



Dear Member,

WELCOME! We are so glad you have decided to become a member. You are going to have a lot of fun and be able to participate in all that we have to offer! Being a member at Forty Niner Country Club is more than just paying for access to amenities. It means being a part of our community! It means being a part of our Family! It provides the opportunity to recreate together, socialize, and meet lifelong friends. So again, welcome to the Club!

As a new Club Member, we would like you to know that we have an open door policy and welcome feedback from our members and patrons. With that in mind, we thought it might be helpful to put together a list of F.A.Q's. Hopefully you'll find this list helpful in guiding you through your Membership in the Club.

Forty Niner Country Club Frequently Asked Questions:

**Q: How does the billing work?**

A: Most often on the 1<sup>st</sup> of each month, but certainly by the 2<sup>nd</sup> of each month, your monthly statement is processed and emailed to you at the email address you have provided. If you don't receive your statement by email, please check your spam/junk mail folder, as sometimes it ends up there. Your statement consists of member charges you have authorized and your monthly dues. If you signed up for Autopay, your credit card will be charged as a part of the statement processing. You will also receive an email receipt of the credit card charge. It is a good idea to review your monthly statements. We strive to not make any mistakes, but they can occasionally occur. Also, if there is a problem with your Autopay, your statement will show a past due balance. Another good reason to look at your statements is for information. We try to list upcoming events and other pertinent information. Your statement also shows the status of your food minimum requirement.

**Q: I'm on autopay, but there was an error on my bill? What should I do?**

A: The autopay happens automatically with the processing of the statements. There is no way to stop an autopay from happening. Your credit card will be charged the full statement balance. Once you discover an error, please contact Wendy. She will investigate the situation and make any appropriate adjustments to your statement. The credit goes on your Member Charge Account.

**Q: How does the Food Minimum work?**

A: The Food Minimum is currently tracked in 3-Four Month periods. We track it this way to allow our members plenty of time to meet the minimum. So if you get busy, or go on vacation or something of that sort, you still have lots of time to meet the minimum. Whenever you purchase food or beverage in the restaurant, that sale is attached to your membership. You know this, because at the top of your receipt you will see your name and membership number. Also on the bottom of the receipt, you will see where you stand with your minimum. Even if you decide to pay cash or credit card instead of charging it to your membership account, as long as your name is on the receipt, our system recognizes that sale is attached to your membership number. You meet your food minimum requirement by spending the minimum amount for the minimum period. If you do not meet the minimum, you will be charged the difference on the last day of the minimum period. We do not refund or credit food minimum charges.

**Q: I'm going to be gone a lot next month, can I put my membership on hold?**

A: Unfortunately we cannot put your membership on hold due to vacation, or other non-medical reasons.

**Q: I'm going through some medical issues, can I put my membership on hold?**

A: We do have provisions in our bylaws that allow for a medical hold. We require a doctor's notice to do so. Also, in most cases, you will still be responsible to meet your food minimum while your membership is on Medical Hold. Please see Casey or Wendy to discuss this situation as the need arises.

**Q: I need to stop my membership. What do I do?**

A: First, we are always sad to see members go. You are a part of our Club! But, we do understand. We require written resignation notice to either Casey or Wendy 30 days in advance. We realize stuff comes up and life happens. If it's less than 30 days, we will probably still allow you to resign effective in the current month. With that being said, however, once the billing occurs and statements are processed, which is on the 1<sup>st</sup> or 2<sup>nd</sup> of the month, we will not refund dues. That means that you gave us no days advanced notice. We will not accept voicemails, or verbal resignation notice. We'd be more than happy to discuss the situation with you, but we will still ask you to provide written notice. Resignation is not official until written notice is received by us. Once we receive such notice, we will confirm the receipt of resignation notice with you. You are still required to meet the food minimum for the current period prorated back to the resignation date. For example, let's say you wish to resign effective 2/28. The current food minimum period started 1/1 and ends 4/30. You will still be responsible to meet your food minimum for the months of Jan & Feb. So if your food minimum is \$ \$160 for 4 months, then your food minimum is prorated to \$80 for the 2 months.

**Q: I resigned, but I keep getting billed. What happened?**

A: Contact us as soon as possible! Do not ignore it. Something is wrong and it needs to be fixed.

**Q: I'd love to book an event at the Club!**

A: We'd love to host your event! We can do all different kinds of events from Weddings, Receptions, Graduation Parties, Anniversary Parties, Birthday Parties, Pool Parties, Business Meetings, Golf Events, Charity Golf Events, etc. We have several available spaces to meet your needs. Contact Casey for Golf related events and Alan for all other events.

**Q: Can I bring a guest to work out with me in the Fitness Center? Or to the pool?**

A: Yes! Please sign your guest in on the sign-in sheet in the Fitness Center. The guest fee is \$5.00 and your account will be charged. You may also check-in a guest in the Golf Shop and pay for either a Fitness or a Pool guest. The pool guest fee is \$2.00. Yes, it is somewhat on the honor system. Please know that we believe our Members are great and honorable people and will do what is right. Also we can track your access card use and have security cameras.

**Q: I love being a member and have a friend that wants to be a member!**

A: That's Great! Guess What? You get a bonus for that! Just make sure Casey knows who you referred and you will be receiving a gift card for the referral!

As a new member, we know that you will enjoy your membership very much! If you ever have any questions, concerns, ideas, or things you would like to see happen here at the Club, please don't hesitate to contact us directly. If for any reason you feel your experience was not up to your expectations, please give us the opportunity to immediately correct the situation. We encourage the use of social media, but we do ask that you use it responsibly and in a positive manner. Communication is the key. We can't fix a problem that we do not know about. We want to be better every day and want to provide our members and patrons the exceptional experience you deserve. We look forward to having you as a members.

**Club Contact Information:**

Wendy Cross – General Manager – [wcross@fortyninercc.com](mailto:wcross@fortyninercc.com) – 520-749-4925 x210

Casey Polivchak – Director of Golf & Sales – [caseyp@fortyninercc.com](mailto:caseyp@fortyninercc.com) – 520-749-4925 x210

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