

HLI Rules & Regulations - November 2025

Contents (Click any item below to navigate to that section):

Introduction & Access

Gate Locations & Hours

Resident Access to the Property

Bar Code Labels

New Resident Information

Required Identification

ID Card Types, Functions & Fees

Guest Passes

Medical Aide Passes (Red)

Visitor Gate Access

1. Call-In System

2. Permanent Guest List

3. Gateaccess.net Website & App

Guests Staying When You Are Away

Leased Units - Suspension of Owner Access

General Rules

Clubhouse Hours

Facility Use Guidelines

Dress Code

Smoking Policy

Parking

Children in the Clubhouse

Athletic Courts

Purchase of Show Tickets

General Policies

Advance Ticket Purchase at Clubhouse Office

Advance Ticket Purchase Online

- Door Sales**
- Guest Tickets**
- Handicap Theater Seating**
- Ticket Refund Policy**

Introduction & Access

Huntington Lakes (HL) is a private, gated community whose clubhouse is reserved exclusively for residents and their invited guests. The Huntington Lakes Clubhouse membership includes:

- Huntington Lakes Sections 1-5
- Huntington Towers
- Evergreen
- International Club

Please note: Although Huntington Towers, Evergreen, and the International Club lie outside the main gates, their residents have full access to the clubhouse.

Vehicle entry into Huntington Lakes is managed through two gated entrances. Clubhouse entry is restricted to residents and their invited guests at two entrance welcome desks.

Gate Locations & Hours

Huntington Lakes has two gated entrances, each with separate Resident and Visitor lanes:

East Gate (Jog Road & North Oriole Boulevard)

- **Guest access:** 24 hours a day, 7 days a week using the Visitor Lane
- **Resident lane:** Open 24/7 for vehicles with a valid barcode sticker affixed to the rear passenger window
- **Staffing:** Guard on duty at all times
- **Vehicle type:** Passenger cars only (no commercial vehicles)

West Gate (North Oriole Boulevard & Gateway Road)

- **Guest access:** Daily from 8:00 AM to Midnight using the Visitor Lane
- **Resident lane:** Open 24/7 for vehicles with a valid barcode sticker affixed to the rear passenger window
- **Staffing:** Guard on duty during operating hours
- **Vehicle type:** Passenger cars and commercial vehicles welcome

Resident Access to the Property

- Residents must use the “Resident Only” lane and have a valid barcode sticker affixed to the rear passenger window.
- Approach the barrier arm slowly, driving down the middle of the lane —once the sticker is scanned and validated, the gate will automatically open.
- The gate will close after each vehicle—do not piggy-back behind another car.
- **Resident lanes are available 24 hours a day at both East and West Gates.**

Bar Code Labels

We strive to make obtaining your barcode sticker straightforward and efficient. Please follow these steps:

1. **Submit Your Request**
 - Contact the clubhouse office by phone or email to request a new barcode label.
 - Provide a copy of your vehicle registration (or rental agreement) in the same name as your resident Clubhouse ID.
2. **Secure Online Payment**
 - Once your documentation is received, a \$10.00 charge will appear in your resident Buildium app.
 - Complete payment through the app at your convenience.
3. **Schedule Your Appointment**
 - After payment and paperwork are confirmed, we will reach out to arrange an appointment.
 - Appointments are available during regular clubhouse hours.
4. **Professional Installation**
 - At your scheduled time, a member of our security team will affix the barcode sticker to your vehicle’s rear passenger window.
 - Simply drive up to the installation area, and we’ll handle the rest.
5. **Annual Renewal**

- To maintain an active barcode for permanent residents, please send a copy of your renewed vehicle registration to the Clubhouse Office at office@hldelray.com each year.
- Staff will update your record promptly to ensure uninterrupted access.

New Resident Information

Welcome to Huntington Lakes! To ensure seamless access, please follow these steps:

- 1. Provide Ownership Documentation (New Owners Only)**
 - Submit a copy of your closing documents (e.g., settlement statement or deed) to the clubhouse office.
 - This verifies your ownership and initiates your Clubhouse registration process.
- 2. Immediate Gate Access**
 - If you need to enter the community before your official Clubhouse ID card is ready, show your **Certificate of Approval for HLI Clubhouse Passes (HLI COA)** to the guard at either gate.
- 3. Scheduling Your ID Appointment**
 - Clubhouse ID cards are issued **by appointment only**, Monday–Friday during clubhouse hours.
 - At your appointment, our office staff will take your photo and issue your official Clubhouse ID.

Required Identification

Every person entering the clubhouse or using recreational facilities must present one of the following:

- Your **HLI-issued Clubhouse ID card**
- A valid **guest pass**
- A valid **medical pass**

Our team may ask to verify any visitor's pass or ID. Anyone unable to produce a valid credential must leave the facility until they can present the proper ID. Any card or pass found in someone else's possession will be confiscated.

ID Card Types, Functions & Fees

All HLI-issued Clubhouse ID cards cost **\$50 each** (payable by ACH or Credit Card via the Buildium Resident Portal) and require a valid HLI COA. Here's the various types:

- **Permanent Resident (Owner/Occupant) • Blue**
 - Issued to homeowners and long-term occupants
 - Includes resident name, photo, building, and unit number
 - No expiration—grants full access to all facilities
- **Tenant • Yellow**
 - Issued to renters with a current HLI COA
 - Includes resident name, photo, building, unit number, and lease end date
 - Expires on the lease end date—grants full facility access
- **“Up North” Replacement • Orange**
 - For seasonal residents who've left their ID in their northern home
 - Temporary picture card with an expiration date you specify (not greater than 4 months)
 - Non-refundable \$25 charge—available to permanent residents only

Guest Passes

Residents may sponsor guests by obtaining a guest pass at any entrance welcome desk. Here's what you need to know:

- **Eligibility:** Guests must present a valid government-issued photo ID and be accompanied by the sponsoring resident when requesting a pass.
- **Pass Duration:** Valid for up to 30 days.
- **Unaccompanied Visits:** Once issued, guests may enter unaccompanied by showing their guest pass and photo ID.
- **Facility Access:** Guests may enjoy all clubhouse amenities **except** attendance at club meetings, organizational gatherings, or fitness classes.

Medical Aide Passes (Red)

Designed for home health or medical aides assisting residents with mobility or health needs. Passes are issued at the entrance welcome desk subject to the following:

- **Resident Presence:** The resident must be present to request or renew the pass.
- **Credentials Required:** Aide must show valid medical credentials (e.g., state license or certification).
- **Duration & Renewal:**
 - Expires one month from the issue date.
 - Renewable monthly while assistance is needed.
- **Scope of Access:**
 - Permits Clubhouse entry solely to assist the resident.
 - Does **not** allow the aide to use clubhouse facilities for personal activities.
 - Grants gate access via the Visitor lane.

Visitor Gate Access

Residents have three convenient options for admitting guests and service providers through the manned gates. Regardless of the method you choose, all visitors and vendors must present a valid government-issued photo ID (e.g., driver's license) to the guard on duty.

1. Call-In System

- **Register Your Number:** When you first register with the clubhouse office, provide your preferred landline and/or cell phone number.
- **How to Use:** From your registered phone, dial **(561) 498-1220**. Caller ID will recognize your unit.
- **PIN for Unregistered Phones:** If you call from a different number, you'll be prompted to enter your five-digit PIN provided during initial Clubhouse registration (use the keypad—do not speak it).
- **Name Entry:** Follow the voice prompts to spell your guest's or vendor's name.
- **Access Duration:** You may grant entry for up to **7 days** per call.

2. Permanent Guest List

- **Create Your List:** Add up to **six last names** to your unit's permanent guest list. Anyone with one of those last names can enter without a call-in.
- **Identification:** Guests simply state your building and unit number and that they are on your list.
- **How to Manage:**
 - **In Person:** Visit the clubhouse office during normal office hours
 - **Online/App:** Use the **Gateaccess.net** website or its smartphone app.
 - **By Mail:** Send a signed letter to the office if you're away and include a copy of your government-issued ID showing your signature.

3. Gateaccess.net Website & App

- **Instant Invitations:** Log in at **Gateaccess.net** (or via the mobile app) to send a digital "pass" to your guest's phone.
- **Setup:** Your login credentials will be provided when you register with the clubhouse office.
- **Ease of Use:** Approve, modify, or revoke guest access anytime—perfect for last-minute visitors.

Guests Staying When You Are Away

When you're out of town and want friends or family to use your unit and clubhouse facilities, please follow these steps. **Note: Section 3 residents may not authorize overnight stays in their absence.**

1. **Board Notification & Approval**
 - Inform your Section's Board of Directors of your guest plans.
 - If any guest will stay longer than 30 days, include written approval from your Section Board President with your Guest Authorization Form.
2. **Permanent Guest List**
 - Add each guest's last name to your unit's Permanent Guest List so they may enter without additional calls.
3. **Complete the Clubhouse Guest Authorization Form**
 - Fill out the form with your guest(s)' names and their arrival and departure dates.
 - Attach Board approval if the stay exceeds 30 days.
4. **Submit Your Form**
 - *In Person:* Deliver the signed form to the Clubhouse Office and provide your Clubhouse ID card for verification.

- *By Email:* Scan and email the completed form to the clubhouse office at office@hlidelray.com with a photocopy of your government-issued ID card.
- *By Mail:* Mail the completed form to the clubhouse office with a photocopy of your government-issued ID card to the address below:

Huntington Lakes Clubhouse Office
7355 Huntington Ln
Delray Beach, FL 33446

5. **Guest Pass Issuance**

- Direct your guests to the entrance welcome desk on arrival.
- They must present a valid government-issued photo ID and the approved Clubhouse Guest Authorization Form.
- A complimentary guest pass will be issued—with the same expiration date as on your form—granting access to all clubhouse amenities except meetings, fitness classes, or organized events.

Leased Units - Suspension of Owner Access

When a unit is leased and an active HLI Certificate of Approval (COA) for tenancy is on file, the owner automatically relinquishes all amenity and access privileges for the duration of the lease. This includes, but is not limited to:

- Use of the clubhouse, pools, fitness center, theater, courts, and all other recreational facilities
- Entry through Resident Lanes at the gates
- Eligibility for resident ID cards, guest passes, or barcodes during the lease term

Only the approved tenant(s) listed on the COA are granted resident privileges during the effective lease period. Owners may regain access only when the lease has ended and no active COA for tenancy remains on file.

General Rules

Clubhouse Hours

- **Sunday–Thursday:** 8:00 AM–10:00 PM
- **Friday–Saturday:** 8:00 AM–11:00 PM

- **Special Events:** Hours may vary by advance notice
- **Facility Closures:** Gym, Indoor Pool, spa, and locker rooms close one hour before clubhouse
- **Office Hours:** Monday–Friday, 8:30 AM–4:00 PM (closed 12:00 PM–1:00 PM for lunch)
- **Holidays Closed:** New Year’s Day, President’s Day, Memorial Day, July 4, Labor Day, Thanksgiving, and Christmas Day
- Additional closings will be posted in advance.

Facility Use Guidelines

1. **Priority Events:** HLI Board/Clubhouse Manager–approved activities may take precedence over general use.
2. **Permitted Uses:** No religious, political, charitable, fraternal, civic, or other group activities without prior written consent from the Clubhouse Manager.
3. **Behavior:** Please respect others—conduct yourself courteously and follow instructions from staff, security, or Board members.
4. **Occupancy Limits:** Room capacities may apply; posted limits must be observed.
5. **No Solicitation or Distribution:** Advertising materials, solicitations, signs, or posters require Clubhouse Manager approval.
6. **Eating & Drinking:** Only in designated food/drink areas.
7. **Table Games:**
 - **Card playing, mah jong, and other table games** are restricted to the Card Rooms and Media Center.
 - **January 1–March 31 (Busy Season):** Card tables in the Card Rooms and Media Center are reserved exclusively for residents Monday - Friday 8:00 AM - 5:00 PM to ensure fair access during peak months. Weekdays after 5 PM and weekends, residents are permitted to bring one guest.
8. **Guest Responsibility:** Owners and tenants are responsible for their guests and must inform them of these rules.
9. **Area-Specific Rules:** Posted rules override general regulations in that space.
10. **Misuse & Damage:**
 - Guests misusing facilities will be asked to leave for the remainder of their visit.
 - Owners or guests causing damage are liable for repair or replacement costs; unpaid charges may result in suspension of access until settled.

Dress Code

- **Pools & Spa Areas:** Proper bathing suits are required in the indoor pool, steam rooms, whirlpools, and saunas.
- **Theater:** For all live HLI theater performances, attire must be neat, clean and in good taste.

Permitted:

- Business casual clothing
- Slacks and **dress shorts** (such as khakis, no cargo shorts)
- Dresses and skirts
- Collared shirts and blouses

Not Permitted:

- Jean shorts or cutoffs
- Athletic wear
- Tank tops
- Beachwear

Smoking Policy

- **No Smoking:** Smoking or e-cigarette use is prohibited anywhere in the clubhouse or on adjacent outdoor areas.

Parking

- **Permitted Areas:**
 - Clubhouse parking lots at both ends of the building
 - Large lot across the street (no overnight parking, except for HLI-approved multi-day trips in the southeast bus/cruise area)
- **Prohibited Areas:** Roads leading to or at clubhouse entrances; grassed areas
- **Enforcement:** Improperly parked vehicles may be ticketed or towed at the owner's expense.
- **Bike Racks:** Located in the Pool parking lot and Theater parking lot.
- **Post-Event Traffic:** Security will direct traffic after professional HLI shows.

Children in the Clubhouse

- **Under 16:**
 - Do not require a guest pass.
 - Must be accompanied and supervised by an adult at all times.
 - Not permitted in the gym, steam room, whirlpool, sauna, or Billiard Room.

Athletic Courts

- **Hours:** 8:00 AM–10:00 PM daily
- **Access:** Residents and registered guests only (except HLI-sanctioned tournament play)
- **Sign-Up:** Procedures posted at each court
- **Attire & Equipment:**
 - Shirts required at all times
 - Rubber-soled tennis shoes only
- **Etiquette & Play Limits:**
 - Observe proper court etiquette
 - Limit play when others are waiting; residents have priority
 - No guest play before 10:00 AM during peak season
- **Liability:** Play at your own risk.

Purchase of Show Tickets

Tickets for professional performances in the Huntington Lakes Theater are subject to the following policies:

General Policies

- **Dress Code:** For all live HLI theater performances, attire must be neat, clean and in good taste. No refunds will be issued for non-compliance.

Permitted:

- Business casual clothing
- Slacks and **dress shorts** (*such as khakis, no cargo shorts*)
- Dresses and skirts
- Collared shirts and blouses

Not Permitted:

- Jean shorts or cutoffs
- Athletic wear
- Tank tops
- Beachwear
- **Noise Warning:** Some performances may feature loud music.
- **Ticket Requirement:** Every attendee, including medical aides, must hold a valid ticket.
- **Final Sale:** All ticket sales are final. Please refer to the refund policy below for further information.

Advance Ticket Purchase at Clubhouse Office

1. **Order Form:**
 - Appears in each month's Huntington Lakes Newsletter, covering shows for the specified Advance Sale period.
 - Requests up to two tickets per unit per show.
2. **Form Details:**
 - Lists each show, ticket quantity, ticket price, and total cost.
 - Include your name, building/unit number, and phone number.
 - Do **not** write additional notes or correspondence on the form.
3. **Payment & Submission:**
 - Place the completed form in a #10 envelope with your name, building/unit number, and phone number written on the front.
 - After the form is submitted, the ticket charge will appear in your **Clubhouse Resident Account** (your Buildium resident portal) for easy payment.
 - Deliver to the clubhouse office (or HLI mailbox if the office is closed) during the dates listed on the form.
4. **Ticket Pickup:**
 - Collect tickets at the clubhouse office during regular office hours once Door Sales begin.
 - Present your Resident ID when picking up.
5. **Seat Assignment (In-Office Orders)**
 - Tickets ordered in person are seat-assigned by a computerized random process.
 - **Exception:** Residents with approved handicap seating receive designated accommodations. See "Handicap Seating" below.

Advance Ticket Purchase Online

- **Sales Window:** Begins Tuesday at 9:00 AM during the Advance Sales week.
- **How to Order:** Visit www.huntingtonlakesinc.com → Entertainment → Online Ticket Guide.
- **Seat Selection:** Choose available seats in real time.
- **Gate Access PIN #:** Enter your 5 digit gate access number on appropriate spot of the checkout page during Advance Sales.

Door Sales

- **Start Date:** Door sales begin on the **first Monday of the month** prior to each show.

- **In-Person:** Mondays, Wednesdays, and Fridays, 9:00–11:00 AM & 1:00–3:00 PM, payable by credit or debit card only.
- **Online:** 24/7 via the website.
- **Performance Night:** Starts one hour before showtime, until sold out.

Guest Tickets

- Notify the office at purchase that tickets are for a guest.
- A **\$5 guest fee** will be added, and the ticket marked “GUEST.”
- Guests may then enter unaccompanied on performance night with their guest ticket, no Resident ID required.

Handicap Theater Seating

HLI provides specialized seating for Mobility Impaired, Legally Blind, and Wheelchair Bound residents:

1. **Application:** Obtain the form from the clubhouse office and submit it with a Florida physician’s certificate.
2. **Seating Locations:**
 - **Wheelchair Users:** Designated accessible seats; caregivers may sit beside (with ticket purchase).
 - **Walker Users:** First row seating.
 - **Vision Impaired:** Second row seating.

Ticket Refund Policy

As a 55+ community, we understand that health issues can arise unexpectedly. To balance compassion with fairness in our event planning, we offer the following refund guidelines:

Refund Eligibility

- Refunds are considered **only** for medical reasons (illness, injury, hospitalization) that prevent attendance.
- Requests should be submitted **at least 7 days** before the event whenever possible.
- Documentation from a licensed medical provider is required to process the refund.

Processing

- Approved refunds will be issued **minus any applicable credit card or ticketing platform fees.**
- Refund requests **within 7 days** of the event are not eligible, **unless** the medical circumstance is sudden and verifiable (e.g., hospitalization).

Please Note

- No refunds for non-medical reasons (travel issues, social plans, or change of mind).
- All refund requests must include appropriate medical documentation.

We appreciate your cooperation and understanding as we strive to deliver enjoyable, accessible programming for all residents.