



New Owner
Welcome Packet





Welcome to the Glen Eagle Community. We hope you will feel very welcome and have access to all the information you need to you get settled into your new community.

Our Mission is to offer an active, friendly, enjoyable lifestyle by providing quality amenities, services, and facilities for our current and future members. Our Vision is to be the best lifestyle value in golf and country club community living in the Naples area.

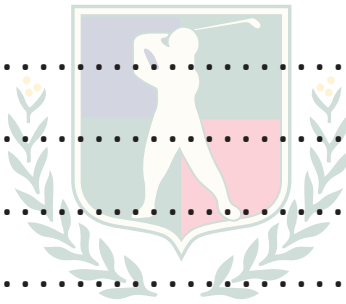
Glen Eagle Golf and Country Club is a private, gated community with 1234 units comprised of 924 golf memberships and 310 social memberships. Our 15 neighborhood communities host residences ranging from condos to villas to private homes. Glen Eagle has a residence to fit every lifestyle.

All residents can enjoy the restaurants and bar, pool, tennis, bocce, fitness center and all programs, the billiard room, card rooms, and an active social calendar. Golf members will be challenged by the Gordon Lewis designed par 70 course. Social members can play golf at designated times of the year.

Please feel free to contact anyone on our staff if you need assistance.

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GLEN EAGLE
Golf and Country Club

Glen Eagle Staff Directory



John Laliberte
General Manager/COO
239-353-9427
john@gleneaglecountryclub.com



Earle Sanborn
Chief Financial Officer
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Karen Dixon
Membership Coordinator
239-354-3289
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Dairys White
Administrative Assistant
239-354-3167
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Andy Costa
Head Golf Professional
239-353-9479
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Don Vandermillen
Asst. Golf Professional
239-353-3699
don@gleneaglecountryclub.com



Lane Price
Golf Course & Grounds Superintendent
239-352-5561
lane@gleneaglecountryclub.com



Juan Hinojosa
Assistant Golf Course Superintendent
239-352-5561



Food & Beverage Director

Brad Paden
Assistant Food & Beverage Manager
239-352-7112



Chris Dyer
Executive Chef
239-352-4134
chris@gleneaglecountryclub.com



Stephen Spano
Tennis Pro
239-384-8194
stephengsm@gmail.com

Other Important Numbers:

Gatehouse & After hours emergencies 239-353-1191

Bluestream (cable/internet service) – 239-610-4886

Note: Basic cable and internet service are provided as part of your Glen Eagle dues.

For Our New Residents:



Upon checking in at the office once your sale is closed you should have:

- A logon ID to the website
- Passes for vehicles to enter the gate
- A member number for use in the dining room, divot and Chelsea tee time reservations
- Passes for the fitness facility
- A member ID for members on file.
- Log on information for the gate security system to register guests

Our website, www.gleneaglecountryclub.com contains a wealth of information. Please log in as a member and check out the My Membership/FAQ/Help section that you will find along the top of the home page. “Membership FAQ” is where you will find information on how to use the website and answers to often asked questions. If you do not have access to a computer, please call the office for more information.

Important Contacts & Hours



Administration Office at 239-354-3167 8:30am through 5:00pm Monday through Friday.

Golf Shop at 239-353-3699 6:30am to 5:00pm – Mon-Sun - Mid-October-April
6:30am to 5:00 pm – Tues-Sun – May-Mid-Oct

Dining Room/Restaurant at 239-352-7112 Desk is staffed beginning at 10am

Divot – 239-304-3294 8:00 am-3:00 pm daily (in season)

Fitness Center – 5:00 am-10:00 pm daily

Gate House – 239-353-1191

Bluestream – 239-610-4886

Administrative Office

The Administrative Office is open Monday-Friday from 8:30 A.M. until 5:00 P.M.



The Administrative Office can assist you in many ways, but it cannot resolve issues within your home or unit or on the property of your home or unit. The office does not keep house or mailbox keys. For these issues please contact the owner of the unit, or your Property Management Company listed below:

South West Property	239-261-3440	Glenmoor Greens II
Resort Management	239-649-5526	Brittany Place; Sterling Greens II Saratoga Colony
Moore Property Services	239-598-5980	Addison Reserve; Sterling Lakes I Lago Villaggio
Self-Managed		Montclair Park Fairway Estates
Guardian Property Mgmt.	239-514-7432	Glenmoor Greens I
Anchor Associates	239-649-6357	Chatham I; Chatham II Sterling Greens I; Chatham Commons; Oxford Village Sterling Isles Commons; Montclair Park Villas Sterling Lakes II

To view the latest information about your local community, and a list of the Board of Directors for your community, please visit the website and on the member home page, click "My Local Community".

Who Do I Call For

Administration: 239-354-3167

Things related to:

- Clubhouse
- Your Mailing Address
- Fitness Center
- Master Pool Area
- Schedule a Meeting Room
- Statements

Golf Pro Shop: 239-353-3699

Things related to:

- Tee Times
- Chelsea Reservation System

Dining Room: 239-352-7112

Things related to:

- Dining/Event Registration
- Takeout
- Schedule a private party

Bluestream 239-610-4886

Things Related to:

- Establishing basic cable service
- Your cable TV reception/Internet issues
- Purchasing your telephone landline
- Purchase additional packages/channels/internet speeds

Gatehouse - 239-353-1191

Things Related to:

- Visitor Access
- Deliveries
- Guest List

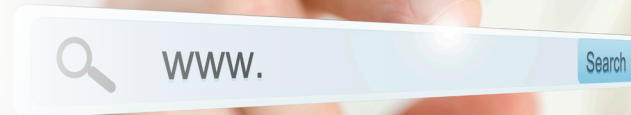
Your Community Property Management Company or Local Association:

Things Related to:

- Your home/condo
- Your Mailbox
- Your Local Tennis Courts
- Your Local Pool Area
- Landscape/lawn sprinklers



Getting Started on the Glen Eagle Website



www.gleneaglecountryclub.com

How to Log In:

Your temporary user name for the website is your member number. The first member is the four digit number (i.e. 1010). The second member is the four digit number and the capital letter A (i.e. 1010A).

Your temporary password is your last name, all lower case.

After you type in this information and click login, you will be prompted to change it to something you can easily remember.

The website allows you to view your billing statements, make restaurant reservations and much more.

Log in to the website to view a variety of features and online services:

- Online Club Calendar
- Online dining reservations and menus
- Online tee times and tournament results
- Fitness Center Class Schedule
- Online member directory
- Monthly statements and payments
- Friday Flash – Glen Eagle weekly e-newsletter
- Real Estate Sales and rentals
- Latest news announcements
- Information on social and activity group events
- ByLaws, rules & regulations
- Master Board information, strategic planning, committees and financials
- Various Club forms

Dining and Reservations

Timely reservations for social events and a la carte dinners are very important and essential to a smooth operation. Events often have registration limits and registration windows. Events are limited to members only. If space is available, members who have registered for an event may be able to invite non-members to join them. Reservations are accepted no more than 30 days in advance. For special events, you may sign up online as reservations open for an event. This is a preferred method of registration, but if you do not have access to a computer, our dining room staff will be happy to assist you with your reservation. Seating in the Grille room is available on a first come, first served basis.



For a la carte dinner reservations, call 239-352-7112.

Food Minimum: \$600.00

The food minimum is an annual assessment that can be used toward food purchases at the Divot or Dining Room. Unless you complete a transfer for a registered tenant, you may not transfer any balance remaining on their food minimum to another person. The food minimum is \$600 and runs fiscally from May 1 – April 30 every year. To use your food minimum, provide your member number to your server.

Food and soft beverage purchases will be applied to the food minimum. Alcoholic beverages, gratuity and sales tax are not included in the minimum.

Food minimums can be used by residents, transferee or your designated family members. Unless you complete a transfer form for a registered guest, you may not transfer any balance remaining on their minimum to another person.

Unused funds at the end of the fiscal year (April 30) do not roll forward and will be zeroed out and revert to the income of the Food and Beverage operation

Member Directory

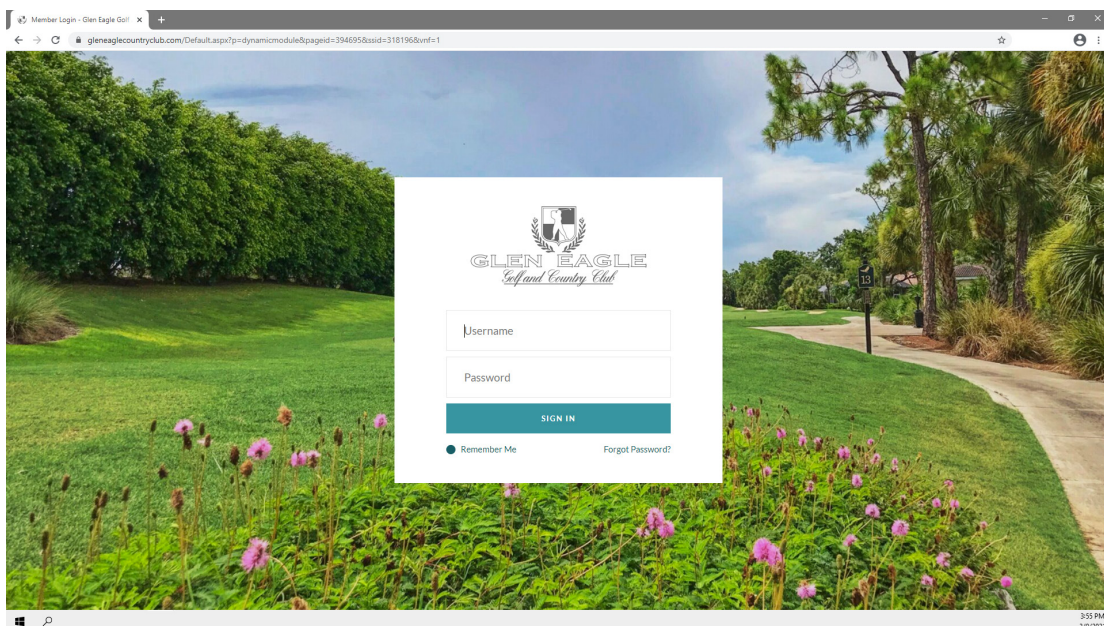


Every member of Glen Eagle is listed in the online directory. You may search for fellow Members by simply typing in their first or last name. Click on a member's name to view more information.

How to Update your Profile:

To add or update your picture, email address and/or phone number, go to the Glen Eagle website at www.gleneaglecountryclub.com and follow these steps:

1. Select login in the upper right hand corner of the home page and enter your logon ID and password
2. On the member homepage there is a Welcome message with your name on it. Below that welcome line is your email address and a link to update your email address. Click on this link
3. On the profile page that opens you will see your current picture or a place where a picture can be entered. Edit any contact information listed.
4. Use the update photo button to load or change your current picture.



Dress Code

All clubhouse attire will be Resort Casual including denim. Some special events may require dress shirts and long pants for men, dresses or skirt/pants and blouses for women, and at times jackets for men. All event advertising will include the dress code for the event.



1. Appropriate golf and tennis attire is required for golf and tennis activities.
2. Wearing of "Presentable" Denim clothing (jeans, skirts, shorts, etc.) is allowed as long as they are not torn, ripped, tattered or in any way marked up, and of course clean.

At no time:

1. Short shorts
2. Any top with an open midriff
3. Hats or ball caps for men: must be removed at all times
4. Sleeveless or tank top shirts
5. Bare or stocking feet (appropriate footwear is required)

Guest and Tenants must observe the same dress code as members.

Children under 13 years old should wear presentable attire. The adult dress code applies to children 13 years and over.

For complete information on golf course attire, please visit the website under the Sports/Activities/Golf Info tab.

Gate House Access:

GATE HOUSE PHONE NUMBER: 239-353-1191

Barcodes are issued to owners/residents for their vehicles. One barcode will be issued for each owner/resident upon presenting the vehicle registration showing the owner/resident name and/or Glen Eagle address. Barcode stickers will be installed by Glen Eagle administrative staff. Any vehicle that does not have a barcode sticker must enter via Davis Blvd entry and will have no access to enter via Radio Road. New owners are issued two barcode stickers free of charge. The vehicle must be present at the time the barcode is issued.

Owners and residents should use the TEK-Control app to register guests or call the gate attendant to notify them of incoming visitors or vendors. Visiting house guests may get up to a two week pass issued by the gate attendant.

To register on the TEK-Control app, please visit: <https://webapp.tekcontrol-site.com>

Please contact Weiser Security Services at 239-278-1151. Weiser will provide the login information needed for you to register on the TEK-Control Visitor Management website. Registering on this website will allow residents to add guests & vendors for approved access in the community directly via their website rather than calling the gate house.

Residents may still call the gate house to add/delete guests & vendors if you do not have access to the internet or are not able to login to the visitor management website. **The number to the gate house is 239-353-1191.**



Billing Process

The Glen Eagle Club bills are sent out the first week of the month via e-mail or US Mail.

Bills may be paid in three different ways:

- (1) By check payable to Glen Eagle Golf and Country Club, due by the 25th of the month.
- (2) By a credit card that is on file at the office. There is a \$6.00 transaction fee charged with each credit card payment.
- (3) By ACH draft – a direct withdrawal from your bank on the 25th of the month. Forms must be registered with the office.

PLEASE NOTE: The FOOD MINIMUM and MEMBERSHIP DUES MAY NOT be charged to a credit card. These amounts must be paid by check, or ACH direct withdrawal from your bank account.

The Bi-Annual Dues are due as follows:

- One-half (January-June) billed November 30- due December 25
- One-half (July-December) billed May 30th – due June 25

The Food & Beverage Minimum of \$600 is billed on March 30 and due April 25. The Cycle runs from May 1 to April 30.



Rental Information

Each local community has unique rental requirements which are documented in their by-laws and deed restrictions. Be sure you are familiar with your community's rental requirements. Contact information for local communities is available on the Glen Eagle website. Please allow time for the paperwork and rental approval process used by your community to take place. The Glen Eagle Master Association must receive all paperwork at least 30 days prior to the start of the rental. Signs are not allowed on properties for rent. Air BnB or other short term rental arrangements are not allowed in the community.

For complete information on how to rent your property, visit the website under the My Membership/Selling/Rental Information.



Architectural Control Process

Glen Eagle Architectural Review Proposal

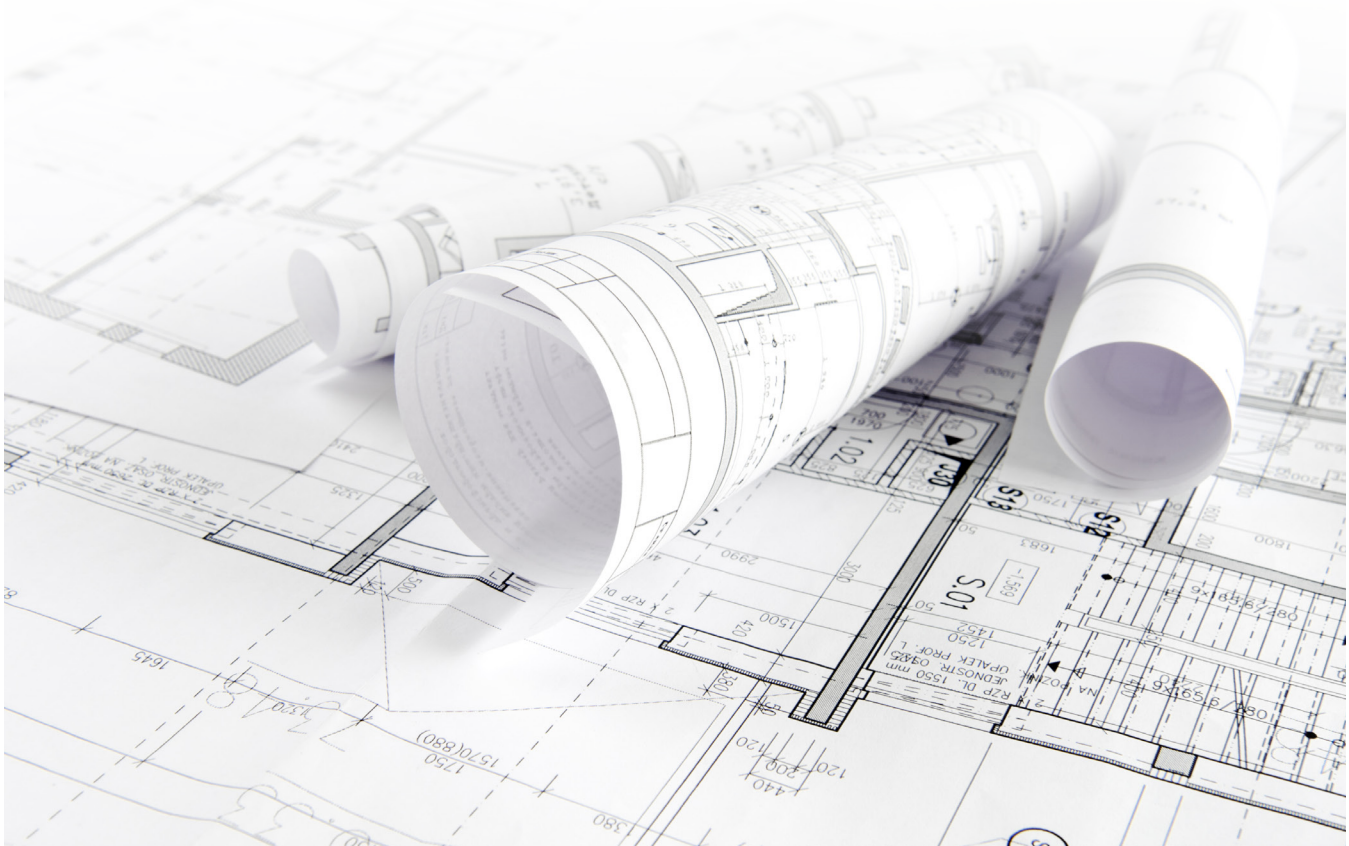
Only Material Alterations (as defined in the attached Glen Eagle Master ARC Guidelines), need to be submitted to the Glen Eagle ARC committee for review and approval by the Glen Eagle Board of Directors.

Control and approval for all other alterations will be determined by Local Community ARC processes, based on local community defined guidelines and requirements.

The Master ARC Guidelines will be updated as needed and reviewed at a minimum on an annual basis. Any changes to these guidelines must be submitted to the Glen Eagle Board of Directors for approval. Current guidelines and all subsequent changes must be distributed and posted, making them available to all residents.

All requests requiring Master Board Approval must be submitted using the online ARC form:

<https://www.gleneaglecountryclub.com/default.aspx?p=DynamicModule&pageid=394834&ssid=>



Glen Eagle Master ARC Guidelines

Material Changes requiring Local Community Approval, Glen Eagle ARC Committee Review and Master Board Approval

As of 11/6/2020

- Roof replacements
- Pool Installations
- Lanai Structures – size and color changes
- Windows
- Roof Solar Tubes and Panels
- Generators
- Propane Tanks
- Concrete walls or other permanent concrete installations
- Inground Flag Poles
- Any plantings of materials in areas that impact Glen Eagle maintained or Common Ground Property

The Master ARC process may also require submission of samples of building materials, proposed colors, designs or other additional information reasonably necessary for the ARC to be fully evaluated. The above is not a final list and may have items added but is a sample of what will be approved by the Master ARC Committee.



Local Community Guidelines will determine approval levels for items like:

- Mailboxes
- Shrub and Tree removal and replacement
- New/expanded landscape beds
- Front door replacements
- Ground Covers – mulch, stone changes
- Garage door replacement
- Paint
- Landscape bed edging
- Paver walkways
- Potted Plants and Annuals
- Yard ornaments, Outdoor Décor and Decorative flags

The above is not a final list and may have items added. It is a sample of what will be approved by the community associations.

The information contained in this packet was correct at the time of printing.
For the most up to date information, please visit www.gleneaglecountryclub.com

