

# Facility Guidelines & Policies


## Reservation Rules

- **Who Can Book?**
  - Only registered homeowners (or authorized tenants) can reserve facilities.
  - Guests can only book under a homeowner's name.
  - Certain amenities may require admin approval before confirmation.
- **How to Book?**
  - Through the **community portal** (online booking system).
  - Walk-in reservation at the **admin office** (for certain amenities).
- **Booking Limits & Duration**
  - Homeowners can **reserve only once per week** to ensure fair use.
  - Maximum usage: **2-4 hours per session**, depending on facility demand.
- **Cancellation Policy**
  - Must cancel at least **24 hours in advance** to free up the slot.
  - No-shows may face **temporary suspension** from booking privileges.
- **Fees (If Applicable)**
  - Some facilities are free, but others (e.g., function halls, private pools) may have rental fees.
  - Security deposit may be required for event-related bookings.

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## Operating Hours

- ◆ Pool (Adult & Kiddie Pool) – 6:00 AM – 9:00 PM (*Closed on Mondays for cleaning*)
- ◆ Pool Bar Lounge – 6:00 AM – 9:00 PM (*Limited service on maintenance days*)
- ◆ Function Hall – 8:00 AM – 11:00 PM (*Reservation required*)
- ◆ Fully Equipped Gym – 5:00 AM – 10:00 PM (*Access via RFID card*)
- ◆ Sauna & Toilet – 5:00 AM – 10:00 PM (*Available for gym users and reservation-based access*)

 **Note: Operating hours may vary during holidays, maintenance schedules, or subdivision events. Advanced notice will be provided for any changes.**

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## **Guest Policies**

- Homeowners **must accompany** their guests at all times.
- **Maximum number of guests per booking:**
  - Pool: **5 guests per homeowner**
  - Gym: **Strictly for residents only**
  - Sports Facilities: **Up to 3 non-resident guests allowed per game**
  - Function Hall: **Depends on booking package**
- Guests must **register at the guardhouse** and provide **valid ID**.
- The homeowner is **responsible for any damages** caused by their guests.