Rules & Regulations

SERENITÉ PRIVATE MEMBERS CLUB

IMPORTANT CLUB PHONE NUMBERS/EMAIL ADDRESSES

Front Desk/Concierge
570.664.5150
concierge@ownSerenité.com

Reservations/ Member Services
570.664.5150
reservations@ownSerenité.com

Financial Services
Phone: 570.664.5115
members@ownSerenité.com

Emergency Phone Numbers
In case of an emergency — Dial 911

Local Police
Pocono Township Police
Phone: 570.629.7200
Address: 110 Township Drive
Tannersville, PA 18372

Local Fire
Pocono Township Fire Department
Phone: 570.629.0930
Address: 114 Municipal Lane
Tannersville, PA 18372

PRIVATE CLUB RESIDENTIAL ADDRESSES

THE WILLOW | Building One
630 Hunter Circle Tannersville, PA 18372

THE PINE | Building Two
626 Hunter Circle Tannersville, PA 18372

THE LAUREL | Building Three
622 Holly Court Tannersville, PA 18372

THE CEDAR | Building Four
618 Holly Court Tannersville, PA 18372

PLEASE NOTE: Serenité can revise, amend, repeal, or add to the rules and regulations as it deems to be necessary for the fair and equitable management of the resort.

RESIDENCES

Reservations

- All reservations are subject to current availability and can be made through the membership reservations department by phone or email.
- Members should be sure that they receive an email confirmation of their reservation. Only reservations confirmed in writing will be honored.
- Friday and Saturday night must be booked together. Subject to holiday period restrictions (below), single night reservations are allowed for mid-week stays.
- Martin Luther King Jr. Day, President's Day, Memorial Day, Labor Day, and Columbus Day weekends all require Friday through Monday bookings. Fourth of July, Thanksgiving, and Christmas through New Year's Day holidays must be booked within a 4 consecutive night stay and include Friday and Saturday if the holiday falls on a weekend.
- To maintain fair availability of holidays to Members, a Member cannot consecutively reserve the same holiday as booked in the prior year, or book multiple residences during any Federal Holiday.
- Serenité has the ability to adjust point allotment on calendar days surrounding holidays with no change to the total point allocation for the week (this has no effect on total point allocation).
- Membership dues and all other financial obligations must be current in advance of reservation as well as at time of check-in.
- At time of reservation, member must disclose and register if they are bringing a pet. If not and placed in non-pet residence or did not register their pet, the member will be charged a penalty fee of $1,000. This is strictly enforced.

Check-In: 4:00 p.m. on the day of arrival

- Photo ID will be required upon check-in and credit card on file must be up to date.
- The resort will not permit anyone younger than twenty-five (25) years of age to check into or stay on resort property without the of age guest or member present and in the residence for the duration of the stay.
- At check-in, members are made aware of their residence number and given an envelope with a welcome letter, Wi-Fi, and their keys.

Check Out: 10:00 a.m. on the last day of your reservation

- Failure to check out on time will result in an additional deduction of points. The points deducted will be determined by the day's points value as indicated on the points calendar. If multiple occurrences, then further disciplinary action may occur on the membership. Keys will be deactivated at check-out.

- Members should leave residence in good, clean, and sanitary condition upon check-out. Members will need to empty the fridge, make sure all the trash is in a trash bag, all dishes in the dishwasher and leave residence in the same condition as received. Charges are applied to the card on file for incidental and excessive cleaning that may be needed upon check-out.

Cancellation Policy
Reservations may be canceled by contacting membership services.

- Reservations canceled more than 14 days prior to the scheduled check-in date: 100% of points refunded to the member.
- 3-14 days prior to check in date: 50% of points refunded to the member.
- 48 hours prior or no show to check-in date: 0% of points refunded to the member.
- NO refund will be given for late arrivals, early departures, or no shows.

HOUSEKEEPING

We appreciate our team members just as much as our members, so please be courteous and follow our housekeeping guidelines.

- Housekeeping includes daily towel change and trash removal. Housekeeping will perform the task if guest is not present. Please notify the front desk should you opt out of daily towel changes.
- Full housekeeping must be requested at time of your reservation if desired and will incur a $50.00 daily charge. Full housekeeping includes toiletries refreshed, sheet change, trash removal, towels replenished, and all surfaces sanitized in common areas.
- There will be (1) travel size bottle of shampoo, (1) travel size bottle of conditioner, (1) bar of soap for your face, and (1) travel size body wash per bathroom. Members are encouraged to bring additional toiletries if needed.
- The interior of any residence and furnishings therein shall not be altered or rearranged in any manner.
- Removal of any furniture, fixtures, equipment, or items provided by Serenité is prohibited for any reason. If any item is broken or damaged and needs to be replaced, the cost will be charged to the member. The cost is determined based on the item and is at management's discretion.
- Right to inspect. The management may enter a residence (only after knocking if occupied) when necessary and reasonable to inspect repairs or to confirm that no violation of these rules and regulations is taking place.

OCCUPANCY: 1, 2, 3 AND 5 BEDROOM

Please be mindful to our occupancy allowances as fire codes were established by our township to protect and keep our members safe.

- One-bedroom residence **maximum** sleeping capacity is 4 occupants.
- Two-bedroom residence **maximum** sleeping capacity is 6 occupants.
- Three-bedroom residence **maximum** sleeping capacity is 8 occupants.
- Five-bedroom residence **maximum** sleeping capacity is 12 occupants.
- To comply with township fire code requirements Serenité does not allow or provide cots.
- Serenité reserves the right to ask guests to leave if the residence is over sleeping capacity.
- Use of amenities at Serenité is not to exceed your maximum residence capacity.

PARKING

No more than 2 cars are allotted per residence in the designated parking lot.

- A parking pass will be provided at time of check-in and is required for each vehicle.
- 5-bedroom residences have 1 garage space and 1 outdoor parking space.
- No boats, trailers, mobile homes, recreational vehicles, commercial vehicles, and the like are permitted on Serenité premises or property.

GENERAL MEMBERSHIP GUIDELINES

Everything we build, everything we do, every service we provide, are all designed to bring families together and give them the perfect place to create treasured memories that will last a lifetime.

- Points shall not be accrued or carried forward into future years. Points that are not utilized during the membership year will expire and therefore, will be forfeited.
- Please Note: Serenité monitors all third party rental site (i.e. Airbnb,VRBO, etc.). If a member is found using it for rent, membership will be revoked.
- Each member is advised to obtain their own insurance for damage or loss occurring within the residence to their transient personal property due to the acts of themselves or guests.

- Any case where a member is observed with inappropriate attire will be addressed by Serenité management.
- Failure to make any payment called for under the agreement with Serenité or failure to abide by any rule, regulation, or covenant of Serenité, can result in denial of access to certain facilities on the property, including, but not limited to the residence.
- Members are responsible for behavior of themselves, their family, guests, or pets. Including, but not limited to loss, damage, destruction of Serenité or members' personal property, or instances of personal injury.
- Each Member will sign a Waiver of Liability at point of sale that will cover themselves and their visiting guests.
- Serenité reserves the right to revoke the membership based on any act/acts that substantially disturbs the overall Club Experience.

SERENITÉ CLUB GUIDELINES

In our community, we practice kindness and ask that all our members respect others so that everyone can create those special moments that will last a lifetime.

- Patrons who bring electronic devices are required to use headphones.
- No Bluetooth speakers allowed.
- No outside food or beverages are permitted in any common areas.
- No weapons, fireworks, or firearms.
- No camping on property.
- Trash removal/recycling and bagged garbage shall be discarded only in the designated areas provided throughout the property.
- Walking Trails — Walk at your own risk. We suggest staying on the trail. Serenité is not liable for any injury, loss of property or anyone getting lost or injured.
- We recommend that you walk only on designated Serenité property.
- Employees on duty are not allowed to leave premises on errands or for any other service for Members. Arrangements for special services must be made through the Concierge.
- No member shall direct, supervise, or in any manner attempt to assert any control over Serenité employees.

- Complaints regarding service should be made in writing to memberfeedback@ownSerenité.com.
- Office hours as well as any amenity hours of operation are subject to change.
- Serenité is not responsible for any lost or damaged personal property. Any items found will be immediately placed in our lost and found located in our operations office.
- Situations that are not covered by any rule or regulation herein will be handled at the discretion of the manager on duty or responsible staff and will be reported to management.
- As referenced in the membership agreement, day passes are permitted on a limited basis subject to availability. If permission for a day pass is granted, the member must give 48-hour notice. Member must be present and the group cannot exceed 5 persons regardless of number of points or membership/family. The intent of the day pass is not to be a daily/weekly pool club or fitness center membership.
- Serenité reserves the right to revoke day pass privileges at any time

PETS

We value our well-behaved, furry friends just as much as our members. We assure you that your pet will enjoy a relaxing stay.

- Please refer to our Pet Policy for further details. (Attached as Exhibit A, Page 10.)
- Pets must be registered to stay on property and wear a Serenité tag during stay.
- No birds, fish, or animals of any kind other than dogs are permitted.
- Only well-behaved dogs are allowed.
- No dogs in residence without crate when members are not present.
- There are available pet-friendly buildings dedicated to our members. We encourage booking in advance.

SMOKING

Smoking is prohibited in all areas of Serenité, except in designated areas on the property that are comfortable and away from other guests. These are the only areas that can be used for smoking.

- Members are expected to utilize provided smoking areas. If not, disciplinary actions will occur.

GUESTS

Serenité is intended for the use of the member and their guests. If the member is not accompanying their guests, the member must inform the membership office upon making reservation. Name, address, relationship to guest, and ages of each guest must be provided. Member assumes all liability for their guests.

- The sponsoring member is responsible for the conduct of his or her guests, whether the member is in residence or not. If the manner or appearance of any guest is deemed to be unsatisfactory, Serenité has the right to cancel key access and ask such guest to vacate premises.

- Members are responsible for any damage caused by their guest. Members are also responsible for all charges incurred by their guests, which remain unpaid after the customary billing and collection procedure of the Club. Any unpaid charges, including damage charges, shall be automatically billed to the sponsoring member's account.

- Members are responsible to inform their Guests of all rules governing their dress code and conduct while at Serenité so that it does not fall solely upon the Staff to do so once the guests arrive.

COURTEOUS BEHAVIOR

Quiet hours: 9 p.m. — 8 a.m.

All members will be asked to maintain a respectful volume.

- No member shall make or permit any disturbing noises or foul language by themselves, family, or guests, that will interfere with the rights, comforts, or conveniences of other members and employees. Serenité reserves the right to enter a residence if such complaint is made, after knocking.

ATTIRE/DRESS CODE

Members are encouraged to display modesty and to also have respect for fellow Members when making dress code decisions.

- Serenité understands that certain rules, such as dress code, may be subjective in nature and what may seem appropriate to one person may be seen as inappropriate to someone else. Serenité reserves the right to address Members' dress code decisions on a case-by-case basis. Further, Serenité insists that Members respect any dress code decisions management render.

- The following items are inappropriate in any area, regardless of gender: exposed undergarments, "see-through" fabric without proper lining, torn, sloppy, or untailored clothing.

- Members may only wear swimsuits and swim wear in and around the swimming pool.

CELL PHONE USE

As a courtesy to other guests, we ask that you silence cell phones and other devices while on property and request permission before filming. We allow cell phones — and encourage you to share photos of your experience with us.

- We ask you to be smart/practical about your smartphone. Please keep devices away from wet areas. If you need to make a call, please find a designated space and be mindful of your noise level.

Thank you for understanding and unplugging with us.

OUTDOOR POOL AREA

Enjoy pure tranquility and head-to-toe rejuvenation in our facilities.

- No lifeguard on duty.

- Swim at your own risk.

- No diving in the pool area.

- No flipping in the pool area.

- No running in the pool area.

- No glassware or sharp objects are permitted within the pool area.

- Swimming is permitted only during operating pool hours.

- All swimmers must wear proper swim attire.

- Smoking is prohibited.

- Improper conduct causing disturbances in or around the pool area is prohibited.

- Children under the age of 16 must be accompanied by an adult 18 years or older.

- No floats, boogie boards, boats or other large objects are allowed in the pool. Only small flotation devices for children's safety are permitted.

- Games involving throwing balls or toys are not permitted.

- Lap lanes are to be used for aquatic exercise only.
- At the discretion of our management team, our pool may be closed due to inclement weather or for maintenance.
- No outside food or drinks.
- No speakers allowed. (Headphones required)
- Children under 4 years old must wear swim diapers.
- When staying on site you may only bring the fire code occupancy amount of people to the pool with you.

EXHIBIT A: PET POLICY

Serenité allows dogs in specified residences only and we do not allow any other type of animal. We charge a nonrefundable pet deposit of $125 per stay for up to two dogs, neither exceeding 50 lbs.

REQUIREMENT:

- All pets must have current licenses and must comply with local vaccination requirements. All dogs 3 months of age or older are required to have a current rabies vaccination.
- All pets must be house broken.
- All residences are inspected prior to check in and documented. Should there be any damage or incidents caused by any pet, we reserve the right to charge the member and to ask the pet to not return.
- Upon check-in or pre-arrival, the owner(s) of the pet will be required to fill out a pet registration and sign a pet waiver.
- Members are responsible for all property damages or personal injuries resulting from their pet. Serenité reserves the right to charge the member's account for the cost of such damages.
- Members agree to indemnify and hold Serenité harmless, its owners and its operator from all liability and damage suffered because of the member's pet, including any injuries or illness and damage to the Residences or to personal property of other members or their guests that may arise during their stay on property.

- Each Member is responsible for their pet at all times and is required to keep their pet under control, leashed at all times with a leash of six feet or less (no retractable/extendable leashes are permitted). Pets may not be left unattended (even if leashed) at any time outside of a Residence.
- Serenité reserves the right to terminate the stay of any "pet guest" and their human due to aggressive behavior or disturbing other members as well as collect compensation for lost business due to the disruptive pet. If such instance occurs the members points for the stay will be lost.
- Management has the right to deny any breed for any reason.
- Management may deny or ask any pet to leave due to any of these requirements not being met.
- Pets are not permitted in any common areas or any amenities, including all events in the Resort Core and on the Great Lawn.

RESIDENCES

- Serenité has designated select residences for pets to reside, so it is important to notify Serenité at time of booking if your pet will be accompanying you. Members who bring their pet(s) to a Residence not designed for pet occupancy will have a violation fee for a residence purification charge of $1,000.
- If you plan to leave your pet in the room while you go out, they must be crated in order to allow our maintenance and housekeeping staff to safely access and service the room. Housekeeping or maintenance will not enter the residence without pet crated.
- Any disturbances such as barking must be curtailed to ensure other members are not inconvenienced.

PROPERTY

- There will be clean up stations throughout the property for your pet's convenience. Members are responsible for cleaning up after their pet on property.
- In accordance with the local health codes, pets are not allowed in the clubhouse, fitness center, spa, or pool area.

Serenité Private Members Club
503 Camelback Road, Tannersville PA 18372 | 570.664.5150 | concierge@ownSerenité.com