

# COROLLA LIGHT COMMUNITY ASSOCIATION

## USER FEES: FREQUENTLY ASKED QUESTIONS & ANSWERS

### **Q: WHAT ARE USER FEES?**

**A:** User fees, or amenity use fees, are fees paid by guests of the resort for access to the Corolla Light amenities. They are used to support the operation and upkeep of Corolla Light facilities such as the Sports Center, pool complexes, nature trails, as well as the activities and additional support personnel. User fees are determined by the maximum occupancy of the rental home.

### **Q: HOW ARE USER FEES BILLED FOR RENTAL GUESTS?**

**A:** For homes in the rental program, user fees are billed based on information provided to Corolla Light by the rental management companies. Each rental company faxes a weekly report indicating which homes are rented for the upcoming week. This report serves three important functions: 1) it provides Corolla Light Security with a list of occupied houses and, more importantly, a list of which houses should not be occupied; 2) it enables Corolla Light staff to prepare the appropriate amount of guest packets containing appropriately colored guest wristbands, parking passes, activity schedules, and other information about the Resort; and 3) it allows the Corolla Light administrative staff to bill user fees appropriately. Every week, based on the information given on this report, Corolla Light's administrative staff bills each rental company, itemizing the user fees due from the homes in their rental programs. The invoice lists the rental property number, the guests' last name, the dates of the rental, and the user fees incurred during those dates. The rental company then pays Corolla Light from the owners' escrow accounts.

### **Q: HOW ARE USER FEES BILLED FOR NON-RENTAL/PERSONAL GUESTS?**

**A:** There is no charge when an owner or his/her immediate family visits Corolla Light; nor is there a charge when an owner accompanies extended family, friends or business associates. However, user fees do apply when an owner has unaccompanied extended family members, friends, or business associates staying in their home. User fees for applicable non-rental guests are billed directly to the owner each week. When an owner has a non-rental guest using his/her home, it is up to the owner to notify Corolla Light of the guest's arrival by calling the administrative office at (252)453-2455.

### **Q: WHAT HAPPENS IF AN OWNER DOES NOT CALL THE ADMINISTRATIVE OFFICE WHEN A NON-RENTAL GUEST WILL BE USING HIS/HER HOME?**

**A:** If Corolla Light does not know a non-rental guest is arriving, a guest packet containing wristbands and parking passes cannot be prepared. Without appropriately colored guest wristbands, the guest will be denied access to Corolla Light amenities including the Sports Center, pool deck, and beach walkways. Parking passes are required to park at any common area on the Resort (i.e. the oceanfront complex, the Sports Center, etc.). Additionally, vehicles attempting to enter the resort without a valid parking pass are stopped and questioned by Security at the Austin Street guard building. Corolla Light staff strives to provide the best possible customer service and make all guests feel welcome. Therefore, denying guests access to amenities is a situation Corolla Light tries to avoid, as it is uncomfortable and frustrating for everyone involved. Please notify Corolla Light ahead of time of non-rental guests that will be using your home.