



## **Skedda & Clubhouse FAQ**

### **How do I book the clubhouse?**

- In order to book the clubhouse, you must be an owner of record in good standing (no delinquent fees or violations).
- Please email [comgt@keystonepacific.com](mailto:comgt@keystonepacific.com) with your name, address, and phone number. In the subject line put "Request for Skedda Registration" so our system can flag your request as a priority.

### **Is a security deposit required?**

- No, but you do need to have a credit card linked to your account to be able to book an event.

### **Do I need to have a credit card on file to book an event?**

- Yes. In order to register for the Skedda booking system, a valid, current credit card must be entered.

### **When can I book an event?**

- Booking windows are offered up to 180 days in advance.
- One (1) event per day during the hours of 8 AM – 10 PM. No event can go past 10 PM.

### **Does my card get charged when I book an event?**

- It depends on your event details. If applicable to your event, Skedda will charge your card an overtime fee of \$25 an hour for events that exceed after 6 pm.
- As mentioned above: a credit card on file is required in order to book an event.
- For example: when you book a hotel room, the hotel sometimes requires a credit card to be on file for any incidentals. The same applies when you book a LCO clubhouse event.
- At the manager's discretion, your card may be charged for the following:
  - o Reprimands (1<sup>st</sup> warning) - \$25 per incident
  - o Carpet or concrete stains - \$25 & up
  - o Areas not cleaned - \$50 & up
  - o Other – Manager's Discretion

**How can I cancel or change my event details?**

- Login into your Skedda account and cancel your event. Events must be cancelled within 7 days to avoid the cancellation fee.
- Please contact [LCOMGT@KeystonePacific.com](mailto:LCOMGT@KeystonePacific.com) or call the LCO Office: (760)943-6650

**Can I still pay the overtime fee with a check?**

- Yes, please drop off the check at the LCO Office during office hours.

**Is there a cancellation fee?**

- Yes, a \$100 cancellation fee will be charged to the card on file for cancellation made within 7 days prior to the event.

**Do I need event insurance to host an event?**

- If you are serving alcohol, event insurance is required. For event insurance coverage you can go to: <https://www.theeventhelper.com/>
- Please see the enclosed letter for insurance coverage specifics and proper endorsements.

**Can I have a food truck at my event?**

- Vendors who will be on-site such as catering (including onsite drop-off), entertainment, rental equipment, and DJ will need to provide proof of insurance before coming onto the property.

**Can I have a bounce house at my event?**

- A bounce house of any kind is not permitted.

**May I use the pool alongside my clubhouse event?**

- Clubhouse event hosts and guests are not permitted to use the pool and clubhouse at the same time.

**What is the maximum amount of people allowed to attend a clubhouse event?**

- 60 guests in the patio area and 60 guests inside the clubhouse.

**May I set up food, games, entertainment, tables & chairs in the courtyard?**

- Because the courtyard is a part of the common area, this is not permitted. Exceptions may be made per request and management's discretion.

**Are pets allowed?**

- Pets are not permitted inside the clubhouse.

**Am I responsible for post-event clean-up?**

- Host(s) of a clubhouse event are responsible for clean-up after the event is over. Clean-up responsibilities can be found on the refrigerator door inside the clubhouse.

**How many events per day can be held at the clubhouse?**

- One (1) event per day.

**How do I get into the clubhouse?**

- Host(s) of a clubhouse event are responsible for entrance into the clubhouse with a pool key card or Brivo mobile pass.

**\*Please contact [LCOMGT@KeystonePacific.com](mailto:LCOMGT@KeystonePacific.com) or call LCO Office (760)943-6650 with any questions**