

FlorenciaSM

AT THE COLONY GOLF & BAY CLUBSM

Amenities Rules, Regulations and Procedures

Adopted by the Board of Directors on March 24, 2010

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Amenities Rules, Regulations & Procedures

Social/ Billiards Room	Pool Pavilion	Theater	Fitness Room
Pool & Spa	Guest Suites	BBQ Grills	Carts

I. General

The purpose of these Amenities Rules and Regulations is to maintain Florenxia as a pleasant and quality residential community, while protecting the safety of owners, tenants and guests, and the amenity assets of the Florenxia Condominium Association. The Official Amenities Rules, Regulations and Procedures are located on the Florenxia at the Colony Website, www.florenxiaatthecolony.com.

1. The Florenxia is a private residence building.
2. The Association’s Managers (The Florenxia General Manager or Office Manager) with the approval of the President of the Board of Directors may need to approve requests by Owners/Tenants for exclusive use of certain amenities for a private social function.
3. Unit Owners/Tenants are responsible for any damage caused in the use of any of the amenities, including any damage caused by their children or guests.
4. A security deposit, to be applied in the event of any damages, will be collected in the amount of \$500.00 from any Owners/Tenants who have previously been notified for violating amenities rules and regulations or amenities policies and/or if the size of the gathering exceeds 25 persons for a private event. There could be multiple deposits requested for multiple amenities reserved. Unit Owners/Tenants will be released from this obligation eighteen (18) months after being noticed.
5. All privileges for Owners/Tenants use of the amenities is revoked until compensation for cited damages is received.

6. For day to day use, Owners/Tenants are responsible for leaving all areas clean, and in their original state. Cleaning supplies are located under the sink areas in the social room, theater room and pool pavilion.
7. Prior to a private function, if the Owners/Tenants find the amenity is not clean, the Owners/Tenants must notify the Association's Managers or privacy officer(s) at the front desk immediately. The Association assumes no responsibility if this is the case. However, if the housekeeper is available, she may be directed to remedy the situation.
8. The Association reserves the right to give scheduling preference for the Florencia community social activities during major holiday periods and on special occasions, e.g. Super Bowl. These activities will be posted in the lower lobby bulletin boards and on the website prior to the event to avoid scheduling conflicts for Owners/Tenants.
9. To ensure fairness for all Owners/Tenants, the same amenities may not be reserved by the same Owners/Tenants more than one time per week. The schedule will be maintained at the front desk and on the website. When there is no reservation, for the day requested, amenities are available on a first come, first serve basis. Please confirm the date availability by calling the front desk at 239-949-3114.
10. Smoking is **prohibited** in all common areas of the Florencia such as the pool pavilion, pool area, pool deck, social/billiards room, theater, hallways, guest suites, garage, lobby level parking, etc. Smoking is allowed in the privacy of the Owners'/Tenants' unit and a designated outside area located at the south end of the building on the lobby level. There is a sign designating the smoking area. Unit Owners/Tenants and their guests can smoke on their balconies but must dispose of the cigarette, cigar, etc. within their own unit and not discard them over the balcony rail. This would constitute a fire hazard.
11. All caterers, vendors, service providers, entertainers, etc. hired for a function and who will be invited on site, must be pre-approved and listed on the "Florencia Approved List" (insurance and licensing required) prior to the event. In order to avoid a last minute problem the Owners/Tenants are responsible to ensure the vendor, caterer, service provider, entertainer, etc. is approved prior to the event. Owners/Tenants using vendors, caterers, service providers, entertainers, etc., not on the Florencia "approved list," will not be admitted. The Florencia "approved list" and procedure to obtain approval is available at the front desk by contacting the privacy officer(s) or Association's Managers.
12. No pets or other animals are allowed in the Social/Billiard Room, Theater, Fitness Room, Guest Suites, Pool and Spa Deck unless it is a certified service animal as defined by the Americans with Disabilities Act. *
13. These rules and procedures may be changed, by the Board of Directors without notice.

* Adopted at the June 24, 2010 Board Meeting

13. The Association's Managers or Privacy Officers may terminate events if there have been violations of the amenities rules and regulations, and they believe that conditions are unsafe or that association assets are being compromised.

14. Unit Owners/Tenants must register their guest(s) with the Pelican Landing Community Association (PLCA) to authorize guest access at the gate entrances into Pelican Landing and/or The Colony. Unit Owners/Tenants shall use the gate access authorization system at www.gateaccess.net or by telephone (239-495-3802) for such registration. (NOTE: Owners/Tenants must register at the Pelican Landing Community office to be able to utilize the internet system for gate access or to register by telephone).

II. Reservations for Amenities other than Guest Suites

1. Unit Owners/Tenants who wish to use the social/billiards room, pool pavilion (does not include the pool, pool deck, spa, restrooms or grills), or theater for their own private function must reserve the amenity by **returning a signed reservation form** to the Association's Managers or Privacy Officer(s). Reservations for private use of the social/billiards room and pool pavilion shall be received Monday thru Friday from 8:00 a.m. to 4:30 p.m. and must be made at least 24 hours in advance. Reservation requests for private functions will be accepted by e-mail or fax if accompanied by a signed reservation form and deposit when applicable. All reservations must be confirmed by the front desk.
2. Reservations may be made 60 days in advance. (See section III for guest suites reservations). If multiple requests are received 55 days to within 60 days prior to the requested date, a lottery will be used to select the owner that may reserve the facility. All reservation requests made less than 55 days prior to the requested date will be handled on a first come, first serve basis. Unit Owners/Tenants who have reserved the same time period in the previous two years will not be included in the lottery but placed on a wait list.
3. Unit Owner's/Tenant's **Guests** may only reserve amenities after an authorization form identifying the guest(s) is completed by the Owners/Tenants. Unit Owners/Tenants assumes full responsibility for any damages or violations by their guest(s). Guests reserving amenities must be a minimum of eighteen (18) years of age. Once an authorization form is completed, the guest must follow Owners/Tenants procedures. Guests may not reserve guest suites.
4. As a courtesy to other Unit Owners/Tenants, a cancellation notice for amenities other than the guest suites should be given to the General Manager's Office or the privacy officer(s) at the front desk at least forty-eight (48) hours in advance of the reservation date (See Section III for Guest Suites policy on cancellations).
5. All reservation forms are available at the front desk and on the Florencia website.

III. Guest Suites (Rules, Procedures and Reservations)

1. Guest Suites are part of the common areas and are for the use and convenience of Unit Owners/Tenants and their guests.
2. Requests for the Guest Suites must be submitted by the Owners/Tenants who must be in residence during the entire Guest Suite reservation. Reservation requests by Owners'/Tenants' guests will not be accepted.
3. Requests for reservations will be handled on a first come, first serve basis, however both suites may not be reserved by one Unit Owner/Tenant, unless no other requests are received for the same dates. Also, to ensure that all Unit Owners/Tenants have fair and equitable access to the suites for their guests, any one Unit Owner/Tenant is limited to one reservation of a maximum of seven days and to a maximum of three uses per calendar year, unless the Association's Managers determine that the low demand for Guest Suites should allow for more annual uses. Both guest suites are available on a first come first serve basis if available within 30 days of the requested reservation date.
4. There are currently two (2) rates for the Guest Suites. An "In Season" rate of \$75.00 per day applies to the period of November 1 to April 30 and an "Off Season" rate of \$50.00 per day applies to the period May 1 to October 31. (Note: Rates can be changed by the Board without notice. Please check with the front desk or the Florencia website for current rates and reservation forms). A reservation for a Guest Suite will be accepted by email or fax; however, the reservation must be confirmed by the General Manager's Office.
5. Reservations for Guest Suites during heavily requested weeks may be made up to 120 days in advance and a lottery will be used 110 days in advance to select the Owners/Tenants that may reserve a suite. Please confirm date availability by calling the front desk at 239-949-3114.
6. If reserved Guest Suites are cancelled with less than two (2) weeks notice, a full charge for the reservation period will be assessed to the Owners/Tenants if the Association is not able to find a replacement reservation.
7. Unit Owners/Tenants must register their guest(s) with the Pelican Landing Community Association (PLCA) to authorize guest access at the gate entrances into Pelican Landing and/or The Colony. Unit Owners/Tenants shall use the gate access authorization system www.gateaccess.net or by telephone (239-495-3802) for such registration. (NOTE: must register at the Pelican Landing Community office to be able to utilize the internet system for gate access or to register by telephone).

8. No more than four (4) people, regardless of age, may occupy a guest suite per night.*
9. Guests can register and pick up the Guest Suite key at the Florencia front desk after 3:00 P.M. on the date of the reservation. A registration form will be available at the front desk at the time of check-in. The guest's name, address, telephone number and vehicle registration information will be requested. Check-out time is 12:00 noon on the day of departure.
10. Daily service to replenish towels, removal of trash and stocking of personal accessories is provided with the exception of Saturday and Sunday.
11. Only local calls may be made from the Guest Suite telephone.
12. The host Owners/Tenants will be responsible for any damage to the Guest Suite, the common areas or to other Association property caused by the guest as well as for the guest's compliance with all applicable Condominium Rules, Regulations and Procedures. The Amenities Rules, Regulations and Procedures are available in each Guest Suite.
13. Smoking is prohibited in the guest suites. Any violation will result in a significant cleaning charge to the Owners/Tenants. The Association has provided a designated smoking area outside at the south end of the building on the lobby level. There is a sign designating the smoking area.
14. The only animals allowed in the Guest Suites are service animals.
15. Payment is due at the time of checkout. After the guest's departure, a billing statement will be forwarded to the host Owners/Tenants.

* Adopted at the May 24, 2010 Board Meeting

IV. Social/Billiards Room

1. Unit Owners/Tenants are responsible for cleaning the social/billiards room (including the kitchen if used) immediately after using the room. All trash should be disposed of in the provided receptacles. If the social/billiards room is not properly cleaned, the Owners/Tenants will be charged a cleaning fee at a minimum rate of \$70/hour.
2. If the Owners/Tenants finds that the room is not clean when the Owners/Tenants has reserved it, and prior to using it, the Owners/Tenants must notify the Association's Managers or the privacy officer(s) at the front desk immediately. The Association assumes no responsibility if this is the case. However, if the housekeeper is available, she may be directed to remedy the situation.
3. The Owners/Tenants are responsible for any damages that may occur during the use of the room and shall report any damage to the privacy officer(s) and/or Association's Managers at the front desk immediately.
4. All caterers, vendors, service providers, entertainers, etc. hired for a function and who will be invited on site, must be pre-approved and listed on the "Florenxia Approved List" (insurance and licensing required) prior to the event. In order to avoid a last minute problem, the Owners/Tenants are responsible to ensure the vendor, caterer, service-provider, entertainer, etc. is approved prior to the event. Using vendors, caterers, service providers, entertainers, etc., not on the Florenxia "approved list," will not be admitted. The Florenxia "approved list" and procedure to obtain approval is available at the front desk by contacting the privacy officer(s) or Association's Managers.
5. When the social/billiard room is used:
 - i. Specific cleaning materials must be used and are located under the kitchen sink.
 - ii. Protective covering must be used and is provided by the Association to protect the pool table and the existing pool table cover. The table cloth is located in the cabinet under the telephone.
 - iii. All trash must be removed and disposed of in the provided receptacles at the conclusion of the event.
 - iv. All Association dishes, glassware, and utensils must be washed, dried and put back in their original places at the conclusion of the event but no later than 10:00 A.M. of the morning following the event. Dishwasher supplies and specific cleaning materials are located under the sink.
 - v. Floors and counter tops must be free of grease and debris at the conclusion of the event.
 - vi. The oven and refrigerator must be clean and free of debris at the conclusion of the event.

- vii. Left-over food must be removed from the refrigerator at the conclusion of the event.
 - viii. All personal items, food, alcoholic beverages, etc., must be removed at the conclusion of the event. Any remaining items will be removed and discarded.
 - ix. The Florencia Condominium Association will not be responsible for lost, stolen or personal items left in the room.
6. Furnishings should not be removed from the room. If tables and chairs are moved within the room they should be returned to their original location.
7. The Owners/Tenants must be present and are responsible at all times when the amenity is being used and cannot delegate responsibility for the care of the amenity to anyone else.
8. Children under the age of 18 are not permitted to enter without being accompanied by the Owners/Tenants.
9. At the conclusion of the event the Owners/Tenants are to officially release the room to the privacy officer(s), when on duty, and ask for an inspection. If the function exceeds the normal privacy officer(s) hours, and at the discretion of the Manager, the Owners/Tenants may be required to hire a security officer from the Florencia "Approved List." Privacy Officer(s) hours are available at the front desk.
10. A clean-up check list will be furnished by the front desk and must be turned in signed by the Owners/Tenants upon completion of the event. Owners/Tenants are responsible for the amenity until the form is returned but no later than 10:00 A.M. of the morning following the event.
11. Owners/Tenants should bring their own trash bags, cups and utensils.
12. If the Owners/Tenants remove the cover and padding from the pool table they must replace both when finished and return cues, balls, racks and bridges to the proper storage location.
13. All lights, TVs, Stereo and Appliances must be turned off upon completion of the event.
14. Occupants of the room should not attempt to clean TV screens as you may cause costly damage and incur substantial liability.
15. The above Rules, Regulations and Procedures are applicable to regular use by the Owners/Tenants, as well as for reserved private functions.

V. Pool Pavilion

The Pool Pavilion area is meant to include the entire area under its roof and the patio areas enclosed by the low wall, excluding the BBQ grills and lavatories.

1. Unit Owners/Tenants are responsible for cleaning the pool pavilion immediately after using the area. All trash should be disposed of in the provided trash containers surrounding the pool area. The Owners/Tenants should bring garbage bags and cleaning materials to clean up properly after an event. If the pool pavilion is not properly cleaned, the Owners/Tenants will be charged a cleaning fee at a minimum rate of \$70/hour.
2. If the Owners/Tenants finds that the Pool Pavilion area is not clean when the Owners/Tenants have reserved it and prior to using it, the Owners/Tenants must notify the Association's Managers or the privacy officer(s) at the front desk immediately. The Association assumes no responsibility if this is the case. However, if the housekeeper is available, she may be directed to remedy the situation.
3. The Owners/Tenants are responsible for any damages that may occur during the use of the pool pavilion and its property, and must report damage to the Association's Managers or the privacy officer(s) at the front desk immediately.
4. All caterers, vendors, service providers, entertainers, etc. hired for a function and who will be invited on site, must be pre-approved and listed on the "Florenxia Approved List" (insurance and licensing required) prior to the event. In order to avoid a last minute problem, the Owners/Tenants are responsible to ensure the vendor, caterer, service-provider, entertainer, etc. is approved prior to the event. Using vendors, caterers, service providers, entertainers, etc., not on the Florenxia "approved list," will not be admitted. The Florenxia "approved list" and procedure to obtain approval is available at the front desk by contacting the privacy officer(s) or Association's Managers
5. If the bar and counter area are used:
 - i. All trash must be removed and disposed of in the provided trash containers at the conclusion of the event.
 - ii. Floors and counter tops must be free of grease and debris.
 - iii. The refrigerator must be clean and free of debris.
 - iv. Left-over food must be removed from the premises at the conclusion of the event
 - v. All personal items, food, alcoholic beverages, etc., must be removed at the conclusion of the event. Any remaining items will be removed and discarded.
 - vi. The Florenxia Condominium Association will not be responsible for lost or stolen items or personal items left on the premises.

6. The pool pavilion furniture, TV and Stereo remotes need to be placed back in their original position and all equipment must be turned off at the conclusion of the event. ***Do not clean TV screens*** as you may cause costly damage and incur substantial liability.
7. A clean-up check list will be furnished by the front desk and must be turned in signed by the Owners/Tenants upon completion of the event. The Owners/Tenants are responsible for the amenity until the form is returned.
8. **NO glass** is permitted in the pool or spa or pool and spa decks, around the grill and the pool pavilion areas.
 - **EXCEPTION** Glass is permitted **inside** the pool pavilion **ONLY** under the following conditions:
 - i. Functions for which the pool pavilion is reserved.
 - ii. The Owners/Tenants must sign a Pool Pavilion Glass Waiver to assume all responsibility for glass inside the pool pavilion for each reserved function.
9. Failure to comply with the rules may cause the event to be terminated and the Owners/Tenants may be fined up to \$100.00 per violation.
10. All music must be kept at a reasonable level and terminated by 10:00 PM. No loud or disturbing noises are permitted in the pool pavilion.
11. All non-residents of the building must enter and exit through the lobby and shall also sign in and out.
12. No smoking is allowed in the pool pavilion or surrounding pool area. Smoking is permitted at the designated outside area which is located at the south end of the building on the lobby level. There is a sign designating the smoking area.
14. Trash bags, paper towels and all cleaning materials must be provided by the Unit Owners/Tenants.
14. Use of the restrooms and grills remain available to all Unit Owners/Tenants and their guests at all times.
15. The above Rules, Regulations and Procedures are applicable to regular use by the Unit Owners/Tenants, as well as for reserved private functions.
16. No pets or other animals are allowed in the pool pavilion except service animals. *

VI. Theater

The theater is secured by a FOB control.

When the Owners/Tenants or authorized guest wishes to use the theater the following rules apply.

1. The theater should be reserved with the privacy officer(s) or the Association's Managers at the front desk during normal office hours.
2. The Owners/Tenants must make the reservation and sign out the remote control unit. Guests of the Owners/Tenants are not allowed to reserve the theater.
3. The Owners/Tenants may authorize an adult guest (18 yrs or older) to use the theater in their absence by signing and accepting responsibility for any damages incurred to the room and equipment. Owner's/Tenant's ***Guests*** may only reserve amenities after an authorization form identifying the guest(s) is completed by the Owners/Tenants who assumes full responsibility for any damages or violations by their guest(s). Once an authorization form is completed, the guest must follow Owners/Tenants procedures.
4. A signed reservation form must be submitted to the front desk before picking up the remote.
5. The privacy officer(s) at the Front Desk will provide a personal tutorial on proper operation of the remote and equipment in the theater and the Owners/Tenants or authorized guest must acknowledge this training by signing the reservation form.
6. When you open the theater, check to make sure the room is clean and orderly. If it is not, please notify the Association's Managers/privacy officer(s) on duty at the front desk to report the room condition ***before using the theater***. The Association assumes no responsibility if this is the case. However, if the housekeeper is available, she may be directed to remedy the situation.
7. The Owners/Tenants or authorized guest is responsible for leaving the theater clean. If the theater is not properly cleaned, the Owners/Tenants will be charged a cleaning fee at a minimum rate of \$70/hour.
8. All personal items, food, alcoholic beverages, etc., must be removed from the theater upon completion of the event. Any remaining items will be removed and discarded.

9. When you are finished using the theater, the Owners/Tenants or authorized guest is responsible for ensuring that the equipment and lights are turned off and the theater is locked.
10. All children under the age of 18 shall be under the supervision of an adult at all times and are not permitted to operate the equipment.
11. Damages to the theater and/or the equipment including the remote are the responsibility of the Owners/Tenants.
12. Return the remote to the Association's Managers/privacy officer(s) at the front desk; if there is nobody on duty, return the remote no later than 10:00 A.M. the next morning.
13. Ask the Association's Managers/privacy officer(s) to inspect the theater and the remote when the viewing is completed. The Association's Managers/privacy officer(s) is to sign the original reservation form in the "inspected by" area.
14. The remote and the theater reservation may only be transferred to another Owner/Tenant by the front desk.
15. ***Do not clean the theater screen***, as you may cause costly damage and incur substantial liability.
16. The Florencia Condominium Association will not be responsible for lost or stolen items or personal items left on the premises.

VII. Fitness Room

1. No children under the age of twelve (12) are allowed in the fitness room.
2. No person under the age of eighteen (18) may enter or use the fitness center unless accompanied by a supervising adult.
3. Exercise equipment, such as weights and/or adjustable equipment in the fitness center must be returned to its proper location after use.
4. When finished using the equipment, please clean the equipment with the provided cleaning supplies and turn off the related audio visual. The cleaning supplies should not be left on the equipment but disposed of in the provided receptacles.
5. If you have any medical or physical concerns, please use this facility with a companion. A defibrillator is located outside the door of the Fitness Room.
6. Please conserve electricity. If you are the last person to leave the room, turn off all TV's and lights and return blinds to their normal down position.
7. ***Do not clean TV screens*** as you may cause costly damage and incur substantial liability.
8. Towels provided for this facility must not be taken from the fitness room but placed in the provided receptacles after use.
9. As a courtesy to others, talking on a cell phone is prohibited in the fitness room. If you must use your cell phone please leave the room.

VIII. Pool/Pool Deck

1. Hours: Dawn to Dusk.
2. Users shall observe all the rules posted in this area.
3. No lifeguard is provided therefore swimming is at your own risk.
4. **NO glass** is permitted in the pool, on the pool deck or around the grill and pool pavilion areas (except as noted in Pool Pavilion Section). Only paper, plastic and/or metal containers are allowed.
 - **EXCEPTION** Glass is permitted **inside** the pool pavilion **ONLY** under the following conditions:
 - i. Functions for which the pool pavilion is reserved.
 - ii. The Owners/Tenants must sign a Pool Pavilion Glass Waiver to assume all responsibility for glass inside the pool pavilion for each reserved function.
5. No personal loud or disturbing noises are permitted at the pool. Use headphones when listening to personal radios, CD players or similar devices.
6. Children under the age of 12 must be accompanied by an adult. Children, aged 12-17, are not considered adults and, therefore, should not be supervising younger children.
7. Incontinent persons and non-toilet trained children must wear protective attire (i.e. rubber swim pants or waterproof diapers). If there is an “accident” in the pool, contact the privacy officer(s) and/or the Association’s Managers at the front desk immediately so that proper Health Department procedures can be followed.
8. No diving, running, loud noise, games or other activities that interfere with or endanger others is permitted in the pool or on the pool deck area.
9. When using lounge chairs, always cover them with a towel to protect them from suntan oil and other body lotions.
10. Shower before entering the pool to clean off suntan oil and other body lotions.

11. Pool chairs or lounges are not to be reserved with a towel, unless you expect to return to the pool area within one hour.
12. No pets or other animals are allowed in the pool and/or spa. Only service animals are allowed on the pool deck and around the pool area.
13. All food and beverages on the pool deck must be kept at least four horizontal feet from the edge of the pool to comply with Health Department Rules and Regulations.
14. Proper attire (swimsuit cover-up, shirts and footwear) must be worn in all interior common areas.
15. No food, drink or glass containers are allowed in the pool.
16. Unit Owners/Tenants and their authorized guests are responsible that all swimming suits and/or gear are dried sufficiently to avoid dripping water on the marble floors when passing through the lobby level.
17. When leaving the pool area please return chairs and tables to their original location. The backs of the chaise lounges should be laid flat and the umbrellas closed to prevent damage.

IX. Spa/ Spa Deck

1. Hours: Dawn to Dusk.
2. Users shall observe rules posted in this area.
3. No lifeguard is provided therefore use the spa at your own risk.
4. For health reasons the maximum time for use of the spa is fifteen (15) minutes (Clock is visible).
5. No food or beverages are allowed in the spa or within four feet of the edge of the spa to comply with Health Department Rules and Regulations.
6. Children under 12 years of age must be under the supervision of an adult at all times and the adult must be at the spa with the child. Children aged 12-17 are not considered adults and, therefore, should not be supervising younger children.
7. Due to the high water temperature, pregnant woman, young children and people with a heart condition should consult their physician before using the spa.
8. Shower before entering the spa to clean off suntan oil and other body lotions (Shower is located in front of the spa).
9. No diving, running, loud noise, games or other activities that interfere or endanger others is permitted in the spa or spa deck area.
10. No toys or floating objects are allowed in the spa. The spa is not to be used as a “play” pool.
11. No animals except service animals are allowed on the spa deck.
12. No diapered, non-toilet trained children or incontinent individuals are allowed in the spa.
If there is an “accident” in the spa, contact the privacy officer(s) and/or the Association’s Managers at the front desk immediately so that proper Health Department procedures can be followed.
13. Do not turn the spa timer off as this will cause damage to the timer.
14. Use headsets when listening to radios, CD players or similar devices.

X. BBQ Grills

1. There are three (3) BBQ grills located in the pool area and are available on a first come, first serve basis. Grills may not be reserved.
2. Follow these directions after using the BBQ grills:
 - i. With the grill on high, scrub the grill rack with the brush provided.
 - ii. Turn the grill burners and automatic gas valve timer off when finished.
 - iii. Close the grill cover.
 - iv. Assure that the granite around the grill is clean and free of cooking materials.
 - v. Turn off the grill light.
 - vi. Do not turn the grill timer off as this will cause damage to the timer.
3. Dispose of trash in the trash receptacle next to the grill area.

XI. Carts

1. As a courtesy to Unit Owners/Tenants, all shopping carts, luggage carts and luggage on wheels shall only be used in the *service elevators*.
2. Return shopping carts and luggage carts **promptly** to their designated location outside of the service elevator foyers in the garage.