



Laguna Woods Village®

Golden Rain Foundation
Recreation and Special Events Department
Policies and Procedures

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Golden Rain Foundation Recreation Department Policy

The Recreation and Special Events Department (Recreation) is responsible for planning and executing a comprehensive recreation program for all Laguna Woods Village residents. Recreation coordinates events and programs to ensure that residents are provided with an enjoyable, diversified program. Access to Golden Rain Foundation (GRF) facilities is available for residents. Specific facility and amenity operating rules may be found on the Laguna Woods Village website. Residents may request an exception to the policy via Recreation Committee Request Form. Recreation may refer certain applications directly to the GRF board. Call 949-597-4273 or email recreation@vmsinc.org for more information.

A. GRF Authority and Enforcement

GRF is authorized to take disciplinary or suspension action against a member found to be in violation of Recreation policy. The GRF board of directors has the authority to impose monetary fines, suspend member privileges and/or bring forth legal action. Member (be it via a club/group/organization or individual) is entirely responsible for ensuring that the rules, regulations and policies are followed. This includes any co-occupant, lessee or guest.

Access to GRF Recreation Facilities

A. Residents

1. Residents must be prepared to show their Laguna Woods Village ID card upon request. Inability to provide Laguna Woods Village ID card may result in denied access to facility or event.

B. Guests/Other

1. Guests must be accompanied by a resident at all times.
2. Facilities may have age limitations, which may be found in the operating rules for the respective facility.
3. Guests may not enroll in/attend Recreation-coordinated classes, use any of the Clubhouse 4 workshops (except as students during a Saddleback Emeritus class) or check out materials from the library.
4. Guests must pay all applicable guest fees in accordance with the GRF fee list.
5. City staff or city council for city business and/or city events pay resident rates, plus any additional costs for technicians and others, in accordance with the GRF fee list.
6. Guests must abide by age restrictions and guest limits that are identified for certain facilities:

Facility	Age Minimum	Guest Limit Per Resident
Billiards	12	N/A
Bocce	12	N/A
Bridge room	10	2 at a time 4 total per day
Gymnasium	12	2
Golf facilities	11	1 prime time 3 nonprime time
Tennis	6	1 prime time 3 nonprime time
Fitness centers	16	2

Facility	Age Minimum	Guest Limit Per Resident
Equestrian Center	10	N/A
Lawn bowling	18	N/A
Paddle tennis/ Pickleball	6	1 court/3 guest
Shuffleboard	10	N/A
Pools	0-15 child 16+ adult	5
Hot pools	16	5
Table tennis	6	N/A

C. Gate clearance/Community access for guest(s)

1. Complete the Gate Clearance Form at least four business days prior to the event.
2. List the first name and last name of all nonresident guests (including catering staff, entertainers, speakers, etc.).
3. Groups containing six guests or less may be called in directly to Gate Clearance at 949-597-4301. Submit forms to community.access@vmsinc.org. Failure to submit form will result in denied entry for guests and/or a fine.

Use of GRF Recreation Facilities

A. All facilities/general

1. Everyone must sign in at events/meetings or check in at the facilities (i.e. billiards or drop-in lounges). Attendance sheets must be turned in to clubhouse staff at the end of all events/meetings.
2. Facilities may not be used to conduct a business by individuals.
3. GRF facilities are smoke free.
4. Use of Styrofoam products of any kind is prohibited.
5. Technical special effects must be approved by the facility supervisor or senior technician.

6. Facility staff shall be responsible for safety precautions, efficiency and programs in connection with the performance of services and to determine safe procedures, protect facilities and equipment. Security shall be notified and investigate all hazards, unsafe conditions and accidents brought to its attention, documented and reported to the GRF Board. GRF directors may inspect conditions and bring any hazards or unsafe conditions to the board's attention for appropriate action.
 - a. Emergencies (1) involving manifest danger to life or property, (2) immediately necessary for the preservation and safety of the physical assets of the Development, (3) for the safety of the members and residents or (4) as may be required to avoid the suspension of any necessary services to Owners and/or their residents, but not exceed authorized amounts for that expected purpose. Notwithstanding the foregoing authority, if at all possible, Staff shall confer immediately with GRF and obtain GRF's prior written approval regarding every such unbudgeted expenditure and suspension of service and in any event shall provide a written report regarding the same within forty-eight (48) hours of such emergency expenditures.
7. Use of equipment by residents is at the discretion of the facility staff and may require training prior to use; facilities and equipment must be used in a safe manner and in such a way as to not cause a hazard, damage or undue wear and tear.
8. Facility user must sign and/or provide required documents annually and/or as requested for the applicable facility (waivers, insurance information, reservation permits and agreements). Agreement, waivers and/or all other documents remain in effect until replaced.
9. Scheduled club/group/organization tournaments and activities at the specifically designated facility take priority; club rules prevail as long as they are not in conflict with Recreation operating rules and regulations.
10. Everyone must follow proper rules of etiquette for each activity/sport.
11. Everyone must wear appropriate attire and appropriate footwear for each activity/sport.
12. No resident may remove any furniture, equipment or supplies from any facility (including from one clubhouse room to another, from pool deck to locker room, etc.).
13. Facility user must leave the facility and equipment in the same condition in which it was found. This includes properly bundling trash for disposal and reimbursing GRF for any extra materials and/or labor necessary to return the facility to its original condition.
14. In order to balance use and avoid overuse of facilities, staff will impose time and frequency limits on rooms and equipment.
15. Facilities, ticket sales, posting of flyers, etc. are available on a first-come first-served basis.
16. When there is a waiting list, the first resident on the list will be contacted first. The resident has three options:
 - a. Accept the opening;
 - b. Pass and retain his/her position on the list; or
 - c. Pass and be removed from the list.
17. Facility user shall not discriminate in any way against any person on the basis of race, age, color, religion, national origin, sexual orientation, gender, physical handicap, mental condition or marital status in connection with the activities of any individual or club/group/organization.

18. Facility user shall be solely responsible for all Individuals or club/group/organization's statements, actions and/or failures to act. Facility user understands and agrees that GRF does not endorse, approve or authorize such conduct and therefore expressly disclaims all responsibility and liability without exception.
19. Clubs, Groups, Organizations and Individuals must not allow entertainers, vendors, caterers and other contracted service entities to sign an exclusivity contract agreement; nor shall a statement be included in the general contract agreement, when utilizing GRF property.
20. Facility user agrees that GRF and Village Management Services Inc. (VMS) staff and directors are not responsible for any program, activity or content thereof, which takes place during facility users' use of GRF facilities. If the City of Laguna Woods requires a special event permit relating to the use of this GRF facility, facility user agrees to comply with city requirements. In the event that the city requires the facility user to obtain insurance in order to obtain a special event permit from the city, facility user shall name GRF, VMS, staff and directors, as additional insureds. If requested, facility user agrees to provide GRF a copy of the policy or a specific endorsement that shows this coverage.
21. Tours, filming and/or photography in any recreation facility for commercial purposes must be approved in advance through the Marketing and Communications Division.
22. No user of GRF facilities shall act in any of the following manners, and no GRF facility shall be used for any of the following purposes that constitutes a/an:
 - a. Violation of GRF rules;
 - b. Interference with the rights of other GRF members and/or users of GRF facilities;
 - c. Nuisance;
 - d. Indecent act;
 - e. Illegal act; or
 - f. Inconsistency with the stated purpose of the rental agreement.
23. Facility user will not violate any local, state or federal law and will be solely responsible for all violations of local, state and/or federal laws. GRF is authorized to investigate any claim that any local, state or federal law has been or is being violated. GRF, its directors, officers or staff shall not be liable, at law or in equity, as a result of an individual or club/group/organization's failure to comply with this rule. GRF is authorized to cooperate with all government authorities relating to alleged violations of local, state and/or federal laws. In the event that GRF determines, in its sole discretion, that the facility user has violated any local, state and/or federal law, GRF may immediately, without further notice, terminate the GRF permit, and the facility user shall thereupon immediately cease all activities under the permit.

B. Games of chance/Opportunity drawings

1. Games of chance or opportunity drawings are permitted only in accordance with applicable local, state and federal laws.

C. Gathering signatures for petitions, initiatives and/or election campaigns

1. Gathering signatures for petitions and/or initiatives is permitted under the following criteria:
 - a. The petition must remain in the possession of the signature gatherer.
 - b. The signature gatherer must be outside of the GRF facility and not interfere with ingress or egress of the facility.
 - c. The signature gatherer may not disturb or interrupt any program or activity.
 - d. When invited by a club, the signature gatherer must remain in the specified room.

2. The use of tables, chairs or other furniture is prohibited.

D. Continuing education program

1. Emeritus program
 - a. GRF provides the facilities at no cost.
 - b. Classes may be held in all clubhouses except Clubhouses 2, 6 and 7; Pool 2; the Computer Learning Centers; the Community Fitness Center; the Village Greens Facility; and the Performing Arts Center unless the class is approved by Recreation.
 - c. Recreation works with Saddleback College to facilitate the Saddleback Emeritus program.
 - d. Nonresident students must use a Saddleback pass to attend classes in which they are registered, may arrive at the facility no more than 15 minutes prior to the scheduled start time for the class and must leave the facility immediately after the scheduled end time for the emeritus class.
 - e. A parking pass is required if the student is driving into the community; parking passes may be purchased a week prior to the first week of classes.
 - f. All participants must sign in or check in at the facility; GRF sign-in sheets must be turned into clubhouse staff at the end of class.
 - g. All participants must sign the general liability and photo release form and is bound to adhere to all community rules.
2. Recreation department-coordinated classes
 - a. Class punch cards are only refundable if they were purchased within the past 12 months and never punched.
 - b. No refunds will be made after the first class for classes without punch cards.

Clubs/Groups/Organizations

A. General

1. Residents requesting to form a club/group/organization must first submit a request form to Recreation staff stating the purpose and/or objective of the proposed club/group/organization and the full names, signatures, addresses and telephone numbers of 20 residents requesting membership in the new club/group/organization.
2. Club status is limited to 250 clubs/groups/organizations; additional inquiries will be placed on a waitlist until space becomes available.
3. Compliance with GRF rules, policies and procedures, including the guest policy, must be a condition for membership in the club/group/organization.
4. The club/group/organization must be organized for educational, social, cultural, recreational or other nonprofit purposes. Activities geared toward minors are prohibited. All GRF policies supersede any written rules or governing documents of clubs/groups/organizations not directly in compliance with GRF policy.
5. The club/group/organization may not represent any business or commercial interest or activity and sales of products and/or services are strictly prohibited unless permitted by Recreation as a fundraiser.
6. Caterers, entertainers, speakers and instructors are permitted as service providers to the group, and they may provide business cards and contact information. No monetary transactions may take place within GRF's facilities with three exceptions:

- a. Entertainers, speakers and instructors are allowed to sell the printed and/or recorded materials of their own creation during the event (for example, authors may sell their own books and entertainers may sell their audio/video recordings).
 - b. An entrance fee may be charged to cover the costs associated with an event.
 - c. Fundraising activities (see Page 8, Fundraiser).
7. The club/group/organization must be substantially supported by revenue from its members.
 8. The club/group/organization must have a minimum of two executive club officers.
 - a. Who do not occupy the same residence
 9. Executive club officers must be residents of Laguna Woods Village.
 - a. One officer must be a resident owner/shareholder.
 10. The club/group/organization must have a minimum membership of 80 percent Laguna Woods Village residents.
 - a. Nonresidents may participate as “guests” and must be accompanied by a resident.
 - b. Nonresident members may not invite their own “guests.”
 11. An annual fee (refer to the GRF fee list), current membership roster and updated contact information must be submitted to Recreation annually by March 31 to maintain club status.
 12. All forms of club/group/organization publicity or advertising, unless more restrictively stated, must say “For Laguna Woods Village residents and their guests only.” Online publicity is permissible if the publicity is clear that the event is for Laguna Woods Village residents and their guests only. Outside businesses, entertainers, caterers or speakers may not advertise Laguna Woods Village events.
 13. Although GRF recognized clubs/groups/organizations are afforded promotional privileges by GRF, such organizations are entirely independent and therefore GRF assumes no liability for their acts.
 14. Recreation reserves the right to obtain financial information from any Laguna Woods Village club.

B. Fundraisers

1. A Club/group/organization may have up to four fundraisers per year to benefit their group, raise funds for a GRF project or the Laguna Wood Village Foundation controlled and supervised by the sponsor. Fundraisers that are prohibited are Charitable Raffles or Outside Organizations. Companies or individuals may not hold fundraisers to conduct or promote a business for the benefit of themselves.
2. Must be a GRF recognized club/group/organization hosting the event.
3. If fundraiser is for an outside organization, the organization must be an IRS-recognized nonprofit such as 501(c) (3) qualified charitable nonprofit organization. A taxpayer ID number and letter of acknowledgement from the nonprofit organization is required.
4. Club/group/organization may sell products, hold silent auctions, fashion shows or events as approved by Recreation.
5. Club/group/organization must complete a fundraiser agreement form 30 days prior to date of fundraiser event.

C. Room reservations

1. For general procedures, see Page 10, Room Reservations Recreation Department Policy.
2. Only executive club officers of a club/group/organization may check availability or make/change/cancel reservations on behalf of the club/group/organization.
3. A Laguna Woods Village club/group/organization may submit a request for a rollover reservation subject to:

- a. The rollover must have a minimum of four identical reservations during the calendar year; all dates in the series must be for the same day of the month/week (such as first Tuesday, every Tuesday, etc.), at the same time and duration, and in the same room; no modifications (date, time, duration, location, etc.) are permitted.
- b. No more than 104 rollover dates per club/group/organization.
- c. A rollover processing fee will be applied to annual billing in accordance with the GRF fee list.
- d. Cancellations are permitted but requestor must retain at least four reservations (if less than four, permanent reservation status will be forfeited for the next year).
- e. Any new rollover reservation request or change to an existing rollover reservation for the following year must be received by March 15.
- f. Rollover reservations are mailed out for review on August 1 and payment/signed rental agreement are due by September 15.
- g. No refunds, credits or transfers of fees will be honored after a payment and signed rental agreement is received by Recreation.
- h. Requestor may not have more than one Saturday night per month in a main lounge; no more than two Saturday nights may be held down as rollover reservations in any main lounge.
- i. Rollover reservations are not permitted in the Village Greens Facility.
- j. Lottery requests for religious holiday events take priority over club/group/organization rollovers and lottery requests.

D. Flyers

1. All flyers must be stamped in advance by Recreation.
2. GRF does not endorse any event/trip/product/service advertised on flyers.
3. Flyers are permitted only in designated locations and are subject to space availability.
4. If flyer is in a foreign language, an exact English translation must be provided on the back side.
5. Only two flyers per club/group/organization are allowed at any one time.
6. Flyer size is 8.5 by 11 inches only.
7. Sponsor logo identification is not permitted on flyers.
8. Flyers must be for an event within Laguna Woods Village or a trip coordinated by a club/group/organization; general information flyers are prohibited.
9. Flyers must contain the date of the event, name and contact information (resident phone number or email) of the club representative.
10. Use of "LW" or "LWV," either alone or in combination with other letters, is prohibited unless associated with club email or website addresses.
11. Flyers may be submitted no more than three days prior to when they are posted.
12. Flyers may not be posted more than 60 days prior to the earliest date on the flyer; multiple dates may not be displayed longer than 30 days following the earliest date; thereafter, flyers must be resubmitted with revised dates.
13. Flyers must be submitted to Recreation; club/group/organization may not directly post flyers on the flyer racks.
14. Flyers not approved by Recreation will be removed and discarded.

15. Flyers, unless more restrictively stated, must contain the phrase “For Laguna Woods Village Residents and their guests only.”

E. Performing Arts Center lobby poster area and lobby bulletin board, and Clubhouse 5 glass-enclosed bulletin board

1. All posters must be stamped in advance by Recreation.
2. Displaying posters is subject to space availability.
3. Performing Arts Center lobby posters must be no larger than 33 by 40 inches, Performing Arts Center bulletin boards posters must be no larger than 22 by 17 inches and Clubhouse 5 bulletin boards must be no larger than 11 by 17 inches.
4. Posters are not allowed to be adorned with lights.
5. Performing Arts Center lobby posters may be displayed a maximum of three months prior to the date of the event (or date of first event in a series).
6. The Performing Arts Center lobby poster area is for box office events.
7. The Performing Arts Center lobby bulletin board is for use by GRF or a club/group/organization that schedules an event in the Performing Arts Center auditorium on a regular basis but does not distribute tickets through the Performing Arts Center box office.
8. The Clubhouse 5 glass-enclosed bulletin board is for use by a club/group/organization that has events scheduled in the Clubhouse 5 Main Lounge and may be posted 60 days prior to event.
9. Posters not approved by Recreation will be removed.

Room Reservations

A. General

1. Requestor must be a Laguna Woods Village resident and be prepared to show Laguna Woods Village ID card upon request in order to check availability or make/change/cancel reservation (with the exception of memorials).
2. Requestor must submit a facility application form prior to making payment for a room reservation.
3. Reservations by individuals may only be booked for private or social gatherings.
4. Rooms may not be used to conduct a business. Marketing or solicitation of third-party products is strictly prohibited. Caterers and entertainers are permitted as service providers to the group, and they may provide business cards and contact information. No monetary transactions may take place within GRF’s facilities.
5. Individuals are prohibited from advertising events to the general public through media in general circulation outside of Laguna Woods Village. Staff works to assure that clubs/groups/organizations and individuals are placed in the appropriate-sized rooms for their event. Set minimum occupancy limits will be enforced.
6. Clubhouse rooms may be reserved between 8 a.m. and 10 p.m. seven days a week, except for New Year’s Eve, which may be reserved until 1 a.m. Extended hours up to midnight may be scheduled with the facility supervisor three weeks in advance for Clubhouses 2 and 7; additional fees will apply for extended hours per the GRF fee list.
7. Reservations must be for a two-hour minimum room rental or four-hour minimum rental for the large ballrooms and main lounges. One-hour reservations may be made on a case-by-case basis with the approval of the facility supervisor; reservations for one hour may not request a room setup.

8. Length of reservation must include setup/decoration, caterer preparation and cleanup time.
9. The GRF pricing policies contain two rates: Resident rate and exception rate; (refer to the GRF fee list).
 - a. Resident rate applies to:
 - i. All Laguna Woods Village residents;
 - ii. Weddings and wedding receptions for residents and
 - iii. Private resident events such as birthdays, memorials and/or anniversary parties.
 - b. Exception rate applies to:
 - i. Any non-Laguna Woods Village organization or group for which a resident makes a reservation;
 - ii. Weddings and/or wedding receptions for non-residents and are limited to only siblings, children, parents and grandchildren of residents; and
 - iii. All club/group/organization reservations that have more than 50 percent nonresidents in attendance and are charging admittance or accepting donations (club/group/organization-approved fundraisers are exempt).
10. It is prohibited to use any room/facility for anything but the stated purpose.
11. Reservations may be canceled or moved as necessary to accommodate GRF and mutual meetings, facility renovations, GRF-approved requests, Recreation-coordinated communitywide events, etc. The Performing Arts Center rehearsal room reservations may be canceled or moved if the auditorium is booked.
12. Every reservation must submit a Facility Checkout Form to the clubhouse staff at the conclusion of the event indicating the number of residents and nonresidents.
13. Cancellation of a paid reservation requires at least 14 days' notice to Recreation to qualify for a full refund.
14. Refunds will be credited to the requestor's credit card or via check, by request.
15. "No shows" and cancellations less than 14 days of the reservation date will result in the complete forfeiture of the room reservation fees.
16. Specialty club/resident events may have security personnel; additional fees apply (refer to the GRF fee list).
 - a. Events requiring security personnel are determined by type, size and/or nature of event.
17. Bounce houses, tents, party rental equipment, mobile catering/salon trucks, outside caterers, etc. must be cleared by the insurance coordinator 60 days in advance (call 949-597-4202 for more information) and may require a permit by the City of Laguna Woods.

B. Types of reservations

1. Permanent/Rollover
 - a. Only a Laguna Woods Village club/group/organization may submit a request for a rollover reservation; individuals may not hold rollover reservations.
 - b. For clubs/groups/organizations rollover reservation information, see Page 8.
2. Lottery
 - a. Requests for religious holiday events take priority over club/group/organization rollovers and lottery requests. Holiday must be named on lottery card.
 - b. Only one card is permitted per event; duplicate cards will result in all cards for that event being moved to the end of the requests.

- c. An Individual or club/group/organization may submit up to four lottery cards each year.
 - d. Lottery cards may be submitted between May 15 and June 15 for one-time special events for the upcoming year.
3. One time/Walk-in
- a. One-time reservations must be made at least two weeks in advance (except memorials); reservations made less than two weeks in advance must be approved by the facility supervisor where the reservation is being requested.
 - b. Walk-in reservations open on August 1 for the upcoming year.

C. Setup and cleanup of room reservations

1. Room setup specifications for furniture and equipment (such as projectors, pianos, etc.) must be made with the facility staff a minimum of seven days prior to the reservation date.
2. Residents must make a request for technical services at least two weeks in advance of the reservation date. Notice to senior technician must be provided two weeks in advance for cancelations. Failure to notify senior technician of a cancelation within two weeks of the event will result in a two-hour minimum fee (refer to the GRF fee list).
3. Clubhouse 5 requires technicians for events that include projector, sound, lighting, three or more microphones and/or access to the sound booth.
4. Performing Arts Center auditorium and Clubhouse 5 sound and lighting equipment may only be operated by Recreation technicians. The senior technician may be reached at 949-268-2553.
5. The facility must be cleaned and returned to the exact condition in which it was accepted.
6. All cleanup must be accomplished by the end of the event. At the end of the cleanup period, the facility user is responsible for inspecting the premises with a staff member and signing off on the Facility Checkout Form. If the facility user fails to sign the Facility Checkout Form or fails to accomplish facility cleanup by permit end time, GRF reserves the right to reject any future applications. A cleanup fee may be charged for inadequate cleanup (refer to the GRF fee list).
7. Facility user is responsible for the following:
 - a. Bundling all trash and placing in the designated location as specified by staff;
 - b. All equipment used;
 - c. All table tops and chairs used; and
 - d. Any soiled or dampened floor or carpet areas.
8. For kitchen approval, the facility user is responsible for cleaning the following:
 - a. Clean all dishes, trays, coffee servers, etc., and stack them in their proper place in the pantry. Glassware and silverware must be towel dried but dishes do not require towel drying.
 - b. Wipe off, with a damp cloth, all tables used for eating and serving.
 - c. Thoroughly clean all large coffee urns and baskets.
 - d. Check with the staff regarding proper clean up instructions for grills, broilers and fryers.
 - e. Clean the areas around grills, broilers and fryers even if you do not use the equipment.
 - f. Check the inside of the oven door and the stove top. If you use this equipment you must clean up any food splatters.
 - g. Clean the refrigerator if used.
 - h. Wipe off all sinks, counters and cutting boards (on top as well as shelf underneath).

- i. Clean the barbecue if used.
9. All equipment, supplies, personal articles, displays, etc., must be removed prior to checkout and signoff of Facility Checkout Form. All items left at the facility will be discarded.
10. The facility user is responsible for payment of any costs incurred by GRF due to damage of the facility, amenities or equipment resulting from facility users reservation/use of the facility, amenity or equipment.

D. Food

1. Facility user must bring their own food, have food dropped off or use a caterer from a Recreation - approved list (call 949-597-4227 or email recreation@vmsinc.org to obtain).
2. A \$25 for small kitchen/barbecue or \$50 for commercial kitchen fee will be charged when the oven, stove, silverware/plates or dishwasher are used; there is no charge to use the microwave and refrigerator.
3. No outside food or beverage is permitted at the Village Greens Facility (events must be catered by the 19 Restaurant & Lounge; call 949-206-1525).

E. Caterers

1. Recreation has complete authority in scheduling times for the caterer to arrive at the appropriate facilities to prepare food.
2. A caterer cannot enter any clubhouse facility without a Recreation staff member on the premises.
3. Storage of food is permitted only during the reservation period; additional time must be requested in advance and approved by the facility supervisor and may not exceed 24 hours; if approved, GRF holds no liability for food left unattended.
4. Caterer must pay caterer's fee in accordance with the GRF Fee list.

F. Alcohol

1. The facility user may bring in his or her own alcohol only when not charging for drinks.
2. A reservation of more than 100 people with alcohol requires a GRF bartender to be hired, unless otherwise approved by the Recreation Department.
3. Arrange a GRF bartender by calling 949-597-4381 at least three weeks prior to the event.
4. No outside alcohol is permitted at the Village Greens Facility.
5. GRF bartenders have the right to deny service.