



## **Skedda & Clubhouse FAQ**

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

- To book the clubhouse, you must be the owner of record in good standing (no delinquent fees or violations).
- Have a Skedda account. Please email [lcomgt@keystonepacific.com](mailto:lcomgt@keystonepacific.com) with your name, address, and phone number. In the subject line type "Request for Skedda Registration" 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, to register for the Skedda booking system, a valid credit card must be entered.

### **Is there a cancellation/change fee?**

- Yes, a \$100 cancellation fee will be charged to the card on file for cancellations made within 7 days of your event.
- For changes made within 7 days of your event, a fee of up to \$100 can be assessed. It is important the time entered accurately reflects when you will be at the clubhouse. If the reservation time entered is 10 am and you do not show up till 12, you may be charged a fee especially if staff was scheduled for your event beginning at 10.

### **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 \$25/hour for events Monday – Friday that extend after 6 pm, Saturday – Sunday there is a \$25/hour charge (subject to change). Any portion after the hour, a full hour will be charged.
- At the Manager's discretion, cards may be charged for the following:
  - Reprimands (1<sup>st</sup> warning)- \$25 per incident
  - Carpet or concrete stains - \$25 and up.
  - Areas not cleaned - \$50 and up.
  - Changes, Cancellations, no shows- \$100 and up

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

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

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

- Log into your Skedda account to change or cancel events. Events must be revised 7 days prior to the event to avoid fees. It is important your reservation is accurate so that staff can be scheduled accordingly and to allow others the use of the clubhouse.
- Contact [lcomgt@keystonepacific.com](mailto:lcomgt@keystonepacific.com) or call the office at 760 943-6650

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

- Booking windows are offered up to 180 days in advance and closes 7 days prior to current date.
- One (1) event per day during the hours of 9 am- 10 pm. No event can go past 10 pm.
- Each household is allowed ONE reservation per calendar quarter. If household exceeds the amount, Management reserves the right to delete ALL reservations.

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

- Only if alcohol is consumed is event insurance required. For event insurance coverage you can go to [www.theeventhelper.com](http://www.theeventhelper.com) or Suellen and Gary Eichman Farmers Elite Commercial Agency 760 230-6157
- Certificate of Insurance indication \$1,000,000 liability coverage, listing "La Costa Oaks Community Association" as Additionally Insured is required five (5) days prior to your event.

**Can I have a food truck, caterer, or entertainment at my event?**

- Vendors who will be on site such as Catering (including onsite drop-off), entertainment, rental equipment, DJ, will need to provide proof of insurance before coming onto the property. Please see separate letter for insurance coverage specifics and proper endorsement.

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

- A bounce house of any kind is not permitted inside the clubhouse or outside patio.

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

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

**What is the maximum number of people allowed?**

- 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.

**Are pets allowed?**

- Pets are not permitted.

**Am I responsible for post-event cleanup?**

- Resident hosting event is responsible for clean up after the event is over.

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

- One (1) event per day unless an exception is made with Management.

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

- The Homeowner is responsible for entrance into the clubhouse with a facility key card or Brivo mobile pass.

Please contact [icomgt@keystonepacific.com](mailto:icomgt@keystonepacific.com) or call the office at 760 943-6650 with any questions.