



COUNTRY CLUB
OF ROSWELL

FREQUENTLY ASKED QUESTIONS

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***Are memberships transferable or refundable?**

No. Memberships cannot be transferred and initiation fees are nonrefundable.

***May I suspend my membership or put it “on hold”?**

Yes. Members may place their membership on hold one time per membership for up to 2 years paying \$50 per month charge and a \$300 reinstatement fee upon return. A written notice is required with at least a 30 days’ notice.

***Is there a single membership?**

No. All memberships are the same, single or family.

***What if I need to resign?**

A written resignation to the membership director is required with at least a 30 days’ notice.

***Can I downgrade my membership?**

Yes. You may downgrade your membership with at least a 30-day’s written notice. However, you must remain in your new membership class for at least one year.

***Will my guests be able to use the club?**

You are welcome to bring guests to dinner. They may use a credit card to purchase food. You are also able to bring guests to the Pool and fitness center for a nominal guest fee. Golf and tennis members may bring guests to play tennis and golf paying guest fees.

***What is the food and beverage minimum?**

The food and beverage minimum is \$150 per quarter.

***How are the initiation fees and monthly dues determined?**

Initiation fees and dues are determined by the Board.

***Who in my family will be entitled to use the club's facilities?**

You, your spouse (or spouse equivalent), your children under the age of 26.

***How do I serve on a Club committee?**

At the beginning of each year you may volunteer to serve on a club committee of your interest and talent.

***Who do I call if I have questions or concerns regarding my Club Membership?**

Call Membership Director, Johnna Maran at 770-475-7800 ext. 201 or email johnna@ccroswell.com

***Is there a forum for communication between the club and members?**

The Weekly Blast on Tuesday, the monthly newsletter, direct emails to the members and various flyers around the club on the boards.

***Does the club allow pets on the premises?**

No animals or pets shall be allowed on the golf course, tennis courts, in the Clubhouse, parking lots, lake or any of the common areas.

***Can I bring my own food and beverages to the club?**

Members are not permitted to bring any food or beverages into the Clubhouse or onto Club property.

***Where can I park my automobile at the club?**

You may only park in the designated spaces. Improperly parked cars will be issued a warning citation for the first violation. The second violation will result in a parking deterrent sticker being attached to the windshield. The third violation results in a \$50 fine/or towing. All illegal parked cars(handicap, loading zones, fire lane's,etc.) may be ticketed and/or towed by the City of Roswell.

***Is the club open on Mondays?**

Unless prior arrangements have been made with Club management, all Facilities at CCR are closed to members on Monday. This includes tennis courts, lake, practice greens, range & golf course. The aquatic center may be open on selected Monday's. See website for details.

***What is the club's dress code policy?**

Proper attire is required to all members & their guests. Shirts and shoes are required at all times; except in pool area. Dress denim jeans without holes & worn appropriately around the club are an acceptable form of attire in the Clubhouse. Except when specifically, for function, short-shorts, cut-offs, swim suits and tank tops are NOT ALLOWED in the Clubhouse. Collarless shirts, warm-up suits, sweat pants, and workout attire may only be worn in locker rooms or sport & fitness areas. In Clubhouse, tennis attire is only allowed in Magnolia dining room. Gentlemen are requested to remove their hats & caps in the dining rooms. Shirttails should be tucked in. Dress code for participation in athletic events includes attire appropriate to that particular sport. Dress code for organized social events shall be that which has been posted for that event even if it contradicts rules concerning attire specified from time to time.

***What is the club's smoking policy?**

The club does not allow smoking or e-cigarettes inside the clubhouse. One may smoke outside on the golf deck or in other outside designated areas of the club only.

***Can I use my cell phone, lap top or tablet at the club?**

The use of cellular or digital portable phones & other forms of electronic communication equipment is permitted for use in any dining room or bar area. Phones must be kept in the silent mode or vibrate mode, and cell phone conversation must be taken outside or in a private area.

***What do I do if I forget my account password?**

You may call the front desk or email the front desk at frontdesk@ccroswell.com

***How do I know what is going on at the club?**

CCR sends out a Weekly email Blast every Tuesday, a monthly email newsletter, and various other emails to keep the members informed of events throughout the club.

***How do I join the e-mail list?**

Just make sure that you contact frontdesk@ccroswell.com or contact Lynn at the front desk to make sure we have your email correctly in Jonas.

***How do I sign up for Club events?**

Depending on the event, you may register on line or contact the front desk.

***Do I need a reservation to dine at the Clubhouse?**

Typically, it is better to make a reservation especially on Wednesday and Friday nights and Sunday for brunch. You can do this on line or call the front desk at 770-475-7800.

***What is the gratuity policy at the club?**

A standardized service charge is added to all member statements which allows us to pay a higher hourly wage than in a traditional restaurant; we are therefore a non-tipping club. Often, members do want to leave gratuity for their server or bartender in which case a cash tip is perfectly acceptable but completely discretionary.

***What is the dress code for dining at the club?**

Dress denim jeans without holes or rips, worn appropriately around the waist are acceptable in the clubhouse.

Gentlemen are requested to remove their hats in the Dining Room areas.

Short shorts, cut-offs, bathing suits, tank tops and sweat shirts are not appropriate attire in the clubhouse.

Work out T-shirts, gym and workout attire may only be worn in the locker rooms, sport and fitness areas and Halfway House.

In the clubhouse, Tennis attire is allowed only in the Magnolia Dining Room and on the Garden Deck.

Dress for organized social events shall be that which has been posted for that event. The specified attire shall be appropriate for that event even if it contradicts other rules concerning attire specified from time to time.

***Can a member bring guests for dinner?**

Absolutely! We always welcome guests and they may pay with a credit card if desired.

***Are kids allowed in the bar area?**

No one under the legal age for consumption of alcohol will be permitted to sit at the bar. Children 16 and over may sit at the high tops around the bar if sitting with a parent or guardian.

***Are reservations required?**

Reservations are not required for dining but are strongly recommended for busier times such as Wednesday Family Night, Friday night and Sunday Brunch.

Reservations are often required for specials events, such as Chef's Tables, holiday buffets, member mixers and other social events. *For all clubhouse events involving food and beverage or entertainment, we request cancellations be received no later than 24 hours prior to the event. Cancellations inside of 24 hours or reservations that are not fulfilled will be charged the published price for the event.*

***How do I get more information about hosting an event at the club?**

The Club website offers some information. You can contact the catering office or pickup an event information packet.

***What banquet/event facilities does our club offer?**

We offer multiple spaces that can accommodate groups ranging from 10-400 people. Capabilities of indoor and outdoor event space depending on group size.

***Do we host corporate events?**

Corporate events are always welcome. Several meeting space options available to accommodate most meeting sizes and meeting format.

***What type of wedding and ceremony sites do we offer?**

We offer a couple of ceremony options, our Ballroom and Garden. Our Ballroom and partial dining space is most often used for Receptions, but the Garden is also an option.

***Do you need to be a member to host an event at the club?**

We do host private non-member events, however we offer member/ member sponsored events discounts.

***Do you allow for outside catering?**

No. All food and beverage must be through CCR. Celebratory cakes/dessert may be an exception with permission.

***What does the venue include?-**

Our venue includes quite a bit of items most other facilities do not such as tables, chairs, linens, flatware & glassware. For a full list of items your event may include, contact the Catering office.

***How do I reserve my date and time for a special event?**

Contact the Catering office to find out date and room availability.

***Who do I call to plan a private event?**

The catering office at 770-475-7800 x254.

***Who do I call with questions concerning my bill?**

Call or email Tom Schimmel: 770-475-7800 ext. 247 tom@ccroswell.com

You can also call the Accounting Office at 770-475-7800

***What form of payments does the Club accept?**

You can pay your Club bill using cash, check, bank pay, online check (ECK), or Pre-Authorized Auto Draft (EFT). For your convenience, a payment box is located on the wall inside the Member Business Center. Please note that Country Club of Roswell does not accept payment by credit cards.

***Can I pay my bill on line?**

Yes. You can make single payments online using our Jonas e-Pay system.

Click on "Pay Bill" from you online statement. You will need to create a user name and password. Please have your bank account number and routing number available when you register. Single payments can be scheduled up to 30 days in advance. There in not an online auto pay option. Please enroll in Pre-Authorized payments (EFT) to auto pay.

***Why can't I see my online statement?**

The primary account holder can view statements immediately upon registration. Dependents on the account can also view statements, but their access has to be authorized by the primary member in the statement area.

***Does the Club offer notary services?**

Yes, Priscilla Hodge in accounting and Johnna Maran in membership both provide notary services. Please call in advance to schedule.

***Can I use my own golf cart when I play golf? Where do I park the golf cart?**

No, Country Club of Roswell does not allow private golf carts to be used while playing golf on our course. The members use them as transportation back and forth to the club. We store them in the cart barn during the day and then move them outside in the evening.

***Does the club offer reciprocal privileges of other clubs?**

We have reciprocal charging privileges at most all the clubs in the Metro Atlanta area which means that while visiting any of these facilities you may charge back to your CCR account and we will honor the charges. We do not have any formal arrangements with other clubs that offer playing privileges. However, the golf shop staff can sometimes arrange tee times at other clubs through a professional courtesy.

***What is the Hole-in One club?**

There is no cost to join. When a member of the club scores a hole in one, every member of the Hole In One Club is billed \$5 and the acer receives half the amount as a credit on their club bill and half the amount in Golf Shop Sweeps credit.

***How do I make a golf starting time?**

We take tee times one week in advance for Tuesday through Friday. Saturday times are booked beginning at 7:45am on Tuesday and Sunday times at 7:45am on Wednesday. Times may be booked on our website or by calling the golf shop at 770-475-7820.

***Are there any walking restrictions when playing golf?**

No, you may carry your clubs at any time. The club also provides complimentary push carts for your use.

***Who can use the club's golf practice facility?**

Golf members and their guests.

***How do I arrange for a locker, bag storage, or range plan?**

Visit the Golf Shop and speak with a member of the professional staff.

***Can I bring a cooler of my own to the club on the golf course and/or golf cart?**

Country Club of Roswell does not allow food or beverages onto Club property.

***Does CCR have a junior golf program?**

Yes

***Is my child eligible to participate in the summer program?**

This depends on the membership you purchase. Golf Members have full access to the program while Tennis and Social members may purchase upgrade plans that allow their children access.

***Where can I sign up my child for junior golf?**

In the golf shop

***May I sign up for the banquet/adult junior and when is it?**

Yes, please see the junior golf brochure.

***Is instruction required?**

Yes

***When is the etiquette class and is it required?**

The etiquette class is required for all new junior golfers who have never taken it before.

***Is there a fee for Junior Golf?**

Yes.

***When are play days?**

Listed in the Junior Golf Brochure.

***How do I sign my child up for a play day?**

All members of the Junior Golf Program receive an e-mail each week asking them if they are able to play that week.

***Who is the person responsible for Junior Golf?**

Tim Farrell is our Head Golf Professional and is responsible for the overall Golf Program at our club. Jackie Cannizzo is the Junior Golf Program Director. Lisa Chirichetti oversees the Girls Golf Club Program and Lisa and Luciana Bemvenuti coach the PGA Junior League Teams.

***What is the Red Ticket program?**

The junior golfers earn red tickets for participating in various activities such as tournaments, play days, lessons, and etiquette class. They also earn tickets for practice. They tickets are then used as raffle tickets and the end of the year banquet for prizes.

***Do you sell junior products?**

Yes, our golf shop has access to a full array of junior golf products. See a member of the golf shop staff for details.

***Are my grandchildren eligible for the program?**

This depends on the membership you purchase. Golf Members grandchildren may participate in the Junior Program.

*** How do I book a court?**

Simply call the tennis shop at 770 475 3802 during operating hours.

***How do I get on a team?**

Contact any of our Tennis professionals. They can assist you finding the right league and team that best suits your playing time frame, level and social group.

***How do I book a lesson and how much is it?**

By contacting the tennis shop and booking with any of our great teaching professionals. Private/semi-private lessons are \$60/hr. Group lessons of 3 or more are \$65/hr. (Director of Tennis is \$70hr)

***I don't have a racquet or any equipment what do I do to get started?**

We have a fully stocked Pro shop to help assist you with all you equipment needs. If you are looking for a new racket. Our professionals will recommend you try our demo racquets until you find the one you like best.

***How do I get into a hitting group?**

There are many teams that practice together based on times and level. Just let our Tennis pros know what you are looking for and they can introduce you to the right people that organize these groups. Our members are always welcoming to new players!

***Are there any social events/mixers to get involved with?**

Every month we have unique events going on. Keep an eye on the club newsletter/ flyers to see any upcoming event. You can also call the Tennis shop for any further understanding of events.

***How do I get my children involved with tennis?**

Junior tennis is a year-round program. Junior clinics are usually in the afternoon and require a registering your child for a specific group based on age and level. We recommend registering for the monthly program.

***As a tennis member, do I have any golf playing options?**

Yes, Tennis members have limited golf playing privileges. You have the ability to use the driving range and limited rounds per year. Check with the membership department to know your exact golfing privileges.

***Where can I find the rules regulations and guidelines of the tennis program?**

It is best to familiarize yourself with the Tennis departments rules and guidelines which are on the Club website under the Club documents tab

***Can I play in a flex league based out of CCR with a non-member?**

No, only members can play in a league out of CCR.

*** Can I bring a guest to play tennis?**

You can bring guests to play with socially there is an \$8 guest fee per person. Please register your player at the front desk when booking your court.

*** As a tennis member, do I have any golf playing options?**

Yes, Tennis members have limited golf playing privileges. You have the ability to use the driving range and limited rounds per year. Check with the membership department to know your exact golfing privileges.

***Is there personal training available for members?**

There are a selection of personal training options available to members. Our personal trainers are certified by nationally accredited organizations and are CPR/AED trained. Contact Fitness manager Kylee Adams for pricing and to set up a complimentary consultation.

***Is there someone available to explain the equipment?**

Contact Kylee Adams for a Fitness Center orientation at your convenience.

***What is the appropriate footwear that can be worn in the fitness facility?**

Tennis shoes and closed toed shoes are appropriate. Flip flops, open toed, or bare feet are not allowed for safety reasons. Please clean golf or tennis shoes thoroughly before entering facility.

***What is the appropriate attire for the fitness facility?**

Fitness clothing such as tee shirts, full tanks, shorts, tennis skirts, and pants are appropriate. Cutoffs, bare midriffs, no shirt, or excessively short items are inappropriate for the Fitness Center.

***Are work out towels available?**

Yes, towels are available at the entrance nearest the halfway house. Please be sure to return towels to the baskets near the exits when finished in the Fitness Center.

***Are you allowed to bring in a personal trainer from outside the club?**

Outside personal trainers are not allowed in the Fitness Center. One of our qualified trainers will be happy to assist you at your convenience. Please contact Fitness Manager for any questions or concerns regarding this.

***May guests attend a fitness class with a member?**

Yes, guests may attend a fitness class for the same price as the member. Guest's class fee will be charged to the member's account.

***What are the aquatic center operating hours?**

Monday 11am-6pm Main pool only, slides and dive pool closed / Café: limited menu from 11am-6pm

Tuesday-Thursday 11am-8pm / Café: 11am-7pm

Friday 11am-10pm / Café: 11am-9pm

Saturday & Sunday 10am-9pm / Café: 11am-8pm

*Beginning Wednesday 7/5/17 the pool will open daily at 10am.

***How do I get my child on the swim team?**

Contact the swim team coach, Anna Cole @ waveccr@gmail.com.

***Where do I locate the Pool handbook?**

We have a copy of the pool handbook in the manager's office at the pool as well as the front desk of the main building, or listed on the club website.

***How old do children have to be to visit the pool unattended?**

You must be at least 12 years old to come to the pool without an adult. Children under 12 must be accompanied by a responsible person 16 years of age or older.

***Can a child come to the pool with a nanny or caretaker that is not a CCR member?**

All nannies or caretakers that are not members of CCR must be registered with the club. After the appropriate form has been documented and the \$50 nanny fee has been charged, a nanny ID card will be issued.

***Does my child need to wear a swim diaper?**

All children who are not potty trained or are in the process of potty training must wear a swim diaper as well as rubber pants over the swim diaper. This is mandatory!

***Who do I speak to for a permit to use a boat on the lake?**

Our PGA Golf Professional, Tim Farrell oversees the permit process. You may register a non-motorized boat with the golf shop.

***Where do I go to get the permit for the lake?**

To the CCR Golf Shop.

***How much is the permit?**

Free

***Does the club allow fishing on the lake and if so what are the hours?**

Yes, during daylight hours in the designated areas. Please see the CCR Rules and Regulations on Pages 22 & 23 for a list of the areas.

***Can I store my boat/kayak on the lake?**

Yes. It must be stored at the designated area. The club assumes no liability for your boat.

***Can you swim in the lake?**

Per our Rules and Regulations, no swimming is permitted in the lake.