

# Albemarle Plantation Clubhouse Policy

## Purpose

Albemarle Plantation Properties, Incorporated (APPI) operates the Recreational Amenities for the ALBEMARLE PLANTATION PROPERTY OWNERS ASSOCIATION, INC., (APPOA) a Not-For-Profit Corporation governed by the ***Amended and Restated Master Declaration of Covenants and Restrictions for Albemarle Plantation*** (the “Declaration”) adopted in January, 2013. These Recreational Amenities include, but are not limited to, the golf course (The Sound Golf Links), the swimming pool, the clubhouse, community center, the marina, tennis and bocce courts.

APPI is governed by the ***Albemarle Plantation Properties, Inc. Bylaws***, which are subject to the terms and conditions of the Declaration.

The APPI Board of Directors desires to preserve, maintain and enhance the Clubhouse Amenity, which includes the Dining Room (The Clubhouse Restaurant at Albemarle Plantation), Grill Room, Albemarle Room, surrounding lawns and special event tentage, and the Dockside Event Center, while providing a pleasant experience for its users.

This ***Albemarle Plantation Clubhouse Policy***, effective April 1<sup>st</sup> 2018, supersedes the March 15, 2013, Albemarle Plantation Club Documents. It derives its authority from Article 5, Section 3 of the APPI Bylaws, and will remain in effect until subsequently modified by the APPI Board of Directors. It contains:

- Albemarle Plantation Clubhouse Policy
- Attachment A: Dress Code Policy
- Attachment B: Restaurant Reservation Policy
- Attachment C: Food and Beverage Policy
- Attachment D: Meeting Room Reservation Policy
- Attachment E: Clubhouse Cards and Game Playing Policy
- Attachment F: Rental and Catering Policy
- Attachment G: Tent Rental Policy
- Attachment H: Quality Satisfaction Program
- Attachment I: Dockside Event Policy

The aim of this Clubhouse Policy is to:

1. Ensure that all Members, their families/guests, and the public are admitted to The Clubhouse Restaurant at Albemarle Plantation;
2. Ensure that the rules and regulations contained herein are adhered to by Members and visitors;
3. Ensure the safety of all Members and visitors;
4. Protect the investment Property Owners have made in this amenity; and
5. Provide compliance requirements and identify consequences for non-compliance with the Albemarle Plantation Clubhouse Policy.

## **Albemarle Plantation Clubhouse Policy**

### Regulations

1. The Clubhouse and its facilities shall be open for use by members, their families/guests, and the public at hours established by the Clubhouse Management and the General Manager. Hours of operation are listed on the APPOA website ([www.appoa.us](http://www.appoa.us)). APPI, at its sole discretion, may close the club and all or part of its facilities for either Member or private outside functions. Any use of the Clubhouse or its facilities must have the permission of the Clubhouse Management and the General Manager.
2. Appropriate attire is required and expected at all times. Members and visitors, as well as guests of members and their children, must adhere to the APPOA dress code as stated in attachment A.
3. Smoking is not permitted in any of the clubhouse facilities at any time. Designated smoking areas are provided. Ask any staff member for directions.

### **Enforcement Procedure**

Anyone admitted to the Clubhouse Restaurant, or any included facility, whose conduct is deemed to be improper or likely to endanger the welfare, safety, harmony or good reputation of a member or employee, will be asked to leave the premises. Further action may be taken through formal disciplinary action as described in the Albemarle Plantation Properties, Inc. Bylaws.

If any individual refuses to cooperate with the Dining Room Manager or Head Chef, the General Manager or Assistant General Manager will be contacted. If neither is available, the Clubhouse will document the incident and forward the information to the General Manager, who will handle the incident at a later time. The General Manager will determine what actions will be taken.

If a serious, highly volatile situation occurs between individuals, the Dining Room Manager or Clubhouse staff will contact the General Manager or Assistant General Manager and the President of APPI. If management feels threats have been made by an individual, or someone is in harm's way, the Dining Room Manager or Clubhouse staff will contact the Security Guard who will then call local law enforcement to request assistance.

### **Right/Procedure to Appeal**

Per the North Carolina Planned Community Act, the General Manager manages enforcement issues for the APPI, in accordance with the processes established in the Albemarle Plantation Properties, Inc. Bylaws.

Adopted by the APPI Board of Directors, March 23, 2018

APPI Director, Kathy Tenenholz

## **Attachment A: Dress Code Policy**

### **Purpose**

The Clubhouse Restaurant dining room is the centerpiece of the Clubhouse and smart casual wear is our preferred style.

### **Rules**

#### **APPOA Dress Codes**

For the enjoyment of all, we offer the following dress codes for our dining facilities.

#### **Albemarle Plantation Clubhouse Dress Code**

In keeping with the standards of a respectable private club, those dining in the Clubhouse Restaurant shall wear casual but appropriate "country club style" attire. While blue jeans are discouraged, they will be acceptable only if they are dress jeans worn in good taste along with a collared shirt for men and appropriate blouses for women. Dress shorts are appropriate seasonally. Please avoid T-shirts, sweat shirts, sleeveless shirts (for men) and caps or hats (for men). Your cooperation will be most appreciated by visitors, members and guests.

#### **Albemarle Plantation Grill Room Dress Code**

It is the intention of the Grill Room to offer more casual dining where attire may include jeans, shorts and golf clothing. If you are uncertain, this may be the best place to dine.

#### **Dockside Dress Code**

Dockside is our most casual dining facility anticipating boaters from the marina and golfers. Shirts and shoes are required.

## **Attachment B: Restaurant Reservation Policy**

### **Purpose**

The Reservation Policy is intended to ensure prompt seating and service for all customers.

### **Rules**

1. Reservations are strongly encouraged for most activities and nightly dining at the Clubhouse and are taken on a “first come first serve” basis by pre-registering with food & beverage personnel. For reservations, call 426-2252.
2. For certain and specific clubhouse events for which reservations are required, any member who does not notify the Clubhouse of their inability to attend will be charged for that event unless reservations are cancelled 24 hours in advance.

## **Attachment C: Food and Beverage Policy**

### **Purpose**

The Food and Beverage Policy has been created to ensure food safety for members and visitors and to comply with North Carolina's Alcohol Beverage Control laws.

### **Rules**

1. All food and beverage consumed on the Clubhouse Amenity property, as previously defined, must be furnished by the Clubhouse, unless permission is otherwise given by the Clubhouse Management.
2. Members and visitors may bring wine for consumption in the Clubhouse Dining Room and Dockside, subject to a corkage fee per bottle. (APPOA will not store personal wine)

## **Attachment D: Meeting Room Reservation Policy**

### **Purpose**

The Albemarle Room is the Clubhouse's designated meeting room and is available for meetings. To avoid scheduling conflicts, reservation of the room is required.

### **Rules**

1. To reserve the Albemarle Room for meeting(s), and/or any function, please complete the reservation form at the APPOA website under the amenities tab. (\$25.00 set-up will apply unless 6 or more members in the meeting/card or game playing, and or function or guest of dine in the dining room.) Albemarle Room is only available during normal Clubhouse operations.
2. For more information, see Attachment F: Rental and Catering Policy

## Attachment E: Clubhouse Cards and Game Playing Policy

### Purpose

Provides guidance for these activities.

### Rules

1. Card and Game Playing is not permitted in the Clubhouse Grill Room and/or Dining Room
2. Food and beverages must be purchased at the Clubhouse.
3. Absolutely **NO** money is to exchange hands during any card and game playing.
4. To reserve the Albemarle Room for Cards and Game Playing, please complete the reservation form at the APPOA website under the amenities tab. (\$25.00 set-up will apply unless 6 or more members in the meeting/card or game playing, and or function or guest of dine in the dining room.) Albemarle Room is only available during normal Clubhouse operations.

## Attachment F: Rental and Catering Policy

### Purpose

Hosting events provides a valuable source of income that supports the Clubhouse. This policy provides guidance for rental and catering efforts by the Clubhouse Restaurant.

### Rules

#### Rental Fees and General Information

Please refer to the Members Event Guide for further details.

The Clubhouse reserves the right to charge an additional set up fee for any function with additional requirements.

1. Meal Guarantees -- A preliminary count is required 30 days prior to the function and a final guarantee to be given 7 days prior the event. The customer will be charged for the number guaranteed or the number served, whichever is higher.
2. Menu Selections -- All menu selections must be final at least 30 days prior to the function. All food and beverage must be purchased through the Clubhouse Restaurant with the exception of professionally prepared cakes.
3. Fees -- A non-refundable deposit is required to secure any reservation and the amount will be deducted from your total bill at the time of payment, at your event.
4. Liability -- The Clubhouse Restaurant at Albemarle Plantation reserves the right to inspect and control private functions. Liability and damage to the premises will be charged accordingly.
5. Tax and Service Fee -- An 18% service fee and a 6.75% tax is required.



## **Attachment G: Tent Rental Policy**

### **Purpose**

Hosting events provides a valuable source of income that supports the Clubhouse. This policy provides guidance for tent rentals by the Clubhouse Restaurant.

### **Rules**

1. For insurance reasons, tents must be erected and taken down by Albemarle Plantation employees, not members.
2. To reserve a tent and/or tent accessories please complete the reservation form at the APPOA website under the amenities tab.
3. Rentals should be requested at least 72 hours in advance.
4. Please refer to the Members Event Guide for farther details.

## **Attachment H: Quality Satisfaction Program**

### **Purpose**

The Quality Satisfaction Program has been established to ensure that the Clubhouse Restaurant and Grill Room patrons are provided the opportunity to assist Clubhouse management in maintaining a high standard of food quality prepared and served in the Restaurant and Grill Room; in the prompt, courteous manner in which it is served; and in the general cleanliness and appearance of the Clubhouse facilities.

### **Rules**

1. Comment Cards will be provided to each customer along with their check prior to their departure from the Clubhouse.
2. The Comment Cards will provide a grading scale for patrons to rate Service, Food and Cleanliness of the Clubhouse.
3. Patrons will have the opportunity to provide their name and a contact phone number if they desire but they can also remain anonymous.
4. Wait staff will be trained to call the patron's attention to the form and encourage them support the Quality Satisfaction Program by completing the form. Wait staff should receive this training prior to beginning work and periodically throughout the year.
5. Completed forms are to be placed by the patron in the locked box at the Hostess Station.
6. The contents of the box will be Collected by the Clubhouse Governor and reviewed weekly with the General Manager and forwarded to the Board Liaison.

# Attachment I: Dockside Café

## Purpose

Dockside and the Dockside enclosure are available for events, parties, and community activities.

Dockside as a component of the Clubhouse Amenity falls under the rules and regulations contained in the **Albemarle Plantation Clubhouse Policy**, including the following:

1. Card and Game Playing is not permitted in Dockside or the Dockside enclosure.
2. The facility shall be open for use by members, their families/guests, and the public at hours established by the General Manager. Reservations are required for all events.
3. Smoking is not permitted at any time in any part of the facility.
4. Upon departure, the facility must be left in the condition in which it was found.
5. The General Manager and/or APPI, at its sole discretion, may close Dockside at any time. APPI reserves the right to inspect and control private functions. Damage to the premises will be charged accordingly.

## Rules

### Dress Code

Dockside is our most casual dining facility anticipating boaters from the marina and golfers. Shirts and shoes are required.

### Setup Costs

Property Owner

- Community activity or meeting (no outside food)..... \$20.00 per hour.
- Private party or event with food and/or beverages purchased for AP.....\$N/C

### Extras

- Linens: contact the Food & Beverage manager for details.

### Reservations

- Dockside will be locked when not in use.
- Reservations are required for all events, and are taken on a “first come first serve” basis.
- To reserve Dockside please complete the reservation form at the APPOA website under the amenities tab.