



**APPROVED**  
**Board of Directors**  
**August 29, 2017**

**EXHIBIT**

**GVR Guest Card Task Force**  
**Guest Card Policy**

**Overview**

Last fall Board President Gunton commissioned a Task Force chaired by Director Tony Zubicki to review proposed new Guest Card policies and recommend improvements. The Task Force was comprised of a number of GVR members at large as well as Board Directors. Our first meeting was held in January 2017 and subsequently we began the process of dissecting our policies and brainstorming new ideas. In May the Task Force (TF) submitted proposed changes to GVR Administration and requested financial analysis of those changes. GVR responded in June with a proposal which included additional elements for the TF to consider. All TF members had the opportunity to review the proposal and accepted it without objection. In July the Fiscal Affairs Committee reviewed the budget impact of the recommended changes. I think it is important to note that the FAC consists of several GVR Members at large. All recommendations, if approved as submitted, will be effective January 1, 2018.

**Recommendations: Amend the CPM as follows:**

**REPLACE ALL CURRENT TEXT**

Section II – Membership  
Subsection 2. General, B. Guest Policy

**...WITH THE FOLLOWING TEXT**

Section II – Membership  
Subsection 2. General, B. Guest Policy

1. Guest privileges are intended for temporary visitors of a Regular Member, Assigned Member ~~or~~ Tenant, or **Life Care User** of GVR and who live outside a twenty (20) mile radius of established GVR Boundaries. In general, guest cards are provided for visitors who are staying in a GVR household with the member or who are staying in a local commercial hotel as a guest of the member.
2. Anyone residing a non-GVR property within the jurisdiction of the corporation is not an eligible guest.

3. GVR Members may purchase an Annual Guest Card for a fee determined by the Board of Directors. GVR members may also purchase ~~a second~~ daily guest cards for an additional fee. Limit ~~2~~ one (1) Annual Guest Cards per household. **The Annual Guest Card allows for an unlimited number of guests and guest visits. Daily Guest passes allow for unlimited number of guests on specific days only.**
4. GVR Members who own more than one GVR property may purchase an Annual Guest Card~~(s)~~ only for the property in which they reside.
5. No more than ~~two~~ one (1) Annual Guest Card may be purchased by **an** individual (s) owning GVR properties regardless of the number of properties owned.
6. Annual Guest Cards may not be purchased for properties which are tenant occupied. **Tenants may purchase Daily Guest passes for a fee determined by the Board of Directors.**
7. Annual Guest Cards are valid through the end of the calendar year (December 31). Annual Guest Card fees are not prorated.
8. Adult guests 18 years of age and older are required to have a valid guest card when visiting GVR facilities. Multiple guests visiting the same facility may use ~~one~~ their Annual Guest Card.
9. Guests under the age of 18 do not require guest cards and must be accompanied by a GVR-issued card-carrying adult.
10. Replacement of a lost or damaged Annual Guest Card ~~s~~**must** be obtained at a GVR Member Services office. The fee for replacement cards is determined by the Board of Directors. Lost cards will be deactivated to prevent future use of the card. Damaged cards must be returned to a GVR Member Services office before a replacement card will be issued.
11. ~~To accommodate members who have few guests within a year, a one day pass, per guest may be purchased for a fee determined by the Board of Directors. Day passes are limited to 14 days per guest per visit.~~
12. ~~Tenants are not eligible to purchase Annual Guest Cards.~~ Tenants with guests may purchase a day pass for each guest over the age of 18.
13. Guest cards are required for all general facility use and club activities. However, guest cards are not required for ticketed GVR events where guests pay a higher ticket price than the member price.
14. At management's discretion, guest usage of GVR facilities may be limited to non-primetime hours. **Signage will be added to all facility gates reminding individuals that each person must swipe (or 'tap' for proximity cards) a GVR-issued ID Card. In addition, members and guests who abuse GVR ID card privileges may be subject to sanctions and penalties up to and including fines and/or loss of privileges, as determined by the Board of Directors. Rules governing board-authorized sanctions and penalties will be publicized to the general membership.**

15. GVR stopped issuing Annual Guest Cards on a complimentary basis to new Single Member Households on March 1, 2016. Annual Guest cards offered on a complimentary basis to Single Member Households prior to March 1, 2016 (whereby the GVR member property remains a single member household) will continue to be issued, provided that the affected GVR Member formally requests a Single Member Annual Guest Card each year. The formal request may be made any time during a calendar year and for each subsequent calendar year. Failure to request a card during a calendar year will result in forfeiture of the Single Member Annual Guest Card privilege for the GVR member. Cards are specific to a GVR member property and are not transferable to a new owner of the property.
16. Life Care Privilege - Life Care Users may purchase Annual Guest Cards and Daily Guest Passes following the same guidelines established for guests of any GVR Member.

### **Additional Recommendations**

1. It is recommended that Annual Guest Card fees be set at \$60 per year, per card, effective FY 2018 (sales revenue for FY 2018 is forecast for all guest cards at \$75,000)
2. Daily guest fees remain at \$5 per day for FY 2018.
3. Establish a “proximity” daily guest card at a cost of \$7 per card that may be reused by the cardholder year-in and year-out (used like a debit card).
4. GVR will eliminate availability of a second guest card
5. GVR Board of Directors consider the new guest card policy and associated fees in 2018 with a mid-term review. Board approved modifications to the policy may be implemented in FY 2019.