equipment.
- The TV should be turned off before you leave the fitness center.
- Disregard for any fitness center policy may result in expulsion from the facility.

## Restroom Facilities

### Hours

The men and women's restrooms will be open daily from 6am to 10pm.

# MADEIRA RESIDENT'S CLUB FACILITY USE APPLICATION

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Date of party: \_\_\_\_\_ Number of guests (approximately): \_\_\_\_\_  
(If over 25 guests - an additional monitor fee is required)

Time of party: From: \_\_\_\_\_

To: \_\_\_\_\_  
(3 hours max-- includes setup and clean-up)

My guests and I, \_\_\_\_\_, hereby agree to the Madeira  
(print name)

Resident's Club rules. I am leaving a deposit of \$100.00 (Check # \_\_\_\_\_). If the party is not during the hours the pool monitor is on duty, \$50 of the \$100 deposit will be used for their trip charge to visit the recreation room within 24 hours of close of the party. I acknowledge my **ENTIRE** deposit will be forfeited and additional fees incurred if I do not clean up and remove trash from the pool and or common area after the party is completed. My guests and I understand alcohol is not allowed on the premises. I understand that I am liable and responsible for any and all damage, injury, and expenses arising from the event.

I agree to indemnify and hold harmless the Madeira Resident's Club, and their agents, supervisors, officers, directors, employees, and staff from any and all liability, claims, actions, suits, or demands by any person, corporation or other entity, for liability, claims, actions, suits, or demands by any person, corporation or other entity, for injuries, death, property damage of any nature, arising out of, or in connection with the use of the Resident's Club. Nothing herein shall constitute or be construed as a waiver of the Club's sovereign immunity granted pursuant to Section 768.28, Fla. Stat.

I have read, understand and agree to abide by all policies and rules governing the Resident's Club. Failure to adhere to the Club's policies and rules may result in the suspension or termination of my privileges to use the facility. I also understand that I am financially responsible for any damages caused by my family members, my guests, and me. If requested, I will obtain an event insurance policy naming Madeira at St. Augustine and their agents, supervisors, officers, directors, employees, and staff as additional insured's.

\_\_\_\_\_  
*Signature of Applicant*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Deposit Amount*

\_\_\_\_\_  
*Check Number*

\_\_\_\_\_  
*Received By*

\_\_\_\_\_  
*Receipt Number*

\_\_\_\_\_  
*Approved By*

\_\_\_\_\_  
*Date*

# Party Inspection Form

Member Name \_\_\_\_\_ Phone# \_\_\_\_\_

Date of Party \_\_\_\_\_ Number of Guests \_\_\_\_\_

Party Start Time: \_\_\_\_\_ Party End Time: \_\_\_\_\_  
(3 hrs max - includes set up and clean up)

Pre-Inspection Time: \_\_\_\_\_ Post-Inspection Time: \_\_\_\_\_

Please circle if a violation has occurred.

- Ensure that all garbage is removed. Replace garbage liner if necessary.
- Remove all displays, favors, or remnants of the event. No confetti or water balloons are allowed.
- Clean out and wipe down the sink and all cabinets around bar area.
- Ensure bathroom is in original condition.
- Deck floor should be swept.
- Ensure that no damage has occurred to the Amenity Center and its property.

\_\_\_\_\_ **Satisfactory**  
\$50 Refund will be issued

\_\_\_\_\_ **Unsatisfactory**  
Because of violations circled above, refund will not be issued and additional fees may be charged.

\_\_\_\_\_  
Signature of Monitor

\_\_\_\_\_  
Signature of Member

# Madeira Resident's Club Consent Form

To ensure that all members have received a Policy Handbook and agree to abide by the rules and regulations as stated in the Handbook, signatures are required below. This form must be mailed to the Madeira Master Owner's Association to be kept on file. Access to the center may be limited or denied if this form is not received.

Last Name \_\_\_\_\_

Address \_\_\_\_\_

Lot # \_\_\_\_\_

Home Phone #		Emergency #	
Adult Name		Birthdate	
Adult Name		Birthdate	
Adult Name		Birthdate	
Child's Name		Birthdate	
Child's Name		Birthdate	
Child's Name		Birthdate	
Child's Name		Birthdate	
Child's Name		Birthdate	
Child's Name		Birthdate	

The undersigned agrees and acknowledges that the above information is correct. It is understood that key tags are the property of the Madeira Resident's Club and are non-transferable except in accordance with the Board's policies, rules, and regulations. In consideration for the admittance of the above listed persons and their guests into the Madeira Resident's Club, the undersigned agrees to hold harmless and release the Board and its representatives along with its agents, officers, and employees from any and all liability for any injuries that might occur in conjunction with usage of the Madeira Resident's Club (including but not limited to: amenity building, swimming pool, and adjacent areas). Nothing herein shall be considered as a waiver of the Boards sovereign immunity or limit of liability that may have been adopted by the Florida Legislature in Section 768.28 Florida Statutes or other statute.

Signatures: All adults living in the household and children over 18 years of age must sign form.

Signatures: _____	Date: _____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

**PLEASE MAIL COMPLETED FORM TO: Matt Ciupak – CAM  
 BCM Services, Inc.  
 920 Third St., Suite B  
 Neptune Beach, FL 32266**



**HOMEOWNERS ASSOCIATION  
POOL  
ADMISSION FORM  
FOR MINORS  
(AGE 14-17)**

Name of Child \_\_\_\_\_

Age of child \_\_\_\_\_ Date of Birth \_\_\_\_\_

Name of Responsible Parent \_\_\_\_\_

Address \_\_\_\_\_ Phone \_\_\_\_\_

Emergency Contact \_\_\_\_\_

I understand that by allowing my child to swim at the Madeira Master Owner's Association pool at the Resident's Club that I assume all responsibility of this child.

The Management Company and the developer will not assume the liability of the above-mentioned Child's safety. You agree to instruct your child as to the pool rules and regulations and take full responsibility for their actions. You also understand that no one under the age of 18 may bring a guest to the pool.

\_\_\_\_\_  
*Signature of Legal Parent or Guardian (to be signed in front of Witness)*

Date \_\_\_\_\_

Signed this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_

Witness Signature \_\_\_\_\_

# Fire Pit Operation

## Hours

The fire pit can be operated from 5pm to 9pm.

## Start Up

1. Ensure fire pit is clear of people and debris and safe to start.
2. Ensure the gas valve is "open".
3. Ensure the Electric switch is "on".
4. Pilot light should be operating.
5. Swipe access card to activate the electronic timer. Flames will start after several seconds. The fire pit will stay lit for the preset time of 2 hours.

## Shut Down

1. The electronic timer will shutoff electric power after the preset time has elapsed (2 hours). This is all that is needed for proper shut down.
2. If the fire pit is not attended, it may be shut off by switching the manual electric switch to off and leaving it off. The gas valve may remain open to keep the pilot light operating.

## If you smell gas:

1. Shut off the gas valve.
2. Extinguish any open flame.
3. Notify Peoples/TECO gas company or the fire department and the property management.

Peoples/TECO gas: 877-832-6747

BCM Management: 904-242-0666