

CLUBHOUSE USE FREQUENTLY ASKED QUESTIONS

Who may use the Clubhouse? The Clubhouse is privately owned by Malvern Club members in common and is for the exclusive use of the association and its members, their families, and their guests. The Clubhouse is not available for use by the public for any reason and is not a public facility. Only Malvern Club members in good standing may reserve the Clubhouse for their own personal use or for an organization of which they are a member, e.g., church group, social club. The Clubhouse may not be used for any commercial activity, without exception. The Malvern member who requests the reservation must host and attend the function for its duration. The only exception to this last rule is for overnight stays by the member's family and guests. In all cases, the member is liable for the cost of repairing any damage done to the Clubhouse or its contents.

Can I reserve the Clubhouse lawn? The back and lakeside lawns are included with a Clubhouse reservation. For large gatherings, e.g., weddings, family reunions, graduation parties, you may erect a party tent. The picnic area adjacent to the pool and the children's playground cannot be reserved and are open free of charge to all members in good standing from sunrise to 10:00 p.m. year-round.

Can I bring my pet? Pets are not allowed in the Clubhouse, with the exception of a service animal that is specifically trained to assist a person with a disability. Emotional support animals and other pets are prohibited inside the Clubhouse. The Malvern membership made this rule years ago because some members are allergic to some animals, and it is not practical to remove animal hair and dander after each use. Members who violate this rule will not be permitted to reserve the Clubhouse again.

When can I make a reservation? Reservations may be made no earlier than 6 months in advance of your stay. The Clubhouse is popular with members, especially for holidays and the Christmas season. You should plan ahead and reserve your dates as far in advance as you can.

How do I reserve the Clubhouse? To reserve the Clubhouse, the member must complete and sign the Clubhouse Use Agreement found on the Malvern website. You must submit the agreement and the required \$100 damage deposit, following the instructions on the agreement, to Fred Bourque, the Clubhouse Reservations Coordinator. Reservations will not be accepted by anyone else.

What if I need more information? You may call Fred Bourque, the Clubhouse Reservations Coordinator, if you need help or more information than what's on the Clubhouse Use Agreement, in the Clubhouse Reservation & Use Policy, or in the Procedure for Check-in/Check-out, which are also on the Malvern website.

How do I confirm my reservation? A \$100 damage deposit will hold a reservation. The reservation will be placed on the Malvern Calendar when the completed signed Clubhouse Use Agreement and damage deposit are received by Fred Bourque, the Clubhouse Reservations Coordinator.

Can I reserve the Clubhouse for a month? No. Clubhouse reservations are limited to seven consecutive nights per stay. The Clubhouse may not be reserved for more than one week at a time. If at the end of the week the Clubhouse has not been reserved by another member or reserved for a Malvern association event, you may continue your stay for up to one additional week. In no case may the Clubhouse be reserved for more than two weeks at a time without prior Malvern Board approval.

What is the fee for Clubhouse use? A single day plus overnight reservation goes from 1:00 p.m. to 11:00 a.m. the next day. A reservation entitles the member to exclusive use of the entire Clubhouse building, with the exception of the Malvern Office, which is the locked room off the kitchen. The Clubhouse may not be reserved for partial days. The fee for the reservation depends on the number of people attending an event:

- The fee for parties of 1-25 people is \$70 per day.
- The fee for parties of 26-100 people is \$100 per day.
- The fee for parties of 101-200 people is \$200 per day.

What's the deposit for? The deposit is to cover damage to the Clubhouse and its contents. The Clubhouse is an older home; it's not a commercial building and was not designed for hard or careless use. The deposit will also be used to defray any cost incurred by Malvern Club for any cleanup and/or trash removal that is not completed by the member who reserves the Clubhouse. The deposit check will be torn up after the Clubhouse has been inspected by the Clubhouse Manager and is found to be in good shape: that is, it's neat, tidy, and clean; all trash and food has been removed; and there is no damage to the walls, floors, or contents. Minor scuffs to the floors, little marks on the walls, and broken glasses or plates are considered normal wear and tear; but if something has to be repaired at a cost to Malvern Club, the member will be billed for those repairs.

What if two members request the same date? It is not uncommon for two members to request a reservation for the same day. All reservations are accepted on a first-come, first-served basis. The member whose completed signed Clubhouse Use Agreement and the \$100 deposit are received first will hold the reservation. A phone call will not hold a reservation.

How and when do I pay for my reservation? You may pay by check made out to Malvern Club, Inc. The check must cover the entire reservation period. Get the check to Fred Bourque, the Clubhouse Reservations Coordinator, no later than the day before your stay begins. Otherwise, the reservation will be cancelled if another member has requested your dates. You will not be given access to the Clubhouse until Fred receives your check.

Is there a waiting list? No. Sometimes people do cancel their reservation or change their dates. If that happens, the calendar will be updated to show the dates open and available.

Can I adjust the temperature? You may. The thermostat is in the main hallway. We keep it set to 78° in the summer and 68° the rest of the year. If you change it, put it back when you check out. During May through September, set the system on Cool. The rest of the year set it on Heat. Be sure not to set it on EmHeat. If you do, it will run continuously and run up a huge electric bill.

Can I rearrange the furniture for my party? You may arrange the living room and dining room furniture however you like. You don't have to put the furniture back in its original configuration after your stay, but make sure all of the furniture is in the rooms where it belongs. If you want to remove any of the furniture from the house, talk to the Fred Bourque first. You may not remove the twin beds. They have to be dismantled to get them through the doors. They are old, and they may not go back together.

Is there a phone in the Clubhouse? The phone in the kitchen hallway is for local calls only.

Does the Clubhouse have a fireplace? It has two fireplaces, but the chimneys don't work. Do not build any fires in the Clubhouse; the fireplaces are not functional.

Does the Clubhouse have Wi-Fi? Yes. The network and password are posted in the Clubhouse. This will give you access to the Internet.

Can I decorate the Clubhouse for my party? You may decorate, but do not damage the walls or ceiling. Do not use Scotch tape, Command strips, or nails on the walls, ceiling, or woodwork. If you attach things to the walls or woodwork and the paint comes off when the tape is removed, you'll be charged for the repainting. You may hang streamers and things from the curtain rods and place things on tables and the fireplace mantle. You may not use glitter. If you do, you will be charged for professional cleaning.

Is smoking permitted in the Clubhouse? Smoking is prohibited everywhere in the Clubhouse. Go outside, and please pick up your butts after.

Is alcohol permitted in the Clubhouse? Alcohol is permitted but consider this. If your guests spill alcohol or any sticky liquid on the Clubhouse floor or the patios, please clean it up quickly. Don't wait until you come back the next morning. Liquid that seeps between the cracks in the floor could seep into the cushion underlayment of the laminate, causing damage to the floor. That is expensive to fix, and you'll be charged for the repair.

Where can my party guests park? Have them use the parking lot. During the summer months, between Memorial Day and Labor Day, the parking lot will often be crowded because of the pool, and we like to keep it available for the pool people. If you are having a large party, talk to Fred Bourque about parking on the grass.

Can we use the pool? Reservation of the Clubhouse does not include pool privileges. Your guests may use the pool if you have a pool key and are with them when they are at the pool. You may bring up to six guests to the pool at a time. Again, you must accompany your guests while they are at the pool. Unaccompanied guests are not permitted at the pool. Wet swimsuits are not allowed on Clubhouse furniture.

Can we use the lake? Swimming in the lake is permitted but is not recommended. You may put your boat in. There is no boat ramp, but there is a dock at the Clubhouse and the main dock off Ashlawn Drive. You can put a canoe, a kayak, or a sailboat in at either dock. You may not drive your vehicle across the Clubhouse lawn down to the dock. Gasoline motors are not permitted on the lake. You must be with your guests while they are out on the lake.

Can we fish in the lake? There are fish in the lake. People like to fish off the dam, which is down from the parking lot. Your guests are free to fish from the dam, whether or not you are with them. A Virginia Fishing License is required. Do not drive your vehicle down to the dam. In fact, don't drive your vehicles on the grass unless it's for pre-approved parking.

Who do I call if I have an emergency? If the house is on fire or if someone is seriously injured, first call the Fire Department at (540) 948-6660 or the Rescue Squad at (540) 948-5353. There is a phone in the kitchen hallway. Your location is 905 Malvern Drive, Malvern of Madison. Then call Steve Langone, the Clubhouse Manager. His phone number is (571) 419-0575. If he doesn't answer, call Fred Bourque at (703) 405-9621. If neither Steve nor Fred is reachable, call any Board member. Contact information for other Board members is listed on the Malvern website:
<http://www.malvernofmadison.org/contact.php>.

Who do I call if I have a problem during my stay? If you have any other problem with the Clubhouse, call Fred Bourque at (703) 405-9621. You should be able to reach him at any time. If not, leave a message. If you can't reach him, and it's a non-life-threatening emergency, call Steve Langone at (571) 419-0575. A non-life-threatening emergency would be like a water problem at any time or loss of heat during the winter or AC during the summer. Either Fred or Steve will know what to do next. If neither Steve nor Fred is reachable, call any Board member. Contact information for other Board members is listed on the Malvern website: <http://www.malvernofmadison.org/contact.php>.