



Shadow Creek Ranch Membership Access cards are all-access passes to the Shadow Creek Ranch's amenities, including the community's four swimming pools. Below are the answers to the most frequently asked questions.

### **Where are the Shadow Creek Ranch swimming pools located?**

Shadow Creek Ranch has four (4) swimming pools. The SCR Membership Access cards allow access to all four (4) pools during operating hours.

<u>Emerald Bay Lap Pool:</u>	11814 N Clear Lake Loop
<u>Reflection Bay Diving Pool:</u>	12115 S Clear Lake Loop
<u>Biscayne Bay Recreation Pool:</u>	13210 Windward Bay Drive
<u>Diamond Bay Water Park:</u>	2034 Trinity Bay Drive

### **What are the 2019 swimming pool hours?**

A Shadow Creek Ranch Pool schedule can be obtained by visiting [www.shadowcreekranchhoa.com](http://www.shadowcreekranchhoa.com). A schedule is also posted at each of the Recreation Centers.

### **How do I obtain new SCR Membership Access cards?**

After closing on your home, contact the HOA management office to obtain two (2) SCR Membership Access cards. Email: [Memberservices@shadowcreekranchhoa.com](mailto:Memberservices@shadowcreekranchhoa.com) or visit the office in person at 12234 Shadow Creek Pkwy. Suite 3112, Pearland TX 77584 (behind Sherwin Williams). Proof of residency is required, please bring with you a HUD statement/Warranty Deed and identification.

SCR Membership Access cards are automatically renewed annually once your HOA dues are paid in FULL or if you are current on an approved payment plan agreement.

### **How do I activate my SCR Membership Access Card?**

SCR Membership Access cards are automatically renewed annually once your HOA dues are paid in FULL or if you are current on an approved payment plan agreement.

The SCR Membership Access cards are managed by a third-party company; membership access cards are activated within 24 - 48 hours for Members paying their dues after the due date.

### **How many membership cards am I entitled to?**

Residents are entitled to two (2) membership cards. Additional membership cards will not be issued even if there are additional members who reside at the property of record.

Membership cards allow access to four (4) people per card (not age specific).

### **When do membership cards need to be surrendered?**

Membership cards are tied not only to a person, but to the specific property. Before the property is sold, membership cards should be returned to the Shadow Creek Ranch HOA or provided to the new owner(s).

Tenants obtain SCR Membership Access cards through the property owner, at the discretion of the owner. Tenants are to return membership cards to the property owner or HOA office.

### **How do I report a lost or stolen card?**

Contact Shadow Creek Ranch HOA at 713.932.1122 or [memberservices@shadowcreekranchhoa.com](mailto:memberservices@shadowcreekranchhoa.com) to report a lost or stolen Membership Access Card.

### **How do I obtain a replacement card for a lost or damage card?**

A Replacement Membership Card Application can be found online at [www.ShadowCreekRanchHOA.com](http://www.ShadowCreekRanchHOA.com) or at the Shadow Creek Ranch HOA office located at 12234 Shadow Creek Pkwy Suite 3112, Pearland TX 77584.

Replacement cards cost is \$100.00 each and is due at time of application by check or credit/debit card payment. Allow 7 – 10 business days for processing. Temporary cards are NOT available.

Damaged cards can be replaced by returning the damaged card to the HOA office, the cost of replacement cards are \$35.00 each.

### **May I bring guests with me to the pools?**

Of course! A guest passes are available for purchase at the HOA office. Guest Pass applications are available on line, visit [www.ShadowCreekRanchHOA.com](http://www.ShadowCreekRanchHOA.com) or the Shadow Creek Ranch HOA office located at 12234 Shadow Creek Pkwy Suite 3112, Pearland TX 77584.

### **Guest Pass Information**

The cost for a Guest Pass is \$100.00 for twelve (12) entries.

A Guest Pass must be purchased by the property owner of record with an active Membership Access card.

Guest Passes cannot be issued to tenants.

A Guest Pass must be paid for before it is issued. Guest passes are non-refundable and non-transferable. A Guest Pass allows the right to use all Shadow Creek Ranch amenity pools when accompanied by a SCR property owner with a valid Membership Access card. Guest are subject to all Rules and Regulations of the Association.

There is a limit to one (1) Guest Pass per household per year. Members requesting additional Guest Passes must do so in writing, the request will be provided to the Shadow Creek Ranch HOA Board of Directors for consideration.

### **Can the swimming pool be rented for a private event?**

Yes, Bearfoot is the pool company contracted by Shadow Creek Ranch to maintain and service the pools. For private event pricing and availability call 832.886.1540, email [Contact@bearfoot.net](mailto:Contact@bearfoot.net) or visit them online at [www.bearfoot.net](http://www.bearfoot.net)

NOTE: The Diamond Bay Water Park is not available for private booking.

### **When does the swimming pools open?**

The 2019 swimming pool season at Shadow Creek Ranch starts Memorial Day weekend and typically ends Labor Day weekend.

The Emerald Bay Lap Pool is open for Swim at Your Own Risk from April 7<sup>th</sup> – May 23<sup>rd</sup>.

At Shadow Creek Ranch safety is our #1 priority, the Bearfoot lifeguards are all American Red Cross certified and CPR/AED trained.

Managing and maintaining four community pools is a costly investment. In order for the Shadow Creek Ranch pools to remain safe, successful, and enjoyable for our Members, the HOA addresses maintenance, repairs, usage regulations and liabilities during the time of year the pools are closed. Due to the monetary impact of the pools to the community, the pools are not open year round.

### **Is there an age participation limit for the pool access during Swim at Your Own Risk operating hours?**

Yes, at Shadow Creek Ranch safety is our #1 priority, residents under the age of 16 must be accompanied by an adult to enter the pool during Swim at Your Own Risk operating hours. Bearfoot, the pool company contracted by Shadow Creek Ranch to maintain and service the pools reserves the right to suspend amenity access privileges for a period of time to be determined by the Association Board.

### **Who do I contact if I witness someone committing acts of vandalism?**

Report all acts of vandalism to the SCR HOA office by calling 713.332.4689, email [Memberservices@shadowcrekranchhoa.com](mailto:Memberservices@shadowcrekranchhoa.com) or Bearfoot Pool Company at 832.886.1540 or email [Contact@bearfoot.net](mailto:Contact@bearfoot.net).

Individual(s) committing acts of vandalism to the pool, pool facility, equipment and/or surrounding association common areas will lose all amenity privileges for a period of time to be determined by the Association Board, and be held responsible for the cost to clean and/or repair of damaged items. In the event the individual(s) are minors, the parent/guardian shall assume all responsibility for the minor's actions. The Board will consider individual events. **LEGAL ACTIONS MAY BE TAKEN IN CONJUNCTION WITH THE LOCAL LAW ENFORCEMENT AGENCY.**

**UNDER NO CIRCUMSTANCES WILL ALCOHOL, TOBACCO, FIREARMS, DRUGS OR GRILLS BE PERMITTED IN ANY AMENITY CENTER FACILITIES OR SURROUNDING COMMON AREAS (playground, basketball court, tennis courts, etc.). ENGAGING IN THE USE OF THESE ITEMS WILL BE SUBJECT TO LOSS OF PRIVILEGES FOR A PERIOD OF TIME TO BE DETERMINED BY THE ASSOCIATION BOARD, AND OTHER LEGAL ACTIONS MAY BE TAKEN IN CONJUNCTION WITH THE LOCAL LAW ENFORCEMENT AGENCY.**

**REPORT EMERGENCIES TO 9-1-1**

### **Does Shadow Creek Ranch offer Swimming Lessons?**

Yes, swimming lessons are available throughout the summer season for children residents of Shadow Creek Ranch between the ages 2 -12 years old. To register or obtain more information contact Bearfoot at 832.886.1540, by email at [Contact@bearfoot.net](mailto:Contact@bearfoot.net) or visit them online at [www.bearfoot.net](http://www.bearfoot.net)

### **Does Shadow Creek Ranch offer Lifeguard Certification courses?**

Yes, American Red Cross Lifeguarding, First Aid, CPR/AED & Oxygen training courses are provided by Bearfoot, the pool company contracted by Shadow Creek Ranch to maintain and service the pools. For

pricing and availability call 832.886.1540, email [Contact@bearfoot.net](mailto:Contact@bearfoot.net) or visit them online at [www.bearfoot.net](http://www.bearfoot.net)

**Does Shadow Creek Ranch have a Splash Pad?**

Yes, the Splash Pad is located at Biscayne Bay, 13210 Windward Bay Drive.

The Splash Pad is open daily April 10, 2019 through November 3<sup>rd</sup>, 2019. A membership access card is not required to utilize the Splash Pad.

**Are reservations required to utilize the common areas located around the exterior of the amenities?**

The common areas located around the exterior of the amenities are available on a first come, first serve basis. Reservations are not available. Any permits required must be obtained by the City of Pearland at 281.652.1638 or online at [www.pearlandtx.gov](http://www.pearlandtx.gov).

**Shadow Creek Ranch HOA**

12234 Shadow Creek Pkwy Suite 3112, Pearland TX 77584 (behind Sherwin Williams)

Operating Hours: 8:30 a.m. -5:30 p.m. Monday – Friday (Closed Holidays)

Phone: 713.332.4689 | Email:[Help@shadowcreekranchhoa.com](mailto:Help@shadowcreekranchhoa.com) | Website: [www.shadowcreekranchhoa.com](http://www.shadowcreekranchhoa.com)