

KIAWAH ISLAND
COMMUNITY
 ASSOCIATION

**SANDCASTLE USER GROUP RECOMMENDATIONS
 FOR KICA BOARD – JANUARY 8, 2024**

SANDCASTLE USER GROUP / IDENTIFIED ISSUES

- Overcrowded Amenities
- Inequitable Amenity Access
- Complicated Access Policies

CURRENT SANDCASTLE ACCESS POLICIES

(by BOD vote Feb 2023)

	KICA Member and dependents under the age of 23	Nonmember with Complimentary Access Former lineal, currently adult children and grandchildren of property owner OR 4 households added for members without children	Guests
Gym	Unlimited 18+ age limit	No access	No access
Fitness Class	Unlimited 18+ age limit	No access	No access
Oceanview Pool (In season - Memorial to Labor Day)	Member 21+ And 2 guests	No access unless with the member, under limit of 2 guests No fee	No access unless as member limit of 2 guest \$10 fee
Oceanview Pool (Off season)	Member 21+	21+ May not bring guests	21+ Accompanied by member Max 8 \$10
Family Pool & Verandah	Unlimited 18+ check in	18+ may check in. Open to any age. May not bring guests	8 max \$10 fee Must check in with member

EVALUATION OF CURRENT ACCESS POLICIES by USER GROUP

Sandcastle Access Policy

<u>Current</u>	<u>Evaluation</u>
- Photo ID required	Maintain Policy
- Gym: Member only/ 18+	Maintain Policy
- Fitness class: Member only /18+	Maintain Policy
- In Season: Memorial Day - Labor Day	Maintain Policy
- Off Season: Labor Day - Memorial Day	Maintain Policy
- Oceanview Pool: Member and 2 guest 21+ (In season only)	Maintain Policy
- Guest check in Family Pool Only w/ Member 18+/ 8 Max	Maintain Policy
- Pool check in age: 18+	CHANGE
- Family Pool/Veranda:	CHANGE

RECOMMENDED ACCESS POLICY CHANGES

1. Family Pool check in age lowered from 18 to 16 years old.
Member feedback that a child who is 16, and old enough to drive, should be able to check into the Sandcastle facility.

Recommendation: A majority of the Sandcastle User Group recommends this change. Those not in favor do not believe driving age is a determining factor & expressed concerns that a person 16 years old is not a legal adult but would be able to check-in younger aged children.

2. Simplify Terminology: Minimize categories of access to **Member** or **Guest** only

There is still confusion with members about who is & is not permitted access to the facility. In trying to eliminate the term “lineal member,” the term “non-member with complimentary access” was just as confusing to members & required continuous staff explanation. The additional 4 households, for members without children, were not well received in the member survey. This change also eliminates any categorization of “family” to be more equitable across various family structures.

Therefore, simplify to:

A **Member** is the legal owner of a residential property. For access to the Sandcastle, a member’s access includes their spouse/partner and dependent children under age 23. A **Guest** is anyone else - family or friends. A guest does not include a short-term renter of a residential property.

Eliminate “Non-member with complimentary access” category

Eliminate pre-approved 4 households for members without children

Recommendation: This is a unanimous recommendation of the Sandcastle User Group.

3. Member's Accompanied Guest: max 8 per day / no fee charged

For guests (family or friends) who accompany a member, eliminate all guest fees.

Recommendation: This is a unanimous recommendation of the Sandcastle User Group.

4. Unaccompanied Guest Access:

Member feedback was that many members sought a way to authorize guest use of the facility, without the member present. There were a variety of reasons for this, to include: (1) the member is a non-resident and permitting the use of their home, in their absence, or (2) the member is not physically able to accompany their guest due to age/health.

Establish an Unaccompanied Guest Access Process:

- All guests over the age of 3 must be pre-registered by the KICA member 1-2 weeks in advance of the guests' arrival. (Process to be created by staff. Recommended online format for ease of member use.)
- In registering guests, the KICA member will need to acknowledge that short-term renters are not permitted to utilize the facility. Violation of this policy will result in loss of unaccompanied guest access privileges and/or suspension of the use of the facility, as determined by staff recommendation and/or board recommendation.
- All unaccompanied guests over the age of 3 will be charged a daily guest fee. Guest fees will be charged to KICA member's account.
- Photo ID will be required for check-in.
- Facility access is limited to the family pool and/or verandah.
- A maximum of 8 guests is permitted per day.
- Blackout period for unaccompanied guest access for the weeks before & after July 4.

Recommendation: A majority of the Sandcastle User Group recommends this change. It was felt that this is easier to implement, easier for members, consistent with 8 member guests and it is hoped that the cost will help manage any issues with overcrowding. Those who were not in favor of this change expressed concern about abuse of access by short-term renters. There was also concern that this was too broad of access to the facility.

GUEST FEES FOR UNACCOMPANIED ACCESS ONLY

Guest fees of \$10 or \$15 per person, per day, were considered.

Financial Implications of Guest Fees to KICA Member

\$10 guest fee	AVG of 4 ppl / day	\$40 per day	\$280 per week
	MAX of 8 ppl / day	\$80 per day	\$560 per week
\$15 guest fee	AVG of 4 ppl / day	\$60 per day	\$420 per week
	MAX of 8 ppl / day	\$120 per day	\$840 per week

** Average number of unaccompanied guests checking in = 4

Comparison to Other Kiawah Facilities

	Member and Dependent Access	Guest w/ Member	Guest w/o Member
Governors Club	Yes / free	Yes \$15 fee	\$250 per added family charge (immediate family only). Pool Only. Guest fees apply.
KI Club	Yes / free	Yes 7 max \$15 fee	No

Recommendation: A majority of the Sandcastle User Group recommends guest fees of \$10 per person, per day. Those not in favor felt that guest fees should be set at \$15 per person, per day, to be consistent with other facilities.

PROS AND CONS OF RECOMMENDATIONS

PROS:

- Supports the concept of the Sandcastle being a member facility.
- Simplifies rules & terminology, making it easy for members to understand & for staff to explain.
- Family is not defined. Equity in access policies is achieved for members.
- No fees for a member's accompanied guests. This is seen as a positive for members, as any of their guests are welcomed to the facility with them.
- Improves the member experience and continues to address overcrowding of the facility, particularly in the most challenged areas of the gym, fitness classes and Oceanview Pool.
- Accommodates non-resident members and members who are physically unable to be present by allowing means of access for limited unaccompanied guest use.

CONS:

- Eliminates previous "lineal family" list with free unaccompanied access. This will likely be viewed as a negative if you have lineal family members who have accessed the facility previously.
It is worth noting that 46% of members do not have any lineal family members listed and may view this change as positive. (Of 5,451 KICA member households listed in Salesforce, 2,973 households have lineal family members listed on their account, with an average of 4 per account.)*
- Will not address comments from members about opening fitness (gym/classes) to their guests.