

SCAN CARD FAQ

1. I just moved into the community, how do I get a scan card to use the recreational facilities?

Answer: Come to the Hedingham Athletic Club and request a card at the front desk. Children age 11 and under cannot receive cards because they are not old enough to be at the facilities by themselves and must be accompanied by an adult. Any resident requesting a card needs to bring along proof of residence:

If you are a renter, bring a copy (we can make a copy for you at the athletic club if you need) of your lease agreement. Adults and children 12 years of age or older who would like a card must be listed on the lease.

If you are a resident and an adult or child 12 or older, choose from one of the following options to provide proof of residency:

1. A copy of your driver's license (must have Hedingham address on it)
2. A copy of the deed showing your name on it and the Hedingham address
3. A current piece of mail with your name and Hedingham address on it
4. A copy of your most recent report card showing your name and Hedingham address
5. A signed document from the owner (including a copy of their drivers license) confirming your residency

If you have any questions on what you can use please ask a staff member.

2. How many people can be listed on the account?

Answer: Two adult (18 and older) members can be on the account and any children (17 and younger) that are full or part time residents. More than two adult members are only allowed in the event that they are a registered college student of an adult member and can show written proof of **current** student status. A school ID card may not be used as proof of current enrollment.

3. How do I get a scan card if I lost my old one?

Answer: If you are already in our system and just lost your card, come to the Hedingham Athletic Club and request a new one at the front desk. Replacement cards are \$5 each.

4. My scan card is old and doesn't work in the card reader anymore. What do I do?

Answer: Come to the Hedingham Athletic Club and request a new card at the front desk. Bring your old card in so we can determine that it does not work consistently. We will replace it for free.

5. We have a nanny/caregiver that takes care of our kids and we want them to use the pool while watching our kids. Can they get a scan card?

Answer: For a fee of \$50 a homeowner can buy a season scan card for a designated caregiver for use of the pool only. See the community manager for details.

6. Can my children use the workout equipment at the athletic club if they have a scan card?

Answer: Only children aged 16 and older with a scan card may enter the workout room.

7. What facilities does my scan card give me access to?

Answer: Limited free access to the golf course (call the golf course for more information 919-250-3030), access to both swimming pools (Willow Oak Rd. and Grand Traverse Dr.) and the Hedingham Athletic Club.

8. What are the costs for guests?

Answer: The cost for guests is \$2 at the pools and \$5 at the athletic club. Contact the golf course directly for current guest rates for rounds of golf. Guests must be accompanied by a resident with a scan card.