



THE HERMITAGE

Club

AT HAYSTACK MOUNTAIN

Member Policy Manual

Revised November 25, 2017

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Summary of Hermitage Club Membership Benefits

Members receive unlimited...

Skiing and snowboarding

Ice skating

Snow tubing

Cross country skiing

Snowmobiling with your own snowmobiles (4-stroke required, 4:30 – 9:30 pm on ski operating days)

Golf tee times (cart fees are additional)

Use of the driving range

Access to the fitness center (minimum age requirements)

Access to the serenity room, saunas and steam rooms (additional fees for spa services)

Mirror Lake activities (kayaking, paddle boarding, paddle boats)

Memberships also include...

limited guest ski season and guest golf passes for extended family and other guests (extra fees may apply)

access to concerts and special events (extra fees apply)

access to snowsports school and daycare (extra fees apply)

access to summer boating program (extra fees apply)

...and discounts on the following:

Inn Rooms

Food and Non-Alcoholic Beverages at our Public Venues (No F&B discount at the clubhouse)

Hermitage Inn Gift Shop Merchandise

Wine Cellar Store

Snowmobile Tours for Adults and Children

Horse-drawn sleigh rides

Guest Policy 2017-2018

Guest Registration Procedure

All guests must be registered by a member.

To register your guests, please email guest.registration@hermitageclub.com or phone Member Services at 802-464-7734. When you send an email, please provide:

Full names of all guests, adults and children

Ages of the children

Date or date range they are expected to visit

Guest's phone number

Member Services will then contact your guests to register them. Guests will need to provide a valid credit card.

Member Services will print guest passes for all guests. Passes may be picked up upon arrival. Each pass will be linked to the guest's credit card. Guests will need to present their guest pass in order to make purchases at the club. (Credit cards will no longer be accepted in the clubhouse.)

General Guest Information

- Family Legacy Members receive an allotment of 75 guest ski passes per season (some days require a fee, identified below).
- Extended Family Guests includes the member's married children, children over the age of 25 and the member's parents, grandparents, grandchildren, and spouses of such family members.
- Guests include relatives not included in the list above (such as brothers, sisters, aunts, nephews, etc.) plus friends and colleagues.
- Guests and Extended Family Guests must be registered if they are utilizing Club facilities prior to 4pm.
- Guests and Extended Family Guests only utilizing Club facilities after 4pm do not need to be registered.
- Guests may visit the Club up to four days a year.
- Extended Family Guest may visit the Club up to eight days a year.
- Parents of members have no restriction on the number of visits per year but they are subject to all other extended family guest policies (parents must be registered and they will draw from the member's pool of guest passes).
- Guests of Legacy Members have to be accompanied by the member at all times.
- Extended Family Guests of Legacy Members do not have to be accompanied by the member.
- Members may register up to six guests per day.
- There is a maximum of 500 Guests and Extended Family Guests in total on any given day. More information in the next section.

Daily Guest Cap Breakdown

Equity members and Club Investors may register guests 30 days in advance.

- 200 registrations per day are allotted to Equity and Club Investors.
- Maximum four, open advanced reservations at any time.

Legacy members may register guests 14 days in advance.

- 200 registrations per day are allotted to Family Legacy members.
- Maximum four, open advanced reservations at any time.

Auction and certain standard trial members may register guests seven days in advance.

- Maximum two, open advanced reservation at any time.

Limited Trial Members

- Limited Trial Members do not have guest privileges.

Equity and Legacy members receive one long-term guest reservation, which allows for members to book one reservation for any period within the season. The reservation must be completed according to the Guest Registration Procedure listed above and it is subject to the cancellation policy listed below.

Guest Fees

- Members will be charged a guest fee for each guest age 7 and over on these dates:

December 26, 27, 28 and 29, 2017	\$100 per person per day
December 30 and 31, 2017	\$200 per person per day
January 1, 2018	\$100 per person per day
January 13, 2018	\$200 per person per day
January 14 and 15, 2018	\$100 per person per day
February 17, 2018	\$200 per person per day
February 18-19, 2018	\$100 per person per day

- All other days in the 2017-2018 season are no charge.
- Members will not be charged a fee for guests age 6 and under on the dates listed above but members are still required to register them.
- A guest pass will be used from the member's allotment for each guest, regardless of the age of the guest and regardless of whether a guest fee will also be charged.
- Guest fees will be charged to the member's Club account.

Guest Cancellation

Members may cancel a guest via email at guest.registration@hermitageclub.com.

Cancel a Saturday guest on Thursday by 5:00pm: No charge.

Cancel after 5:00pm on Thursday or a no-show: Guest is charged double the guest fee for that day.

If the guest is a no show on a day with no guest fee: Guest is charged \$50.

Note: Members will be allowed to substitute guests one time per year.

Special Rules Regarding Auction & Trial Members

- May invite up to 20 guests over the course of their membership but no more than 6 guests on any day.
- The member must accompany all of their guests.
- One week advance booking window if space is available.
- Each guest pass is \$200 during holiday periods and all Saturdays and \$100 every other day of the season.
- Please note that the special trial membership called a “**Limited** Trial Membership” has **no** guest privileges.

Special Parent Privileges

The parents of members are Extended Family Guests, not members, but they do receive certain benefits that other Extended Family Guests don't receive:

- As noted above, parents receive an exception to the 8-day visitation rule and may have unlimited visits per year. However, parents must still be registered as guests and each visit is still counted against the members' allotment of guest passes.
- Guest fees are applied at 50% to parents.
- Parents may, upon request of the member, receive a membership ID card. Parents will not be issued a seasonal ski pass. Parents who will be skiing will receive a daily/weekend lift pass.
- The Club recognizes that the members' parents are often accompanying and supervising their grandchildren and may need to charge to the membership account on a regular basis. Parents may use their membership ID cards to charge to the members' account.
- Because parents are not members they do not receive unlimited golf but they do receive some special benefits at the golf club:
 - Parents may play without the member being present and they may have their own guests join them.
 - The member must book the tee time and let the golf club know that their parents & their parents' guests will be playing.
 - Parents (and their guests) will draw from the member's golf pass allotment or may pay for their round themselves.
 - Parents may play on weekends and holidays.
- In order for a member's parents to receive ID cards the Club will need to add their names, personal data and photos into the member database.

All guest policies are subject to change at the Club's discretion.

Lockers

- A full locker costs \$1300. A half locker costs \$650.
- Full lockers are equipped with 4 boot warmers, hooks, and shelves for helmets, gloves etc.
- Half lockers are equipped with 2 boot warmers, hooks, and shelves for helmets, gloves etc.
- Skis and snowboards may not be stored in the lockers.
- Lockers can be assigned from the member services team or the member may choose a locker. Equity members may pick a locker in the equity locker room (standard fees apply).
- Guests of members are not allowed to use the member locker rooms. Guest may utilize the guest locker room for day use only. Members should not be using the guest lockers if they have an assigned locker.
- Boot warmers automatically turn on during the night so boots will be ready in the morning.
- Please contact Member Services with questions. 802-464-7734, memberservices@hermitageclub.com

Ski Valet

Ski valet and equipment storage is available at no extra cost to all members who have rented a locker. Access to ski valet includes storage of up to 5 pieces of equipment: skis and poles or snowboards. Additional storage is available at \$100 per item for the season.

If you have not rented a locker, you may purchase the use of ski valet and equipment storage for the season for a fee of \$200 per pair of skis or snowboard.

Guests of members may access ski valet/storage services at a fee of \$20 per night.

Equipment that is not being stored overnight must be placed on the day use rack and removed at night. Any unattended equipment will be checked into nightly ski storage for a fee of \$20 per night.

A ski valet attendant will be located at the entrance to the Clubhouse. All equipment (skis, poles and snowboards) on mountain will be required to be checked in with the ski valet attendant. A ski valet attendant will label equipment to ensure that all equipment is accounted for at the end of the day.

- Member and guest equipment will be labeled with a member sticker that will include first and last names as well as a number used to assign a location in the storage inventory. Equipment will be placed on the appropriate numbered rack. All equipment that is to be stored at night must be left on these racks at the end of the day to be returned to storage.
- To arrange ski valet prior to arrival, please email skivalet@hermitageclub.com. Members are encouraged to use this system and make reservations at least two days prior to the dates of the visit. Any last minute requests will be made with the ski valet attendant at the entrance.

Valet Parking

United Parking will provide valet parking services to members during the 2017-2018 ski season. Members will be able to sign up directly with United Parking. Members will pay United Parking for the service. Members will not be able to pay using their membership account.

Clubhouse Gratuity Policy

The main Clubhouse is a member-only facility. Usage is restricted to members, their guests and their extended family guests. The Club has a strict no-tipping policy. Food, beverage and spa services will have defined gratuities included on the bill. These gratuities will be distributed to the service personnel exclusively. Members will have the opportunity to add or subtract gratuity amounts at their discretion. Tipping in all other circumstances and areas of Clubhouse operations is not permitted, with the exception of valet parking.

In facilities that have both public and member access (ex. lodging and dining operations at our inns) members may be afforded certain discounts and special access to these facilities at the Club's discretion. Gratuities are not automatically added to the bill in these facilities so members may add tips for their service personnel in the customary manner.

Annual Employee Fund

The Club has established an annual employee fund designed to accommodate "non-tipped" employees. The employee fund is distributed based on several criteria including longevity and performance. It is an important tool used by the Club to retain seasoned, high performing employees from year to year. Your participation in the employee fund is optional and details will be communicated to members at the end of the season.

Operating Hours

A ski operations calendar and departmental operating hours may be found in multiple locations:

www.hermitageclub.com/events

Weekly member newsletters

Digital bulletin boards throughout the clubhouse

Clubhouse Dining Reservations and Cancellation Guidelines

Lunch

No reservations in main dining room
All members must be present to be seated
All tables seated by host or hostess

Dinner

Reservations no more than seven days in advance
No show three times results in a loss of reservation privileges
Reservations are appreciated for parties of eight or more. Parties of 10 or more require reservations, and 15 or more are required to be booked through conference services.

Member Referral Program

Existing members who introduce new members to the club may be eligible to receive referral credits through our Member Referral Program:

If you wish to introduce prospective members to the club and receive referral credits when they purchase a Legacy membership, then you must register the prospective members with your sales representative. (This is a separate process from registering them as day guest with member services.) Your guests must be registered early in the process such as prior to or upon their initial visit. Prospective members can't be registered for referrals if they have already joined the club as legacy, trial or auction members or if they are already independently working with a sales representative.

The current referral credit is \$2,000. Please be aware that this is subject to elimination or change without notice.

The credit will be set up as a house account credit on the referring member's account.

If the new member joins with a full-pay plan, the referring member will receive the \$2,000 credit upon completion of all stages of the membership application, payment and set-up process.

If the new member joins with an installment plan, the referring member will receive a \$1,000 credit upon completion of all stages of the membership application, payment and set-up process. The referring member will also receive a \$1,000 credit on the 1-year anniversary of the new membership, as long as the new membership is still active and the new member is current on their installment payments. (Please note that installment payment plans are not currently being offered.)

House account credits may not be used to pay for dues or locker fees.

Special Referral Program for the Limited Trial Membership: The Limited Trial Membership is only offered through a member referral process. If the Limited Trial Member converts to a fully paid Family Legacy membership by the expiration date of trial membership, the referring member will receive a \$10,000 payment in cash. This program expires on March 4, 2018.

House Rules

The Club does not permit cash and credit card transactions in its member-only facilities. Member purchases may be charged to member accounts only. Membership cards are required at the time of transaction to charge to an account and/or receive any applicable discounts. Guests of members will use a club card for making purchases in the Clubhouse. Set up of a club card for guests is handled as part of the guest registration process.

Members are required to have their membership card and/or ski pass with them at all times while in the Club. No skis, snowboards, ski poles or snowshoes are permitted in the Clubhouse. (Please refer to the Ski Valet section for information about equipment storage.)

Coats, helmets, goggles, gloves, duffle and boot bags are not permitted in the social and dining areas. Member and guest locker rooms are available to store apparel that won't be worn while eating and socializing.

Locker Rooms:

- Only members and their immediate family are permitted in member locker rooms.
- Guests and extended family may use the club's guest locker room.
- No skis, snowboards, ski poles or outside recreational equipment are permitted in the locker rooms.
- All clothing and equipment must be stored in the lockers. No items may be left outside the lockers on the floor, benches, etc. Unattended items left outside the lockers will be moved to the guest locker room.
- Food and beverages are not allowed in the locker rooms.

Ski boots are not permitted in the following areas:

- Spa & Fitness facility
- Childcare Center
- The Red Fox Board Room
- Valley View mezzanine level dining room

Well-behaved children are welcome and encouraged to enjoy the Club. The Club respectfully asks that members familiarize their children with the Club's rules and regulations. Parents are expected and required to educate their children as to the proper conduct standards of the Club. The Club reserves the right to reprimand or restrict unattended children from utilizing Club privileges. The Club is not responsible for unattended children. Children of suitable age and maturity who can dine by themselves safely and with good behavior may do so. Children age 11 and under not registered at The Hermitage Club Childcare Center must be accompanied by an adult. The Club will make its best effort to provide safe operations for all members and guests. The safety and behavior of all children, however, is the responsibility of the child's parent or guardian.

Cellular phone usage is restricted in the Clubhouse as follows: Talking is not permitted inside the Clubhouse. Texting and reading is permitted

No outside food and beverage is allowed in any Hermitage Club facility.

No member or guest may enter the kitchen unless accompanied by management. Only authorized Club personnel are permitted to access the kitchen area, bar area, storage facilities and coolers.

No member or guest shall reprimand or give direction to any Club employee. Complaints regarding an employee's behavior or job performance must be submitted to the management in writing. Furthermore, all operational responsibilities for Club employees are to be directed through management.

Suspension of a Hermitage Club Membership

As of October 26, 2015

1. Members must notify the club in writing that they are suspending the membership.
2. The suspension starts on the date of notification and may be suspended for a maximum of two years from that date.
3. The membership may be suspended one time only during the lifetime of the member.
4. The member may not utilize any of the club facilities or have any other club privileges during the suspension period. The suspended member may not use the club as the guest or extended family guest of another member. The suspended member may not utilize the club facilities as a Hermitage lodging guest.
5. An annual administrative fee of \$250 is to be paid upon suspension. If the membership is to be suspended for two years, then the next annual administrative fee is due on the one-year anniversary of suspension.
6. Any charges on the membership account must be paid in full upon suspension.
7. If the membership is suspended partway through the dues year there will be no credit to the member for unutilized dues. Upon reinstatement, the member will be required to pay a pro rata portion of annual dues.
8. Upon suspension the member will also give up access to their locker, ski valet, parking valet and snow sports school programs immediately and there will be no credit to the member for unutilized usage. Upon reinstatement, the member may request these services again and, if available, the member will pay a pro rata portion of the annual / seasonal fees. Availability upon reinstatement is not guaranteed.
9. Initiation fee installment payments will be suspended during the suspension period. Upon reinstatement, the member will be required to pay the missed initiation fee installment payments immediately. Any future initiation fee installments that are due will be paid according to the schedule in the original membership document.

Resignation of a Hermitage Club Membership

As of November 10, 2017

1. **Written Notice:** Should a member desire to resign from the Club, the member shall be required to give thirty (30) days prior written notice to the Club.

Resigned List: When a member provides notice of resignation, the member will be added to a resignation list reflecting the date of such notification. Prior to reaching 1,500 members, of every three new memberships sold, as of October 23, 2017, one will be refunded from the resigned list in the order such resignation notices were received, in order to reduce the number of those on the resigned list. After reaching 1,500 members, for every new membership sold, one will be refunded from the resigned list.

2. **Club Usage:** A resigned member who fails to remain current on the payment of all fees, dues, charges or other amounts, will not be permitted to use the Club facilities following a membership resignation.
3. **Membership Charges and Dues:**
 - a. Any charges on the membership account must be paid in full upon resignation. The Club reserves the right to deduct the unpaid account balance from the refund of the membership fee. The Club also reserves the right to move the member's resigned membership to the bottom of the reissue waiting list until such amounts have been paid in full.
 - b. If the membership is resigned partway through the dues year there will be no credit to the member for unutilized dues.
4. **Other Services:** Unless the member remains current on the payment of all fees, dues, charges and other amounts, upon resignation the member will also give up access to the member locker, ski valet, parking valet, childcare and snow sports school programs immediately and there will be no credit to the member for unutilized usage.
5. **Return of Membership Fee:** The net membership fee paid by a member will be refunded, without interest, as follows:
 - a. **Full pay members:** Upon resignation, members who have paid the membership fee in full upon joining the Club are eligible to receive an 80% refund of the net membership fee. The net membership fee is calculated as the initial membership fee less any amount deducted from the initial membership fee as a result of amounts paid for such membership at an auction, any house account credits and credits received toward the payment of dues upon joining the Club. For the avoidance of doubt, any unused credits posted to a member's account as of the effective date of resignation, shall *not* be deducted from the initial membership fee in order to calculate the net membership fee and any refund due in respect thereof.
 - b. **Payment plan members:** Member who have chosen a payment plan will receive no refund if they resign prior to having paid the membership fee in full. After having paid the membership in full, payment plan members who resign are eligible for an 80% refund of the net membership fee. The net membership fee is calculated as the initial membership fee less any amount deducted from the initial membership fee as a result of amounts paid for such membership at an auction, any house account credits and credits received toward the payment of dues upon joining the

Club. For the avoidance of doubt, any unused credits posted to a member's account as of the effective date of resignation, shall **not** be deducted from the initial membership fee in order to calculate the net membership fee and any refund due in respect thereof.

- c. A refund will not be paid on any portion of the membership fee payments that is deemed a payment plan convenience fee.
- d. **Incentive Credits:** With the exception of any amount deducted from the initial membership fee as a result of amounts paid for such membership at an auction, any house account credits and credits received toward the payment of dues upon joining the Club, which are handled differently (see a. and b. above), other incentive credits received upon joining are earned on a pro rata basis and are fully earned on the 3rd anniversary of joining. If the member resigns before their 3rd anniversary any unearned incentive credits will be deducted from the amount of the refund.
- e. The difference between the amount paid by the new member and the amount refunded to the resigning member, if any, will be retained by the Club.

All policies are subject to change at the Club's discretion.