



**THORNHILL COMMUNITY ASSOCIATION, INC.<sup>SM</sup>**  
**c/o Cusick Community Management**

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8000 Corporate Center Drive • Suite 206 • Charlotte, NC 28226 • (704) 544-7779

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## **RECREATION FACILITY REGULATIONS**

Thornhill's Recreation Facilities include the swimming pool and pool house, picnic pavilion, outdoor kitchen, playground, and ball courts. These amenities and regulations pertaining to them are provided for the mutual benefit and protection of all Thornhill Members, their guests, and authorized residents (defined as lessees of a Thornhill Lot who have a lease on file with the Association's management company).

Any proposed use which could restrict access or interfere with the use of the Recreation Facilities by Members or residents must be approved in advance by the Board of Directors and may require proof of insurance, background checks, payment of fees, and other consideration. Requests for commercial use of the Recreation Facilities will be considered on a case by case basis by the Board of Directors and may be subject to a commission on gross proceeds payable to the Association to defray maintenance expenses.

Please contact community management ([communitysupport@cusickcompany.com](mailto:communitysupport@cusickcompany.com)) to report violations of these guidelines or to make comments or suggestions for improvement.

Following a hearing, access to Thornhill's Recreation Facilities may be withheld from Members and residents of Lots deemed not in good standing. Additionally, Members are advised that violation of these facility regulations may result in fines or loss of community privileges, in accordance with the Association's Violations Policy and hearing procedure.

All persons entering the Recreation Facilities do so at their own risk.

## **Registration Policies and Procedures**

- Thornhill Members and residents are eligible to use the Recreation Facilities. Registration may be required for certain purposes or times.
- One Recreation Facility key fob is provided to new Member households free of charge. To obtain this fob, contact [communitysupport@cusickcompany.com](mailto:communitysupport@cusickcompany.com).
- Current fobs are deactivated when a Lot is sold.
- Additional or replacement key fobs may be ordered at a cost of \$25.00 each under the Amenities > Misc Items to Purchase tab in [Cusick's online portal](#), or by contacting the management company ([communitysupport@cusickcompany.com](mailto:communitysupport@cusickcompany.com)).



**THORNHILL COMMUNITY ASSOCIATION, INC.<sup>SM</sup>**

### **General Policies, Rules and Regulations**

1. NO GLASS is permitted in any Recreation Facility. Beverages must be in paper, plastic or cans.
2. NO ANIMALS are permitted in any Recreation Facility, other than SERVICE ANIMALS as defined by the ADA.
3. NO SMOKING, VAPING or USE OF OTHER TOBACCO PRODUCTS in any Thornhill Recreation Facility.
4. NO FIREWORKS may be used on Association property.
5. NO CONFETTI, GLITTER, SILLY STRING, PARTY POPPERS, CHEWING GUM or other types of difficult to remove items may be used on Association property.
6. Members, residents and their guests must clean up any trash or spills from their use of the Recreation Facilities before leaving the area. Items left in Lost and Found will be discarded after one week.
7. Any GATES must be closed when not in immediate use and must not be propped open.
8. The Recreation Facilities are private amenities shared by the community and residents should feel welcome. Members, residents, and their guests should behave in a courteous and respectful manner toward others and in their choice of words and volume.
9. A Recreation key fob is required for access to the pool and courts.
10. Unauthorized entry to the Recreation Facilities, including entry when the facility is closed, is considered trespassing and may result in removal from the facility, a citation by CMPD, a fine imposed by TCA, charges for any damage to Association property, and/or suspension of the Lot's amenity privileges.

### **Swimming Pool Policies, Rules and Regulations**

Lifeguards and pool staff are authorized to enforce all pool and pool area ("pool") rules and may, in their absolute and sole discretion, require any person to leave the pool area at any time (this includes Members, residents and/or their guests). In the event you are asked to leave the pool by staff and you fail to comply, the staff is authorized to call the Charlotte-Mecklenburg Police Department who will remove you, and such removal may result in a citation for trespassing. In addition, expulsion from the pool may result in suspension of the Lot's amenity privileges.



THORNHILL COMMUNITY ASSOCIATION, INC.<sup>SM</sup>

11. Pool operating hours are set each season by the Board of Directors through a contract with the pool management company, and are posted on the [Community Calendar](#). **The pool is closed when lifeguards or an attendant are not present.**
12. All patrons are required to follow all Thornhill pool rules upon entering the pool area, including signing in. (Patrons may be asked to provide identification to verify residence.)
13. Households may host up to 4 guests at the pool. Guests who reside outside Mecklenburg County will be admitted at no cost. Guests who live within the Mecklenburg County are asked to pay a \$5/day pool guest fee. Members and residents must remain at the pool with their guests for the duration of the guests' visit.
14. To host additional guests at the pool, you must reserve the pavilion for your event. (See General Reservation Information.) With an approved reservation, Members and residents whose Lot is in good standing may host parties of up to 50 pool guests.
15. The pool phone is for 911 use only. The phone number is 704-919-1566. The guest internet network is ThornhillGuest and the password is Splash2024. After one hour, you will be automatically logged out. If you experience difficulty logging back in, turn off WiFi on your device, then turn it back on and try again.
16. For the comfort and safety of pool patrons, the following are prohibited: diving, running, "chicken-fighting," horseplay, disruptive or boisterous conduct, prolonged underwater breath holding, foul or abusive language, loud music, or any other conduct deemed by pool staff as dangerous, injurious, or bothersome. Offenders will be asked to stop and/or leave.
17. Children under 43" are welcome to enjoy the wading pool. Adult supervision in the wading pool area is required at all times.
18. For safety, children under the age of 12 may enter the pool enclosure provided they are accompanied and supervised by a parent, legal guardian or a responsible party that is 14 or older. Additional restrictions may apply to private events involving the pool.
19. Swimming proficiency shall be at the sole determination of pool staff. Anyone behaving in a manner that lifeguards or pool staff consider unsafe given the level of the person's swimming proficiency may be required to leave the pool.
20. During pool season, the pool is available to Members and residents for morning lap swim or other exercise activities ("Morning Lap Swim") when no lifeguards are on duty and the pool is not open for general use. Members and residents must request special fob access to enter the pool area for Morning Lap Swim ([communitysupport@cusickcompany.com](mailto:communitysupport@cusickcompany.com)) and complete Thornhill's annual [Waiver of Liability](#).

The following restrictions apply during Morning Lap Swim:



**THORNHILL COMMUNITY ASSOCIATION, INC.<sup>SM</sup>**

- Activities are limited to lap swimming or other exercise, provided such exercise leaves at least 2 pool lanes available for swimming;
  - Members/residents must be proficient swimmers;
  - For safety, no one may be in the pool area who does not intend to swim or who does not have permission.
  - Children under the age of 12 are not permitted in the pools or on the pool deck.
21. Children who are not fully toilet-trained and persons experiencing incontinence must wear a snug fitting swim diaper under their swim wear while in the pool. Regular diapers are not permitted in the pool.
  23. Swimmers must wear a swimsuit and shower before entering the pool(s). Street clothes, including cutoff shorts, are not permitted.
  24. Lifelines, buoys, and ropes are for pool safety. Do not move, hang on, or play with these safety items. Lifeguard and pool furniture may not be removed from the pool area, or placed in the pool. Members will be charged for damaged property. To avoid damage to the pool deck, please refrain from dragging pool furniture and moving trash cans and flower pots from their designated spots. To avoid damage to the pool house, please do not attach posters or notices to the exterior walls.
  25. Exterior power outlets on the pool deck are for pool staff use only.
  26. When lifeguards are present, a mandatory "Safety Break" will occur each hour. During this period, lifeguards are not on duty, pool games are prohibited and swimming is limited to proficient swimmers 12 years of age or older. Patrons refusing to exit the pool or engaging in activities prohibited during Safety Break may be subject to removal and loss of pool privileges.
  27. Only one hard ball (i.e., basketball or football) is allowed in the pool at a time.
  28. Kickboards, soft toys and other small, single-person inflatable devices are permitted. Large inflatables which obscure the pool bottom are prohibited. Any item deemed by pool staff to be dangerous, injurious, or bothersome will be removed.
  29. Patrons with open or bandaged wounds, skin abrasions, colds, coughs, inflamed eyes, infections or any other contagious condition are prohibited from using the pool(s).
  30. The guard room in the pool house provides equipment storage and back office space for the Association and pool staff. Use of the refrigerator in the guard room is for the exclusive use of pool staff, community social events, and those reserving the pavilion for private events.
  31. NO FOOD, including chewing gum or ice pops, is permitted in the pools or on the pool deck. All food items must be consumed in the picnic pavilion.



**THORNHILL COMMUNITY ASSOCIATION, INC.<sup>SM</sup>**

- 32. For safety, the pool may remain closed when the water temperature is below 70° F.
- 33. The pools and pool deck are required to be cleared whenever there is thunder or lightning. Reopening the pool after such events is at the sole discretion of pool staff.
- 34. Pool staff will determine appropriate action in the event of equipment malfunction, chemical irregularities or contamination. Reopening the pool after such events is at the sole discretion of pool staff.
- 35. Swim lessons by and for Thornhill residents are permitted provided they do not interfere with the enjoyment of the pool by others. Thornhill's pool shall not be used for swimming instruction to non-resident students. Non-resident swim students are not considered guests.

**Pavilion & Play Area Policies, Rules and Regulations**

- 36. The recreation area closes at dark. Vehicles remaining in the area after dark may be towed at the owner's expense.
- 37. Only golf carts registered with the Department of Motor Vehicles may enter the parking lot.
- 38. Motorized and non-motorized skateboards, hoverboards, go karts, scooters, and roller blades and the like are prohibited in the common area, including on the pool deck, in the pavilion and on the tennis courts. Bicycles are allowed in the parking area only.
- 39. The use of portable ramps, table jumping, curb jumping, or any activity that may damage Association property or create a disturbance or safety issue is prohibited.
- 40. Thornhill's play equipment is age-rated for use by small children. Misuse of the equipment, or climbing on the roof, or on top of any play equipment is prohibited.
- 41. The dumpster and Mecklenburg County trash and recycling bins are for Association use, swim team, and reserved events only. NO DUMPING of household trash is allowed.

**Court Policies, Rules and Regulations**

- 42. Tennis ball baskets and personal mobility devices are the only wheeled equipment allowed on the courts. NO other wheeled play equipment, vehicles or strollers are permitted.
- 43. No street shoes or black soles permitted. Tennis shoes or white-soled basketball shoes only.
- 44. Thornhill has no daily maintenance staff at the courts. Players may need to clear the courts of any leaf fall or debris prior to play, and must remove trash and personal articles after play.



**THORNHILL COMMUNITY ASSOCIATION, INC.<sup>SM</sup>**

45. Thornhill's courts are for standard tennis/pickleball and basketball play only. To prevent damage, players are not permitted to adjust the tennis nets or move player benches.
46. NO food, including chewing gum, is permitted inside the court enclosure.
47. Courts are open for use from sunrise to sunset. Although not required, courts can be reserved for tennis, pickleball, or basketball play at [www.yourcourts.com](http://www.yourcourts.com). Players using the facility without a reservation must surrender the court if a party with a reservation arrives for play at their allotted time.
48. When others are waiting, players must yield the court after 45-minutes of play from when their play commenced (not when the next group arrives).
49. Each household is permitted to reserve a single court up to 4 times per week, with no more than 2 bookings on a single day, including weekends and holidays.
50. No more than 4 players per court are permitted for tennis/pickleball. No more than 10 players are permitted for basketball. All players should do their best to prevent balls from interfering with play on the adjacent court.
51. Guests are permitted to play on the courts provided they are accompanied by a Thornhill Member or resident. Tennis/pickleball privileges may be extended to no more than 3 guests at any one time on a single court. A Thornhill Member or resident may extend basketball privileges to no more than 4 guests at any one time.
52. To ensure the privacy of Thornhill's courts, tennis/pickleball lessons must be scheduled by the student Member or resident. To receive a lesson, the student Member or resident must reserve a court at [www.yourcourts.com](http://www.yourcourts.com) and must surrender it at the conclusion of their reserved 45-minute session.
53. Lesson participants must be courteous to other players – e.g., keeping up with ball retrieval. Instructors may not leave bins and other equipment on Thornhill property between lessons. Materials must be cleared at the conclusion of each lesson period.
54. Thornhill's courts shall not be used to deliver tennis/pickleball instruction to non-resident students. Non-resident tennis/pickleball students are not considered guests.



THORNHILL COMMUNITY ASSOCIATION, INC.<sup>SM</sup>

### **Group Event Policies, Rules and Regulations**

55. From time to time, the Recreation Facilities may be used for group events, such as exhibitions, camps, classes, clinics or tournaments. Since these events can restrict other Members' access to the facilities, they are a special use case and must be approved in advance by the Board of Directors. (Events requiring use of the restrooms, the pavilion and/or the pool must make additional arrangements for these facilities, if available).
56. Participation in camps, classes and clinics is restricted to Thornhill Members and residents from Lots in good standing.
57. Exhibitions and athletic tournaments must include at least one Thornhill Member or resident player, and may include guests.
58. Privately organized exhibitions, classes, camps, clinics and tournaments are subject to the payment of commissions and other fees as determined by the Board of Directors such as reservation fees, cleaning fees and security deposits. Organizers may also be asked to provide staff background checks and proof of insurance naming Thornhill Community Association, Inc. as an additional insured, and participants may be required to sign a TCA Waiver of Liability.
59. Event organizers and staff must adhere to all Thornhill policies, rules and regulations.
60. Event organizers must clean up promptly at the conclusion of their event, including removal of all trash and recyclables.



THORNHILL COMMUNITY ASSOCIATION, INC.<sup>SM</sup>

## **Thornhill Tornados Swim Team Policies, Rules and Regulations**

The Association has a long-standing relationship with the Thornhill Tornados youth swim team organization and upon approval of the Board of Directors, enters into an agreement with the team each year to manage access to the pool and related facilities. Thornhill Tornados is a separate non-profit corporation which manages its business affairs and budget independently of the Association and is bound by its own rules of governance. The team adheres to rules established by its league relating to its membership and other matters that are outside of the interest and control of the Association. (All members of swim team must be Thornhill Members or residents from Lots in good standing.)

The team's growth reflects its popularity in the community, and requires the Association to balance the impact of its activities with the privileges and rights of the membership at large. For example, the access that Thornhill provides to its amenities is conditioned on the expectation that Tornado practices and events will not unduly interfere with the enjoyment of those facilities by Members and residents.

To plan for the coming year, the Tornados must provide to the Board of Directors no later than March 1 of each year a proposed schedule for their upcoming season, from which the Association will prepare the annual team agreement for signature.

The Association will make reasonable efforts to provide:

- Early access to the pool for practice provided the team endeavors to schedule such practice outside of regular pool operating hours and leaves at least one lane open for early swim participants.
- Use of the pool, pavilion, and outdoor kitchen for a time trial event, up to four home swim meets, and one end-of-season team party, with all such activity to conclude by July 1 each year.
- CMPD presence in the parking area for home swim meets.
- Shared, year-round storage space in the pool house closet.

The team will:

- Provide the Association with an annual Certificate of Insurance showing in-force coverage for team activities, including the sale of concessions.
- Meet with the HOA Board each year to determine eligibility of participants.
- Require all team participants to complete Thornhill's annual Waiver of Liability.



**THORNHILL COMMUNITY ASSOCIATION, INC.<sup>SM</sup>**

- Pay the pool management company for all lifeguard hours during team events when the pool is closed to member use (lifeguard rate and hours TBD by the pool management company).
- Pay the pool management company for additional lifeguard hours required to accommodate team guest count at the Tornado end-of-season party (lifeguard rate and hours TBD by the pool management company).
- Be responsible for team equipment on Association property, and hold the Association harmless from any loss, damage, use, or misuse thereof.
- Be responsible for damage to Association property related to any team event or team activity.
- Leave the facilities, grills and pool house ready for next use by cleaning up after each practice, swim meet, and event (see Clean-Up Checklist).
- Limit team spirit signage to one sign (no larger than 18"x24") per participating yard, to be displayed no earlier than May 15 and no later than July 4 of each year.
- Keep all pool gates latched closed during team activities, or provide an attendant to assist with gate access during high-attendance events.
- Limit the volume of the PA system at all times so as not to be bothersome to other members, and observe a strict cutoff time of 10:00pm for PA sound.
- Abide by all city and county ordinances, as well as all Association policies, rules, and regulations (including prohibition of food on the pool deck).
- Maintain the storage closet in an organized and tidy fashion, allowing adequate space for storage of Association materials.
- Team key fobs will be deactivated at the end of swim team season and reactivated upon request the following year for designated team personnel.



THORNHILL COMMUNITY ASSOCIATION, INC.<sup>SM</sup>

## Reservation of Thornhill Facilities

Thornhill's picnic pavilion can be reserved for private events by Thornhill Members or residents. Reservations are taken on a first-come, first-served basis. The Association reserves the right to grant or deny the reservation of Thornhill Recreation Facilities.

During private events, all Thornhill policies, rules and regulations must be observed. Event hosts accept full responsibility and liability for the safety and welfare of all participants.

Reserving the pavilion does not confer automatic access to the pool, nor exclusive rights to the parking area, playground or tennis courts. Hosts should be courteous and ensure that their guests do not unduly prevent use of these facilities by other Members and residents.

Subject to availability and certain restrictions, the Association may waive reservation fees for non-profit civic, religious, or service organizations provided that a Member or resident is present during the event. Pool staff fees and security deposits will be required.

## General Reservation Information

61. Pavilion reservations may be booked after logging in to [Cusick's online portal](#) (Amenities > Reserve Amenities). To check availability before reserving, log in to the [Thornhill website](#) and review the Pavilion Reservation Calendar.
62. Members or residents using the pavilion without a reservation or payment of reservation fees do so with the understanding that such use is not exclusive. Event hosts and their guests are expected to show courtesy at all times to other parties who may also be enjoying the facilities, and to clean up after their events.
63. The picnic pavilion may be reserved for a maximum of 6 hours to include event set-up and clean-up. The reserving Member or resident must be present for the duration of the event.
64. Pavilion reservation slots are limited to the hours of 8 a.m. to 10 p.m. on weekdays and 8 a.m. to 11 p.m. on weekends and holidays. Pool use by party guests is limited to scheduled pool operating hours posted on the [Community Calendar](#).
65. Reserved events do not include access for pets, or for guests to enter the tennis courts.
66. Members and residents may enjoy the pavilion with up to 9 non-resident guests without a reservation. The pavilion must be reserved for events with more than 9 non-resident guests.
67. For every 10 guests under the age of 21, one adult over the age of 21 must be present for the duration of the event when the event is pavilion-only or there is pool access with CPM lifeguards (guarded).



**THORNHILL COMMUNITY ASSOCIATION, INC.<sup>SM</sup>**

68. For every 5 guests under the age of 21, one adult over the age of 21 must be present for the duration of the event when the event is a pool access event without CPM lifeguards (unguarded/attendant). At all times, a supervising adult must remain within 50' of young children on the pool deck or in the pool.
69. During pool operating hours, events at the pavilion with more than 50 people are prohibited.
70. When the pool is unguarded (typically in August and September), the Association reserves the right to a) limit pool party size and b) determine the number of responsible persons who must be present to supervise minors.
71. Alcohol is prohibited at pool parties when the pool is unguarded.
72. The use of amplified sound or music may be regulated by pool staff or the Thornhill Board designee in their sole and absolute discretion. In no event shall amplified sound occur after 10:00 p.m. If the host is asked to stop or reduce the volume of amplified sound or music and does not comply, the event will be terminated immediately and participants required to leave the premises.
73. Restrooms in the pool house are accessible during regular pool hours, and may be made available for private events before and after pool hours by request. Event hosts must sign and attest in the reservation portal that in such cases, pool use is strictly prohibited and that they and their guests will not use the pool outside of pool operating hours.
74. Plumbing in the pool house restrooms is turned off after the Fall Carnival and is unavailable until the pool re-opens the following season. This avoids potential costly damage to the pipes from freezing temperatures.

### **Facility Reservation Procedure**

75. Events must be reserved at least 2 weeks in advance via [Cusick's online portal](#), and are subject to approval by the Thornhill Board of Directors.
76. Hosts reserving the pavilion may also request pool use during pool operating hours. When requesting pool use, event hosts must also contact the pool management company, complete their pool party request form, and schedule and pay for any required additional pool staffing.
77. Reservations are considered confirmed when all of the following has occurred:
  - The facilities are verified as available;
  - The event host has completed a reservation request in the [Cusick online portal](#) with an accurate count of anticipated guests and any intended pool use;



**THORNHILL COMMUNITY ASSOCIATION, INC.<sup>SM</sup>**

- The Board of Directors, or its designee, has signed off on the event;
- The event host has paid all applicable Thornhill reservation fees, and security deposits.
- If the pool is involved, the host has completed the pool company's party request form, appropriate pool staff has been scheduled, and all pool staff fees have been paid;
- The event host has reviewed and agreed to all event-specific requirements in these regulations.

### **Additional Reservation Information**

78. Events involving party rental equipment or activities such as bounce houses, petting zoos and the like on community property are subject to the following additional requirements:

- Water slides are not permitted.
- Party equipment/activity vendors must be licensed and insured.
- Event hosts assume all liability for the use of party rental equipment involved in their event.
- TCA is not responsible for rental equipment placed in the common area.
- Rental equipment must be staged in the rear portion of the parking lot to avoid interfering with amenity access for other Members and residents. Rental equipment may not block access to the community dumpster.
- No power cables shall extend across any portion of the parking area from the pavilion.
- A responsible adult is required to monitor party rentals at all times to enforce safety rules and prevent injury.
- Vendors must remain with party animal rentals for the duration of the event. Animals must remain in the parking lot and may not enter the courts, pool, playground, or pavilion. Animal waste must be removed promptly.
- Rental equipment may be installed up to 2 hours in advance of an event.
- At the conclusion of an event, all rental equipment and gear must be broken down, deflated and disconnected from any power source. Rental equipment must be removed from Association premises within 8 hours of an event. Failure to remove rental equipment within the designated time may result in forfeiture of security deposits.



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### Facility Pricing and Security Deposits

79. The Thornhill Board of Directors reserves the right to change the rates set forth in the tables below without amendment to these Facility Regulations.
80. **When reserving Thornhill facilities, Members and residents are expected to be truthful about anticipated guest counts and must note pool access with their pavilion reservation if guests will use the pool, even when guests are Thornhill members.** This is for safety because the pool is staffed based on the general attendance patterns and an influx of guests from a party could leave the pool insufficiently staffed. Misstating an event's guest count and/or entering the pool during a "pavilion only" event may result in forfeiture of security deposit(s), charges for the actual number of guests in attendance, loss of amenity privileges, and additional fines.
81. In the [Cusick reservation portal](#), reservation pricing and security deposits are calculated in increments of 25 guests and whether pool use is added to the reservation. (See p. 15 for detailed instructions on using the reservation portal.)

#### RESERVATION PRICING - PAVILION ONLY

| # of Guests | Reservation Fee | Security Deposit | TCA TOTAL |
|-------------|-----------------|------------------|-----------|
| 1-25        | \$50            | \$50             | \$100     |
| 26-50       | Add \$50        | Add \$50         | \$200     |
| 51+         | Add \$50        | Add \$50         | \$300     |

#### RESERVATION PRICING - ADD POOL ACCESS

| # of Guests | Reservation Fee   | Security Deposit  | TCA TOTAL | Pool Staff Fees* |
|-------------|-------------------|-------------------|-----------|------------------|
| 1-25        | Add \$50 to above | Add \$50 to above | \$200     | Pay pool company |
| 26-50       | Add \$50 to above | Add \$50 to above | \$300     | Pay pool company |
| 51+         | NO POOL ACCESS    | NO POOL ACCESS    | N/A       | NO POOL ACCESS   |

\* Pool staff fees are set by the pool management company in its sole discretion and are not optional.

82. Payment of Thornhill's reservation fee and security deposit is made in the [Cusick reservation portal](#). Payment of pool staffing fees is made directly to the pool management company.
83. Provided that these Recreation Facilities Guidelines are followed, the host completes the "Clean-up Checklist" below, and there is no damage to the facilities, the security deposit(s) will be credited back to the host following the event.



THORNHILL COMMUNITY ASSOCIATION, INC.<sup>SM</sup>

### Facility Reservation Cleanup Checklist

84. After an event, the host(s) shall be responsible for cleanup. This includes collecting and disposing of garbage, wiping down the grills, tables and counters, turning off the gas grills, sweeping and hosing the pavilion and pool deck if used, picking up trash and wiping down the bathrooms, assuring that the pool gates are locked, and turning off pavilion fans and lights. Please see "Cleanup Checklist" below for a full list of requirements.
85. Recreation Facilities must be left clean after an event or the host will be responsible for the cost of additional cleanup via forfeiture of the security deposit as well as any additional cleanup or maintenance costs required.

| Cleanup Checklist                                                                                                               |
|---------------------------------------------------------------------------------------------------------------------------------|
| Bathrooms clean - no trash or water on the floor                                                                                |
| Sinks clean and countertops wiped down                                                                                          |
| Food and drinks removed                                                                                                         |
| Grill(s) turned off, grates scraped clean, counters clean                                                                       |
| Tables left clean and all furniture in its place                                                                                |
| Decorations such as signs, balloons, tape, ribbons etc. removed                                                                 |
| Decks and floors clean and hosed                                                                                                |
| Surrounding grounds in order, personal items removed                                                                            |
| Parking area free of trash and debris                                                                                           |
| Inspect general overall condition of facility                                                                                   |
| Trash cans emptied, liners replaced, garbage put in the dumpster (summer months) or county bins (if dumpster is not available). |
| Lights and fans turned off                                                                                                      |
| Gates locked                                                                                                                    |
| Keys returned                                                                                                                   |



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### **Forfeiture of Security Deposits**

86. Security deposits may be forfeited if the terms and conditions of the Facility Regulations or the terms and conditions of the Facility Reservation and Indemnity Agreement are breached. The management company agent, the Thornhill Board, or its designee shall determine, in their absolute and sole discretion, whether the event host has complied with the terms of the reservation. Conditions that may result in additional fees, forfeiture of security deposits and/or termination of an event include, but are not limited to:

- The number of attendees exceeds the number shown on the event Facility Reservation and Indemnity Agreement
- Event exceeds the time listed on the Facility Reservation and Indemnity Agreement
- Use of the pool after hours, without a pool access reservation, or without a sufficient number of responsible persons on-site if minors are present
- Amplified sound or music past 10:00 p.m.
- Unlawful activity on the Association's premises
- Use of party rental equipment without a responsible adult present
- Police are called for a disturbance or there is a noise complaint about your event
- Use of illegal substances, or underage, or excessive consumption of alcohol
- Debris left on Association property, or damage done to Association facilities
- Failure to comply with the clean-up checklist shown in Appendix B



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## Cusick Online Portal: Reserve Amenities

- Log in to Cusick's online portal – <https://cusick.cincwebaxis.com/>
- Under the Amenities tab at the top of the page, select "Reserve Amenities".
- In the Reservation Listing screen below, select Thornhill Pavilion Reservation on the bottom left, then click the blue Reserve Now button.

- In the Main Reservation window below, select number of guests in the right menu, then use the left menu to choose "1. Pavilion with 25 guests" if your is for 25 guests or fewer.
- Click the arrows at the top left to scroll to the date/time you are requesting. When you click the start time in the calendar, a Booking window will open. (NOTE: After completing this reservation, you will repeat this process to add more guests or pool use to your reservation.)



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- In the Booking Details window below, confirm the start time of your reservation and enter an end time, then enter details about your event in the Notes pane and hit Next.

Booking Details - Thornhill Pavilion Reservation

Minutes to Complete Reservation: 29:47

Space:  
1. Pavilion with 25 guests (Fees > \$50 fee + \$50 sec.)

Reservation Date:  
11 / 01 / 2024

Number of Guests:  
25

Reservation Start Time:  
4:00 PM

Reservation End Time:  
10:00 PM

First Name:  
Test

Last Name:  
Reservation

Property Address:  
8008 TEST HOA, Charlotte, NC 28226

Billing Address:  
8000 Corporate Center Drive

City:  
Charlotte

State:  
NC

Zip:  
7000

Phone Number:

Booking Details - Thornhill Pavilion Reservation

28277 (704) XXX-XXXX

Email:  
email@xxxxxxx.com

Reservation Visibility:  
Public

Please Note : Public Reservations will display your name in your chosen reservation time slot on the reservation calendar. Private Reservations will not.

Cost of Amenity:  
\$50.00

Security Deposit:  
\$50.00

Notes (Required):  
Birthday party, 11/1/24 4-10pm, 25 guests

41 / 7000

Back Next Cancel

- In the Confirmation window below, review all details and choose Pay Later. Scroll to read all of the disclaimers, check the “I have read and agree” box, and click Confirm Reservation.

Confirmation - Thornhill Pavilion Reservation

Notes:  
Birthday party, 11/1/24 4-10pm, 25 guests

Cost of Amenity: \$50.00  
Charged By: Space  
Sub Total: \$50.00  
Security Deposit: \$50.00

When paying online, the credit card entered will process the security deposit as a separate transaction 7 days prior to your reservation start time. If the reservation start time is within 7 days, the security deposit will be charged immediately as a separate transaction.

Pay Later >

Back Confirm Reservation Cancel

Confirmation - Thornhill Pavilion Reservation

Cost of Amenity: \$50.00  
Charged By: Space  
Sub Total: \$50.00  
Security Deposit: \$50.00

When paying online, the credit card entered will process the security deposit as a separate transaction 7 days prior to your reservation start time. If the reservation start time is within 7 days, the security deposit will be charged immediately as a separate transaction.

Deselect Pay Later >

Surrounding grounds in order, personal items removed  
Parking area free of trash and debris  
Inspect general overall condition of facility  
Trash cans emptied, liners replaced, garbage put in the dumpster (summer months) or county bins (if dumpster is not available)  
Lights and fans turned off  
Gates locked  
Keys returned

☒ I have read and agree to the above disclaimer.

Back Confirm Reservation Cancel

- To add guests to a reservation, return to the Main Reservation window and repeat this process by selecting Options #2 and/or #3. To add Pool Use to a pavilion reservation, select Option #4. Each option you choose adds \$50 to the reservation fee and \$50 to the refundable security deposit. (Note: You cannot reserve an event for pool use without reserving the pavilion.)
- Pavilion reservations with pool use require coordination with [Carolina Pool Management](#), including completion of their mandatory Party Request form and payment for any additional required pool staff. Your Thornhill reservation will not be confirmed until the CPM party form and payment receipt is received by Cusick ([communitysupport@cusickcompany.com](mailto:communitysupport@cusickcompany.com)).