

Heritage Palms

Member Information Packet



10420 Washingtonia Palm Way
Fort Myers, FL 33966
www.hpgcc.com
239-278-9090
Fax: 239-278-0888

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Dear New Member of Heritage Palms,

On behalf of all of your new neighbors and our staff, welcome to Heritage Palms Golf & Country Club! Our 1662 homes are situated on over 800 acres surrounding a 38 acre lake, with many protected conservatory areas and a large number of ponds and canals. You've chosen to live in one of the premier communities in Southwest Florida, boasting:

- ◆ two 18 hole Azinger/Lewis designed championship golf courses, Royal and Sabal.
- ◆ eight Har-Tru championship tennis courts.
- ◆ a newly renovated Clubhouse with swimming facilities. It houses our beautiful Palms Dining Room which features a picturesque view of our golf courses and aqua range. The restaurant offers upscale fine dining, with a wide range of selections prepared by our Executive Chef, as well as buffet theme nights. The Grill Room offers lighter fare (including pizza), a well-stacked bar, 18 ceiling fans and 13 televisions for your viewing pleasure. Join us indoors or in the open air on our enclosed, roofed patio graced by a gas fireplace.
- ◆ a newly constructed 14,300 square foot Activity Center which is home to a state-of-the-art Fitness Center, an Aerobics Studio, a Library, a large multi-purpose room and card rooms.
- ◆ the Lodge, a 5,000 square foot facility, which provides a grand-hall for member events and social activities. It houses a card room, bocce courts and a resort-style swimming pool, waterfall and spa area. The Tiki Bar & Grill is located poolside at the Lodge and is open daily for breakfast, lunch and dinner. In season, live entertainment is featured every Friday night.
- ◆ seven additional community pools.

More importantly, you have chosen a community of terrific people - a community with a host of activities. You'll be kept up to date on the Club's activities in the Weekly News which will be electronically delivered to you. A copy will also be available in the flyer racks off the Clubhouse. These racks also contain a myriad of information about "goings on" at Heritage Palms. Other Club communications include our monthly newspaper, *Between the Palms*, and the Board's official publication to Members called *Facts Blast*, which is distributed electronically as warranted. More information is also available on our Club's website at www.hpgcc.com.

The Club publishes a Member Directory containing the names of all Club members, along with other important information. This Directory is also available on our website. You'll also be invited to attend a New Owner's Welcome Event in the coming year. There you'll have the opportunity to meet our staff, Board members, and other new owners, and hear more about our active community.

The Club is overseen by a nine person Master Board, whose members are elected for two-year staggered terms—eight members from districts within the community (two Veranda districts, two Terrace districts, two Villa districts and two single family home districts) and one chosen by the entire community at-large. Your elected representative to the Board is identified on our website and in the Member Directory. Feel free to contact your representative, or any member of the Club's staff with questions or concerns.

Your Heritage Palms home is within a Neighborhood Association with its own elected board and management. They oversee local issues, common elements, land of condominium buildings, and the like. The president of your Neighborhood Association is also identified on our website under Neighborhood Associations, along with the management company overseeing the care and maintenance of related common areas.

Again, our warmest welcome,
Traci Irons Izzo, General Manager

Telephone Directory

Heritage Palms Main Number		239-278-9090
Administration Office:		239-278-9090, Press 5
Hours: Monday through Friday 8:00 am to 4:30 pm		
Office closed between 12:00 pm and 12:30 pm for lunch		
Closed Saturday and Sunday		
Traci Irons Izzo, General Manager	Ext. 112	t-ironsizzo@hpgcc.com
Carol Dreher, Director of Finance	Ext. 132	cdreher@hpgcc.com
Joney Kelly, Association Director	Ext. 110	jkelly@hpgcc.com
Kevin Ammon, Facilities Director	Ext. 156	kammon@hpgcc.com
Heather Becht, Human Resources Director	Ext. 134	hbecht@hpgcc.com
Jill Eaton, Director of Member Services	Ext. 129	jeaton@hpgcc.com
Ann Maire Pantos, Assistant Controller	Ext. 133	ampantos@hpgcc.com
Fitness		239-278-9090, Press 4
Krissy Blizzard, Fitness Director	Ext. 141	kblizzard@hpgcc.com
Gatehouse		239-277-9273, Press 8
(All guests of Heritage Palms must be called in to the gatehouse)		
Golf Course Maintenance:		239-278-9090, Dial 151
Greg Kriesch, Dir. of Golf Course Operations	Ext. 151	gkriesch@hpgcc.com
Danielle Brounce, Marketing Director	Ext. 151	dbrounce@hpgcc.com
Laura Simon Marketing/Admin Asst.	Ext. 157	lsimon@hpgcc.com
Golf Pro Shop:		239-278-9090, Press 1
Chelsea Tee Time:		239-931-3156, Press 6
Pro Shop Desk	Ext. 115	
Bob Kelly, Director of Golf	Ext. 113	bkelly@hpgcc.com
John Osbrink, Head PGA Golf Professional	Ext. 117	josbrink@hpgcc.com
Heather Angell, Director of Instruction	Ext. 115	hangell@hpgcc.com
Andrea McCarraher, Pro Shop Manager	Ext. 116	amccarraher@hpgcc.com
Restaurant:		239-278-9090, Press 2
Reservations	Ext. 128	
Larry German, Food & Beverage Director	Ext. 111	lgerman@hpgcc.com
David Jones, Executive Chef	Ext. 126	djones@hpgcc.com
Joe Carlin, Restaurant Manager	Ext. 127	jcarlin@hpgcc.com
Victoria Sherman, Events & Catering	Ext. 131	vsherman@hpgcc.com
Kristine Haines, Clubhouse Dining Manager	Ext. 127	khaines@hpgcc.com
Safety Officer		239-839-8525
Dan Davis, Director of Security		ddavis@hpgcc.com
Tennis Pro Shop:		239-278-9090, press 7
Michael Lawver, Director of Tennis	Ext. 135	mlawver@hpgcc.com
Carolyn Lawver, Head Tennis Professional	Ext. 160	clawver@hpgcc.com

Important Numbers

Emergency Number (FOR LIFE THREATENING EMERGENCIES ONLY)

911

Ambulance (non-emergency) 239-533-3911
Fire (non-emergency) 239-321-7850
Lee County Sheriff's Office 239-477-1000
Poison Information Center 800-222-1222
Police (non-emergency) 239-321-7700

Lee County Government - Information 239-533-2737
Lee County Clerk of Circuit/Courts 239-533-5000
Lee County Homestead Exemption 239-533-6100
Lee County Tax Collector 239-533-6000
Social Security Admin. 800-772-1213

HOSPITALS

Gulf Coast Hospital 239-343-1000
Health Park Hospital 239-343-5000
Lee Memorial Hospital 239-343-2000
Physician's Referral Service 877-422-3627

POST OFFICE

800-275-8777

TRANSPORTATION

Blue Bird Taxi 239-275-8294
Diamond Limousine 239-275-5898
Metro Cab 239-274-5000
Southwest Florida International Airport 239-590-4800
Yellow Cab 239-332-1055

UTILITIES

Summit Broadband (Cable) 239-444-0400
Care@summit-broadband.com, Toll Free 844-530-4398
Century Link (Telephone) 800-339-1811
Florida Power & Light (Power) 239-334-7754
 To Report a Power Outage 800-468-8243
Water and Sanitation 239-321-8100

General Information

Wi-Fi	Internet access and Wi-Fi available for members. No password is required to access Wi-Fi. Wi-Fi (Wireless Fidelity - 802.11 network) is available at the Lodge, Clubhouse and all other community pools.
Faxes & Copies	\$1 per page for faxes 239-278-0888 25 cents a page for copies
Activity Center	The Activity Center is open 5:00 am to 10:00 pm To access the Activity Center, please swipe your member card. The Fitness Center is located on the 1st floor of the Activity Center.
Food/Beverage Minimum	\$500 (January 1st - December 31st)
Gatehouse	All guests of Heritage Palms must be announced to the guardhouse 239-277-9273
Lodge	The Lodge is a members only facility To access the Lodge, please swipe your member card. Lodge hours are 7:00 am to 10:00 pm
Member Cards	Used to access the Lodge and Activity Center. Your member card is also used to charge to your member account. Statements are sent the 1st of the month.
Online Statements	To access your online statement, log onto the website, click on Member Statements. Statements are mailed and/or emailed on the 1st of the month. Mailed statements will have a \$3.50 fee.
Purchases	Heritage Palms does not accept cash. All purchases must be made using your House Account.
Scan Passes	\$15.00 charge (put on at front gate)
Smoking	Smoking is prohibited anywhere in the Community except in specifically designated areas.
Speed Limit	25mph (strictly enforced)
Stop Signs	Observe all stop signs located throughout the community (strictly enforced)
Trash	Trash disposal and pickup is local in nature. You should check with your Neighborhood Association as to related rules and times.
Website Information	www.hpgcc.com

BOE District Info

In order to provide for a relatively equal representation on the Board of Directors for various Neighborhoods having potentially dissimilar interests, and to avoid a situation in which any Neighborhood or group of Owners would be able to elect a disproportionate number of Directors, or exclude representation of others, one member of the nine member Board of Directors shall be elected by a plurality of the Voting Interests of Owners from the Voting Districts set out below, such elections to be governed by the Bylaws.

Ken Lehman, President (District 4)

11245 Wine Palm Road
Villas I & II Pineview

(248) 931-2911
klehman2806@msn.com

Carol Jablonski, Vice-President (District 5)

10527 Washingtonia Palm Way #4016
Veranda I, II, and III at Twin Lakes
Veranda I, II and III at Royal Greens

(716) 417-1478
cwjablonski@yahoo.com

Scott Wallace, Treasurer (District 7)

11138 Wine Palm Road
Heritage Palms Homeowners Association

(239) 936-9419
scott@wmedinsure.com

Amy Wulf , Secretary (District 9)

8011 Gator Palm Drive
Member-at-Large

(239) 275-4549
amywulf7121@gmail.com

Mike O'Donnell (District 1)

10381 Butterfly Palm Drive #927
Terrace VII -VIII at Lakeside Greens
Terrace IX - XIV at Lakeside Greens
Terrace I - III at Royal Greens

(516) 449-3843
mikeod41491@gmail.com

Gordon Hodgson (District 2)

10285 Bismark Palm Way #1037
Terrace I - VI at Lakeside Greens
Terrace XV - XVII at Lakeside Greens
Terrace I and II at Fairway Isles

(516) 314-0461
ghodgson390@gmail.com

Marcia Probasco (District 3)

10389 White Palm Way
Villas I, II and III at Lakemont

(513) 235-9294
mlprobasco@gmail.com

Bob Redar, (District 6)

10401 McArthur Palm Lane #2523
Veranda I, II, III, IV, V, VI at Fairway Isle
Verandas at McArthur Palm

(239) 823-7306
bobredar@msn.com

Dave Lionett, (District 8)

11195 Sierra Palm Court
Heritage Estates VII Homeowners Association

(239) 561-9709
daveredsox@aol.com

Neighborhood Associations

Tropical Isle Management

239-939-2999

Fax 239-936-4941

12734 Kenwood Lane, Suite 49, Fort Myers, FL 33907

Terrace 1 (I) @ F.I.	Dan Barden	239-936-4633	dinger621@comcast.net
Terrace 2 (II) @ F.I.	Jerry Pryde	847-652-1158	jspryde@msn.com
Terrace 1 (I) @ L.G.	Jeff Roberts	570-446-9623	jjdbl@msn.com
Terrace 2 (II) @ L.G.	Gene Zyla	989-390-2330	gzyla1@frontier.com
Terrace 5 (V) @ L.G.	Lyn Brown	239-275-7956	lynbrown234@gmail.com
Terrace 6 (VI) @ L.G.	Larry Campbell	314-640-6392	lckc1988@aol.com
Terrace 7 (VII) @ L.G.	Tom Bush	612-327-4665	twbf1@q.com
Terrace 8 (VIII) @ L.G.	Robert Wade	248-961-4754	rtbear2@gmail.com
Terrace 9 (IX) @ L.G.	Dale Wurdeman	608-354-4479	dwurdeman08@gmail.com
Terrace 10 (X) @ L.G.	Charles Paternoster	239-939-7593	chuck@ameritech.net
Terrace 11 (XI) @ L.G.	Bill Goga	239-396-6759	billgoga42@att.net
Terrace 12 (XII) @ L.G.	Joe Patalino	239-277-1857	joepatalino@gmail.com
Terrace 13 (XIII) @ L.G.	Dave Wile	860-334-4927	dwile01@hotmail.com
Terrace 14 (XIV) @ L.G.	Bob Hyberger	239-939-4605	bobjanel@aol.com
Terrace 15 (XV) @ L.G.	Ron Morrison	239-936-8339	rcm161@aol.com
Terrace 16 (XVI) @ L.G.	Bob Lathrop	317-443-0765	bobe346@aol.com
Terrace 17 (XVII) @ L.G.	Andrea Houle	239-898-6032	ahoule552@gmail.com
Terrace 1 (I) @ R.G.	Pat Johnson	239-851-9939	floridabound1242@gmail.com
Terrace 2 (II) @ R.G.	William Dolega	815-922-1305	wdolega@comcast.net
Terrace 3 (III) @ R.G.	Otto Tingley	401-742-2189	oting1950@icloud.com
Veranda 1 (I) @ R.G.	Buster Robbins	586-855-2367	brobbins3860@gmail.com
Veranda 2 (II) @ R.G.	Jack Jablonski	239-275-6862	jjjablonski@yahoo.com
Veranda 1 (I) @ F.I.	Dan Benoit	239-275-6364	dannybenwa@aol.com
Veranda 3 (III) @ F.I.	Paul Palgut	248-219-1643	paulpalgut@comcast.net
Veranda 4 (IV) @ F.I.	Joel Cooper	401-465-1176	cooperjoel820@gmail.com
Veranda 5 (V) @ F.I.	Charlie Jarema	412-849-9639	charnmar1@gmail.com
Veranda 6 (VI) @ F.I.	Jerry Kurtz	989-798-1970	jerrydor@att.net
Veranda 1 (I) @ T.L.	Brian Rose	239-691-1126	brianrose@rogers.com
Veranda 2 (II) @ T.L.	Mike Hanrahan	815-530-4741	mickbhanrahan@gmail.com
Veranda 3 (III) @ T.L.	Arnie Ciafardoni	781-254-8406	aciafa@aol.com
Verandas @ McArthur Palm	George Caccoma	203-822-3904	caccoma@mac.com
Villas 1 (I) @ Pineview	Bob Smat	239-278-0024	bobsmat624@gmail.com
Villas 2 (II) @ Pineview	Ron Assise	708-362-1899	ron.assise@thehortongroup.com

Hayden & Associates

239-489-4890

Fax 239-489-4980

12650 Whitehall Dr. Ft. Myers. FL 33907

Heritage Estates			
Homeowners Assoc.	Mary Ann Ferry	239-689-1622	maferry4@gmail.com

Myers Brettholtz & Company PA

239-939-5775

Fax 239-939-3032

12671 Whitehall Drive, Fort Myers, FL 33907

Villas 1 @ Lakemont	Steve Signore	239-689-1860	steve_signore@yahoo.com
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Sentry Management

239-277-0112

Fax 239-277-0114

12573 New Brittany Blvd. #23, Fort Myers, FL 33907

Terrace 3 @ L.G.	Michael Hampton	239-275-7173	mgejhampton@sbcglobal.net
Terrace 4 @ L.G.	John Welsh	239-275-9982	johnphylliswelsh@gmail.com
Villas 2 @ Lakemont	John Cherowitzo	917-566-2955	JACherowitzo@gmail.com
Villas 3 @ Lakemont	Wade Abed	612-414-3438	wadeabed1@gmail.com

Broadway Association Management

239-728-6100

Fax 239-274-6802

12811 Kenwood Lane, Suite 103, Fort Myers, FL 33907

Veranda 2 (II) @ F. I.	Bud Tibbits	513-520-4349	budtibbits@gmail.com
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Accounting Information

TIMING	ACTION
30 Days Prior to January 1st	Written notice of the Annual Assessment and Cable Fees will be sent to all Owners, along with a letter which states the sanctions (late fee, suspensions and interest) which will occur if Annual Assessment/Fee not timely paid
January 1st	Annual Assessments/Cable Fees based on the adopted budget is payable
Non-Payment as of January 15th	Letter to Owner describing past due situation and stating the imposition of late fee (2%) has occurred. Further the letter will give notice (i) that suspension of privileges to use the common areas and club facilities, including golf and tennis, will occur on February 1st if non-payment continues as of that date, and (ii) any delinquency continuing past February 1st will be subject to interest at the rate of 18% per annum
Non-Payment as of February 1st	Certified letter to Owner describing past due situation, the fact that the past due balance is now accruing interest at the rate of 18% per annum, that above common area privileges have been suspended and additional collection action (including lien filings) if not paid by February 21st
Non-Payment as of February 21st	Certified letter to owner indicating that collection action by the Club's attorney will commence which includes lien filing and foreclosure
March 1st	Delinquent accounts turned over to attorney for collection, lien proceedings and follow up

Collection Procedure for House Account

1. **Payment of Member Charges** is due upon receipt of the bill for the previous month activity. A \$25 late fee will apply if the House Account is not paid within 30 days of the statement date, and the statements will so state.
2. **30 days after the Original Statement Date** and account charges remain unpaid. A second bill marked past due will be mailed and will include a notice that a \$25 late fee has been imposed and that the following will result if the delinquent amount is not paid within 30 days (or 60 days after the original statement date): (i) interest of 18% per annum will begin to run on delinquent balance; (ii) that charging privileges will be then revoked and (iii) golf and tennis privileges will be then suspended.
3. **60 Days After Original Statement Date** and account charges remain unpaid. At this time, a certified letter will be sent indicating that collection will be pursued through the Club's attorney.

Annual Food & Beverage Minimum

Each Heritage Palms unit owner is obligated to spend \$500.00 for Food & Beverages in the Club Restaurant, Tiki Bar or Snack House each calendar year. All Member Statements, emailed the first week of each month, will show the unspent balance remaining for the year. Transfer member purchases will be merged with the homeowner's accounts and will show on each statement. Any unspent balance remaining from the \$500.00 minimum as of December 31 will be billed on the December Statement, and will be due by January 31.

No Waiver - No failure of the Club to impose the sanctions as provided here will constitute a waiver of any right of the Club in respect to any sanctions.

Carol Dreher, Finance Director
239-278-9090 Ext. 132
cdreher@hpgcc.com

Dress Code

Grill Room, Covered Patio:

Denim Jeans and shorts are permitted provided they are not ripped, tom, frayed or acid washed. Team jerseys on Saturday and Sunday game days are allowed. (Grill Room and Covered Patio only) Men's collared or mock shirts with sleeves are required at all times.

Dining Room:

No Blue Denim Jeans.
Men's collared or mock shirts with sleeves are required at all times.

The following are prohibited in the Grill Room, Covered Patio and Palms Dining Room:

Men's hats and caps.
T shirts, sweatshirts, gym shorts, cut offs, midriff tops, tube tops, swimwear, and beach flip flops.

Exceptions:

- When weekly buffets are being offered in the Dining Room, Grill Room diners will be allowed to wear Denim Blue Jeans into the Dining Room to make buffet selections before returning to the Grill Room.

Special events where other dress code is expressly allowed.

Children 12 and older are required to comply with adult dress code.

Members are encouraged to consider common sense, respect for tradition, modesty and the comfort level of fellow members when making country club casual attire dress code decisions.

FITNESS CENTER

Only proper fitness attire such as exercise outfits, sweat suits, shirts, shorts, tank tops, slacks and athletic foot wear shall be worn in the Fitness Center. No swim wear is allowed, and shoes and shirts are required.

POOLS AND LODGE

Proper swimwear is required for all members, their families, and their guests when using the swimming pools and spas. Any individual, regardless of age, who lacks control of bodily functions, must use appropriate leak proof protection to access the pool.. Thong swimsuits and cut-offs are not considered appropriate swimwear. Members and guests using the pool or spa at the Lodge are to use the hallway entrances to the pool area when wearing swimwear. Swim attire is confined to the swimming pool areas and is not appropriate in the main room or game room at the Lodge, and is not permitted on the Golf Course or in the Clubhouse or Fitness Center.

GOLF COURSES AND GOLF PRACTICE AREAS

General: The golf course Dress Code applies to adults and juniors. Shirts and blouses designed to be tucked in shall be tucked in at all times. Shirts and blouses designed to be worn outside slacks, skirts, or shorts may be so worn. All golf shoes and golf sandals shall have soft spikes. Athletic sneakers are also acceptable as golf shoes. Bare feet are not permitted. Sweaters, jackets, golf jackets, vests and pullovers are appropriate. Blue jeans or shorts are not allowed.

Men: Proper attire includes golf shirts with sleeves which are collared or mock turtle; and slacks, golf shorts or similar walking or Bermuda shorts of appropriate length.

Women: Proper attire includes golf shirts or blouses which may be sleeveless, which are collared or with boat neck, v-neck, mock turtle neck or standard collars; slacks, golf shorts or similar walking or Bermuda shorts of appropriate length, skirts or golf skirts of appropriate length; slacks or capri, crop or skimmer pants.

TENNIS COURTS AND TENNIS PRO SHOP

Men: Proper attire for men includes appropriate tennis shirts (which may include collarless tee shirts but not undershirts, sleeveless shirts or tank tops), tennis shorts and/or appropriate warm-up suits, and tennis shoes.

Women: Proper attire for women includes appropriate tennis shirts (which may be collarless or sleeveless but not undershirts or tank tops), tennis shorts or skirts and/or appropriate warm-up suits, and tennis shoes.

Palms Dining Room

The Palms Dining Room is located in our newly-renovated Clubhouse. It boasts a picturesque view through expansive windows overlooking our 38 acre lake, making it the perfect place to enjoy a dinner with friends, neighbors and guests.

The restaurant offers upscale fine dining, with a wide range of selections prepared by our Executive Chef. The extensive menu features extraordinary buffets, and theme nights sure to please everyone. Watch for flyers in our lobby and on the website throughout the year for Dinner Specials and Special Member Events!

Grill Room

The Grill Room is open every day for lunch and dinner, and offers a more casual dining experience. The restaurant offers lighter fare, ranging from soups, appetizers and salads to burgers and sandwiches. Pizza is also on the menu prepared in our new double stack conveyor belt pizza oven. The Grill Room sports a huge, well-stocked bar, eighteen ceiling fans, and thirteen televisions for your viewing pleasure. Join us indoors or in the open air on our enclosed, roofed patio graced by a gas fireplace.

Tiki Bar & Grill

The Tiki Bar & Grill is located poolside at the Lodge and is open daily for breakfast, lunch and dinner. It boasts its own full service bar and kitchen, offering an expanded bar and grill menu including healthy choice entrees. In season, live entertainment is featured every Friday night.

Cabana

The Cabana is open daily to members and guests. This snack house is located by the Clubhouse pool and can easily serve pool users, golfers, tennis players and other guests. The Cabana offers delicious breakfast sandwiches, a light lunch menu, snacks, and beverages.

****Dates and hours are subject to change.***

Please check the website and the HP Weekly for changes.



Heritage Palms is an Azinger/Lewis Designed layout that features 36 holes of championship golf, a full service Golf Pro Shop, Driving Range, golf instruction and clinics, and two practice putting greens. We also offer the Chelsea automated tee time system. It provides an equitable system allowing all members convenience and accessibility to enjoy playing our golf courses.

The Golf Pro Shop

Telephone: **239-278-9090**

Chelsea Tee Time: **239-931-3156**

Hours: Daily - 7:00 am to 5:00 pm

Bob Kelly, Director of Golf

John Osbrink, Head PGA Golf Professional

Heather Angell, Director of Golf Instruction PGA Golf Professional

Andrea McCarraher, Golf Shop Manager

Join Men & Women’s Golf Associations & sign up to post your scores.

Fees

Women’s 18-Hole Golf Association Dues \$42.00 per year

Women’s 9-Hole Golf Association Dues \$42.00 per year

Men’s Golf Association Dues \$40.00 per year

***Additional Golf Related Fees can be located on www.hpgcc.com>Golf*

All members receive 20% discount on purchases of clothing, golf bags, golf balls and shoes in the Golf Pro Shop with their member card.

Driving Range

Practice balls are available at the driving range during normal operating hours.

Athletic Lockers and Club Storage

Athletic lockers and club storage are available. Information can be obtained in the Golf Pro Shop

Golf Course Maintenance

Telephone: **239-278-9090 Ext. 151**

**Phones will be answered M-F from 9 am—4:30 pm*

Staff Hours:

Monday through Thursday 5:30 am to 4:00 pm

Friday 5:30 am to 11:00 pm

Saturday and Sunday 5:30 am to 8:30 am

Greg Kriesch, Director of Golf Course Operations



CHELSEA FACTS & APP INSTRUCTIONS

Call - 239-931-3156 or access our website www.hpgcc.com

The Facts:

Chelsea is available to serve you 24 hours a day, 7 days a week, except between the hours of 3:00 pm and 4:00 pm daily.

- If you get the Welcome message and a busy signal, your phone is set on pulse instead of tone. You must have a touch-tone phone and it must be set on tone.
- If your home phone system has call waiting and you attempt to use it while using Chelsea, the system will hang up on you.
- Once you have been connected and there is no activity for a 30-second period, Chelsea will hang up on you.

How many telephone calls can we handle in a day?

Remember, since this is not a first come first serve system, the time of the call is not important. Therefore, members have the ability of calling whenever the club has the system running. There is no peak calling time. An average call is approximately 35 seconds.

How does the system handle duplicate sign-ups?

Duplicate sign-ups will be rejected at the time of the attempt.

What is "preferred placement"?

Preferred placement is a methodology whereby members receive tee times. At Heritage Palms, the method of Preferred Placement used is "play history."

How are points assigned?

You are assigned a point when your request is processed and your name is placed on the tee sheet. If you get within the hour you request you will receive 1 full point. A tenth of a point will be deducted for every hour away from your requested hour. If you request 8:00 and get 12:00 you will get 0.6 points.

Why is "preferred placement" better than "first come, first served"?

- Preferred placement is fair and equitable because it places the teams based on play history.
- Tee time requests can be made any time at the member's convenience. No more long lines in front of the Pro Shop three days in advance, or members being put on hold for twenty minutes while other members make a tee time.
- Member arguments regarding placements and favoritism have no basis. The member questioning his placement can look at the points of all the members on his team, the team average and the ranking of his team against the other teams.

CONNECT WITH HERITAGE PALMS CHELSEA RESERVATIONS APP

How to Download:

From the App Store or Google Play, search Chelsea Golf and then download the Chelsea Golf App onto your device.

Logging In:

Before you start, you will need a Club ID specific to your Club, which is listed below. You will also need a username and password specific to you, this is the same username and password you currently use to access the reservation system. If you do not know this information, contact the Golf Pro Shop at 239-278-9090 Ext. 115 for assistance. **CLUB ID: Golfer101**

Tennis

We offer a state-of-the-art tennis facility with eight lighted Har-Tru hydro-grid courts that welcome the novice and the professional player.

The Tennis Pro Shop

Telephone **239-278-9090** or **239-336-0430**

Summer Hours (May thru October):

Monday through Thursday	7:30 am to 4:00 pm
Friday, Saturday	7:30 am to 12:00 pm
Sunday	Closed

Winter Hours (November thru April):

Monday through Thursday	7:30 am to 8:00 pm
Friday, Saturday and Sunday	7:30 am to 6:00 pm

Michael Lawver, Director of Tennis
Carolyn Lawver, Head Tennis Professional
Larry Albritton, Tennis Professional
George Freije, Tennis Professional

The Tennis Pro Shop is a full service facility that offers:

- Tennis Racket Rentals
- Ball Machine Rental
- Tennis Lessons
- Tennis Racket Stringing
- Pairing and Match Play
- Apparel
- Accessories

Join the Heritage Palms Tennis Association (HPTA), details available in the Tennis Pro Shop

Court Maintenance: Courts may be closed during maintenance periods, which will be scheduled by the Director of Tennis. Courts are swept before 8:00 am each morning.

Courts are not to be used when nets are lowered. Only the Director of Tennis, or, in his absence, a member of the Tennis Pro Shop staff, may authorize raising the net for play.

Tennis lessons: Group or private lessons are available on Monday through Sunday. Check the Pro Shop for dates, times and fees. No one other than the Director of Tennis or his designee shall give lessons for compensation.



Chelsea Court Information

Courts are open 8:00 am to 10:00 pm. Some or all of the courts may be closed if maintenance is required.

All players must register at the Tennis Pro Shop before going on any court by signing their name and their Heritage Palms identification number. Players using the courts when the Tennis Pro Shop is closed must sign the Sign In Sheet located at the light control switches adjacent to Court #1.

Court Reservations are to be made through the Chelsea Reservation System. Reservations made be made online two days in advance starting at 7:00 am. Ball machine reservations and warm up courts for league matches must be made over the phone no more than one day in advance. Same day court reservations must be made through the pro shop.

Chelsea Reservation System

Step 1: Type <http://herpalmfl.chelseareservations.com> into your browser or click the tennis access link available on www.hpgcc.com.

Step 2: Login to the Chelsea System using you member number and password. If you have never used the Chelsea Reservation System you will use the default password– Tennis101.

(Remember your Chelsea number is your member number with ah 1 at the end for the male and a 2 at the end for the female.)

Step 3: Choose the booking tab, and select the multiple booking options.

Step 4: Choose the display date. Select display booking, all available times will be displayed.

Step 5: Click on the desired time for each court.

Step 6: Select the members. Once all players have been selected, click submit. Once you have submitted the required information you will receive a confirmation number. Be sure to keep this number for future use. You will need it to make any changes or to cancel your reservation. If you need any assistance with the Chelsea Court Reservation System please contact the Tennis Pro Shop.

Guests: Members are responsible for signing up guests by using the “guest” option in one of the four fields when entering players in the Chlesea System. The pro shop will then charge the member the appropriate guest fee(s) when they check in.

Fitness & Activities

Telephone: **239-278-9090 Ext. 141**

Krissy Blizzard, Fitness Director kblizzard@hpgcc.com

Our Fitness and Activities department offers a variety of physical, social and educational activities which contribute to our overall healthy and active life style here at Heritage Palms. A monthly activities and fitness calendar and special events flyer can be obtained at the Clubhouse or accessed by logging into our web site at www.hpgcc.com.

Hours of Operation

The Activity Center will be accessible from 5 am to 10 pm daily. You are required to use your member swipe card. Please check the Club Calendar posted on the website. All times may be adjusted seasonally or as usage dictates.

Exercise Room

All members and transfer members are entitled to the use of the exercise room. Hours will be determined according to usage and posted accordingly. Your membership card will be needed to enter the exercise room after hours.

- Use of the equipment should be in accordance with manufacture's recommendations.
- No glass of any kind is permitted in or around exercise room.
- Children 14 years old and under are not permitted to be in the fitness center.

Children 15 to 17 years of age may be in the Fitness Center only if accompanied by an adult Owner or transfer member.

Fitness

Our Director of Fitness can help you set up personal training sessions in our fully equipped fitness center which is located in the Activity Center. The Cardio and Strength Training Room contains ten televisions and forty pieces of equipment including thirteen newly purchased Precor Resolute strength machines, two new weight benches and a full rack of new free weights ranging from 5lbs to 50lbs, seven treadmills, six elliptical machines, four recumbent bikes, a StairMaster, Espresso bike, Aeridyne (airbike), a rowing machine, and a multipurpose machine.

Group fitness classes take place at the Activity Center in the aerobic studio. Aqua Aerobics take place at the Clubhouse pool. Fitness classes are complimentary to members and transfer members of Heritage Palms Golf and Country Club. Member or transfer members must accompany guest(s). A required sign in sheet is provided by the instructor at the door before entry for members, transfer members and guest(s) to sign in. A \$5.00 guest fee (per class) will be charged to the member account by the Administration Office. It is recommended that anyone attending classes obtain clearance from their personal physician or health care provider.

Activities and Events

Upcoming Activities and Events are available on the Club website www.hpgcc.com.

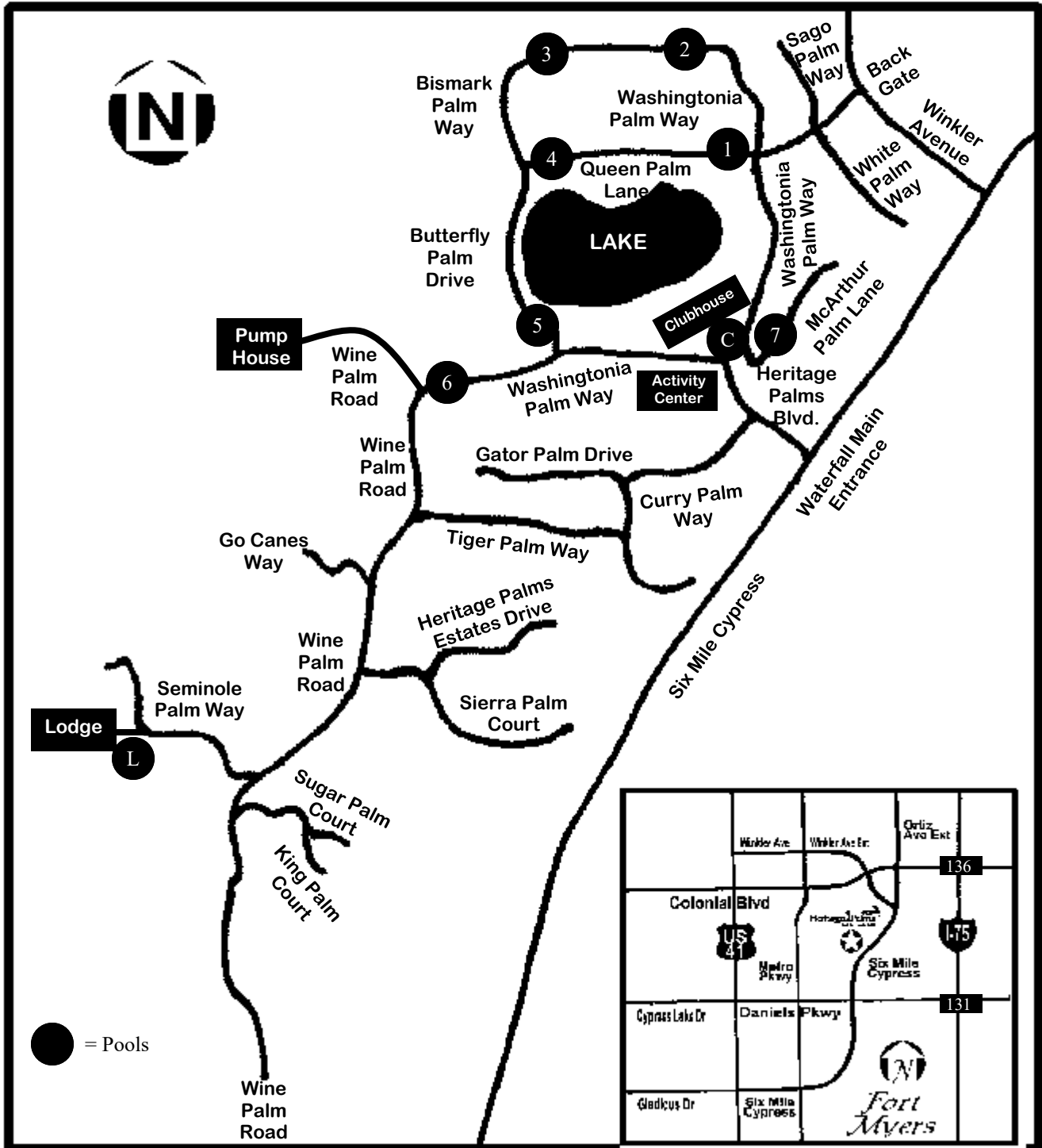
Detailed information about upcoming events and activities are emailed and flyers can be obtained from the Clubhouse flyer rack. A sampling of activities include: Biking, Bocce Ball, Book Club, Bridge, Dominos, Double Pinochle, Euchre, Hand and Foot, Mah Jongg, Open Mic, University Club, Veterans Assoc., and Wellness Presentations.

Library

On the 2nd floor of the Activity Center is our "self-serve" lending library. Just stop by and pick a book or two to read – no "check-out" is required. We have an abundant number of Fiction and Non-fiction books and Biographies from which to choose. There are tons of jigsaw puzzles located in the center island, in two large cabinets on the right-hand side. We also have audio books and DVD movies on the back wall below our Non-fiction books. Just check out the floor plan chart as you enter to help you find what you're looking for.

Heritage Palms

Golf & Country Club



10420 Washingtonia Palm Way
 Fort Myers, FL 33966
 Main Number - 239-278-9090
 Gatehouse - 239-277-9273

Notes