



## **CLUBHOUSE FREQUENTLY ASKED QUESTIONS**

### **What are the hours of operation for the Clubhouse?**

The Clubhouse is open Monday to Friday from 6am to 9pm, Saturday and Sunday from 7am to 9pm. (We do ask that you leave by 8:45 so the Staff can perform their closing procedures)

The Clubhouse is closed on Thanksgiving, Christmas, and New Year's Day. Early closings are Christmas Eve and New Year's Eve .

### **How do I get my Resident ID card or Pet Park ID tag?**

If you are new homeowner, once you have closed on your property, you just need to bring the closing paperwork, your driver's license, or another form of identification to the Clubhouse. If registering a pet, bring the rabies vaccine record so our front desk staff can assist you.

### **How many Resident ID cards is each household allowed?**

Up to two residents of each unit, as designated by the unit owner, are entitled to use the Community Facilities. If one or more additional residents of a unit (not to exceed two additional residents) desire to use the facilities, each resident will pay a fee to the Association in the amount of one-quarter (1/4) of the annual assessment and membership will be valid for 12 months from the date of issuance and is nonrefundable.

### **How many guests are allowed and what is the fee?**

A \$5 fee for each adult and \$3 for each child will be charged per day to utilize the Community Facilities. Additionally, each home may have available for use a "resident punch card" which offers up to twelve (12) free guest passes a year. Effective dates vary depending on Board approval so check at the front desk before assuming the card is available and has passes open for use.

Parties of residents and guests totaling six (6) or more people must make a prior reservation with the Association management staff. Guest under the must be accompanied by a Resident ID Card holder while in the Clubhouse. The number of guests may be limited by the Association on certain days, or during certain hours, as determined by the Association, including without limitation during seasonal high-usage days or peak hours. The Association may also limit the number of guest that a Resident may invite per day.



## **What are the assessments for Del Webb at North Ranch and what do they cover?**

Del Webb at North Ranch assessments cover exteriors gates, street maintenance within the gates, all the common area landscaping within the community, facility and maintenance costs for the Clubhouse, management fees and more.

## **Does the Association have a website?**

Yes, the website is: <http://www.dwnrassociation.org>. The website provides an abundance of community information including exercise class schedules, a full copy of the Facilities Use Guidelines, copies of the Association's governing documents, and more.

## **Fitness Center Rules?**

Minors 15 and under are not permitted access to the Fitness Center. No food or drink other than water or sports drinks are allowed in the Fitness Center. All drinks must be in closed containers. Please use headphones or earbuds for personal listening devices.

## **What type of equipment is in the Fitness Center?**

The Fitness Center is equipped with Life Fitness cardio and strength training equipment.

## **What are the pool rules?**

Are children able to use the pool?

Minors (under 18yrs of age) may only swim during children's swim hours and must have adult supervision.

Children under 12 years old are not permitted to enter the spa. Children's swim hours are 11am to 2pm daily, but may be changed at any time.

Residents and guests choosing to swim during the specified children's hours should be sensitive to the nature of youth activity and the presence of children in the pool.

Snack foods and closed container drinks are permitted in designated areas as follows: a minimum of 10 feet from the water, at the tables and under terrace areas. No eating, drinking, or holding any food or drink is permitted while in the pool water, around the pool edge (deck), or on the pool steps or spa area.



Glassware is not permitted in the pool or spa area. No alcohol or smoking permitted. Swimwear is required. Please use headphones or earbuds for personal music. Pool users must always allow use of the lap pool by lap swimmers if present, unless a formal/structured activity is scheduled.

### **Can any of the rooms be rented?**

Yes, parts of the Clubhouse can be rented. However, the Great Room, Pool/Spa, Event Lawn, other areas are not available for reservations. This ensures that all residents have access to main areas of the facilities. For more information Please inquire at the Front Desk. Del Webb at North Ranch is managed by Level Property Management Company.

### **Phone numbers and email addresses**

Phone number: Front Desk (702) 331-1701

Email address: [dwnrfrontdesk@levelprop.com](mailto:dwnrfrontdesk@levelprop.com),  
[dwnrmanagement@levelprop.com](mailto:dwnrmanagement@levelprop.com)