

## Room Rentals

Purpose:

The room rental policy specifies information for room rentals both on and off season.

Scope:

Members, Committee, Board of Directors (BOD), Officers, Staff

Responsible Party:

Officer(s), BOD, Special Committee(s), Staff

Associated Document(s):

Room Reservation Form

### POLICY

#### I. Policy Statement

Responsibility for assigning rooms during the summer season (Memorial Day Weekend through Labor Day) is assigned to a special committee assigned by the BOD. Off season room rentals are the responsibility of the Club Manager. Rules contained within this policy are followed for all room rentals to make the process fair and equitable for all members.

#### II. Procedure for Renting Rooms During the Summer Season

- A. An information letter and Room Reservation Form will be placed on the *Documents* page of the *Member Section* of the Club website at [www.hanoverseaside.com](http://www.hanoverseaside.com) no later than February 1<sup>st</sup> of each year.
- B. Room Reservation Forms will **NOT** be mailed unless a member requests the form. Forms may be obtained from the following sources after February 1<sup>st</sup> of each year.
  1. Secretary-Treasurer
  2. Club Office
  3. Website
- C. Submitting Reservation Forms
  1. Methods for form submission will be listed in the information letter.
  2. Room Reservation Forms must be mailed to PO Box 434, Wrightsville Beach, NC, 28480.
  3. Reservations for members' rooms may be postmarked beginning no earlier than the first Monday in March.

- a) Requests postmarked earlier than the first Monday in March will not be considered until all reservations mailed on the first Monday in March have been scheduled.
  - b) A member may not request a reservation in their name postmarked between the first and second Monday in March and then let any non-member or family member have the room.
4. Reservations for family members and guests may be postmarked no earlier than the second Monday in March.
- D. Criteria for Assigning Rooms
1. Date of postmark
    - a) Make sure the post office you use postmarks envelopes with the date.
    - b) It may be necessary to request hand stamping.
  2. Members' requests take precedence over guest requests. All members' requests (for up to two weeks) will be processed prior to considering any guest requests.
  3. All first week member requests will be processed prior to considering member requests for a second week.
  4. Rooms are reserved based on member-only requests - not members and guests sharing rooms (this pertains to room size).
  5. Effort is made to keep member families together who request to be together.
  6. Alternate weeks will be considered in the order listed by the member on the Room Reservation Form.
  7. Rooms 14 (handicapped accessible), 5 and 6 (sleep up to 6), 12 and 14, 9 and 11 (connecting doors) will be assigned based on need and use for families.
  8. Room requests for full weeks will take precedence over partial weeks and greater number of days requested will take precedence over fewer days.
  9. Member requests that cannot be honored will be on a waiting list and these members will be notified to see if they can be accommodated in another week with availability.
  10. Requests for a partial week, except for Memorial Day weekend, will not be considered during the initial reservation period.
    - a) If rooms remain available one month prior to a request for a partial week, the room will be rented for a shorter period of time.
    - b) Space permitting, members or guests renting rooms the week prior to Labor Day may extend through Labor Day Monday if they so request on the Room Reservation Form.

11. Dues for the current year and all outstanding bills must be paid prior to making reservations. No calls will be made. If dues are not paid, the Room Reservation Form will not be considered.
12. Members may request rooms for a maximum of two weeks during the initial reservation period. If rooms are available after the initial reservation period, additional weeks may be reserved.
13. No member may reserve more than one room at any time unless that member has more in their family than room will permit or has guests.
14. Once the initial room reservation process is complete, reservations should be made directly with the Club Manager at 910-256-2726.

E. Payment

1. Bills
  - a) A bill for room rental will be e-mailed to the e-mail address the member lists on the Room Reservation Form no later than the first Friday in April.
  - b) If no e-mail address is listed on the Room Reservation Form, a paper bill will be mailed to the address on file. Make sure to notify the Secretary-Treasurer of address changes.
  - c) If a bill is not received by the second Friday in April, the member should contact the Club office.
2. Payment must be received no later than the first Friday in May.
3. If payment is not made, rooms will be cancelled.
4. It is the responsibility of the member to ensure that payment is made.
5. Methods of payment
  - a) Mail a check to the PO Box address.
  - b) Mail complete credit card information to the PO Box address.
  - c) Call the Club office to provide credit card information.
  - d) Read the Club website/blog for other methods of payment.
6. Room fees will not be refunded unless the room is sub rented, except in unusual/emergency situations. Refunds must be approved by the BOD. Since the Club maintains a waiting list, no one may sublet their room without the approval of the Club Manager. A full refund will also be made if the member chooses to cancel reservations during a named storm. If Wrightsville Beach issues evacuation orders, the Club will close, renters will be required to check out and refunds for unused nights will be issued. Refunds will be made within 30 days of the Club reopening.

III. Procedure for Renting Rooms During the Off Season (Labor Day through Memorial Day Weekend).

- A. Call the Club office at 910-256-2726 to make reservations.

- B. Reservations for off season room rentals may not be made more than one year in advance except for room rentals for weddings or parties that are held at the Hanover Seaside Club.
- C. A two-night minimum stay is required.
- D. When renting multiple rooms for family reunions, weddings, parties, etc., three rooms must be held for members until 2 weeks prior to the reserved date.
- E. Bills for off season room rentals must be paid at the time of reservation. Methods of payment are the same as for summer season bills. Rooms will be held for no more than 1 week after the reservation is made without payment.

A full refund will be provided for cancelations made at least 14 days prior to move-in date. In emergency situations, the refund policy for off-season rentals may be changed by the Board. A full refund will also be made if the member chooses to cancel reservations during a named storm. If Wrightsville Beach issues evacuation orders, the Club will close, renters will be required to check out and refunds for unused nights will be issued. Refunds will be made within 30 days of the Club reopening. The Club may be closed for the Christmas holiday. Dates will be announced annually. No rooms will be rented during that period.

#### IV. Check-In/Out Times

- A. During the summer season (Memorial Day weekend through Labor Day), rooms rent from 4:00 pm Saturday until 10:00 am the following Saturday.
- B. During the off season (after Labor Day until Memorial Day weekend), rooms rent from 4:00 Friday through noon the following Friday.

#### V. General Room/Meal Rules

- A. Members and guests must follow all rules outlined in Policy 6010 - HSC Rules. This policy is available on the Club website in the *Member Section* under *Documents* and in the Club Office.
- B. During the Summer Season and off-season, members and guests must pay for all meals served in the dining room, whether eaten or not. A meal schedule for off-season will be posted at the Club and on the Club website.

#### VI. Room/Meal Pricing

- A. The cost of room rentals and meals is set by the BOD.
- B. Room and meal prices will be reviewed by the Operations Committee of the BOD.
- C. The prices in effect at check-out will be used for all rooms.