



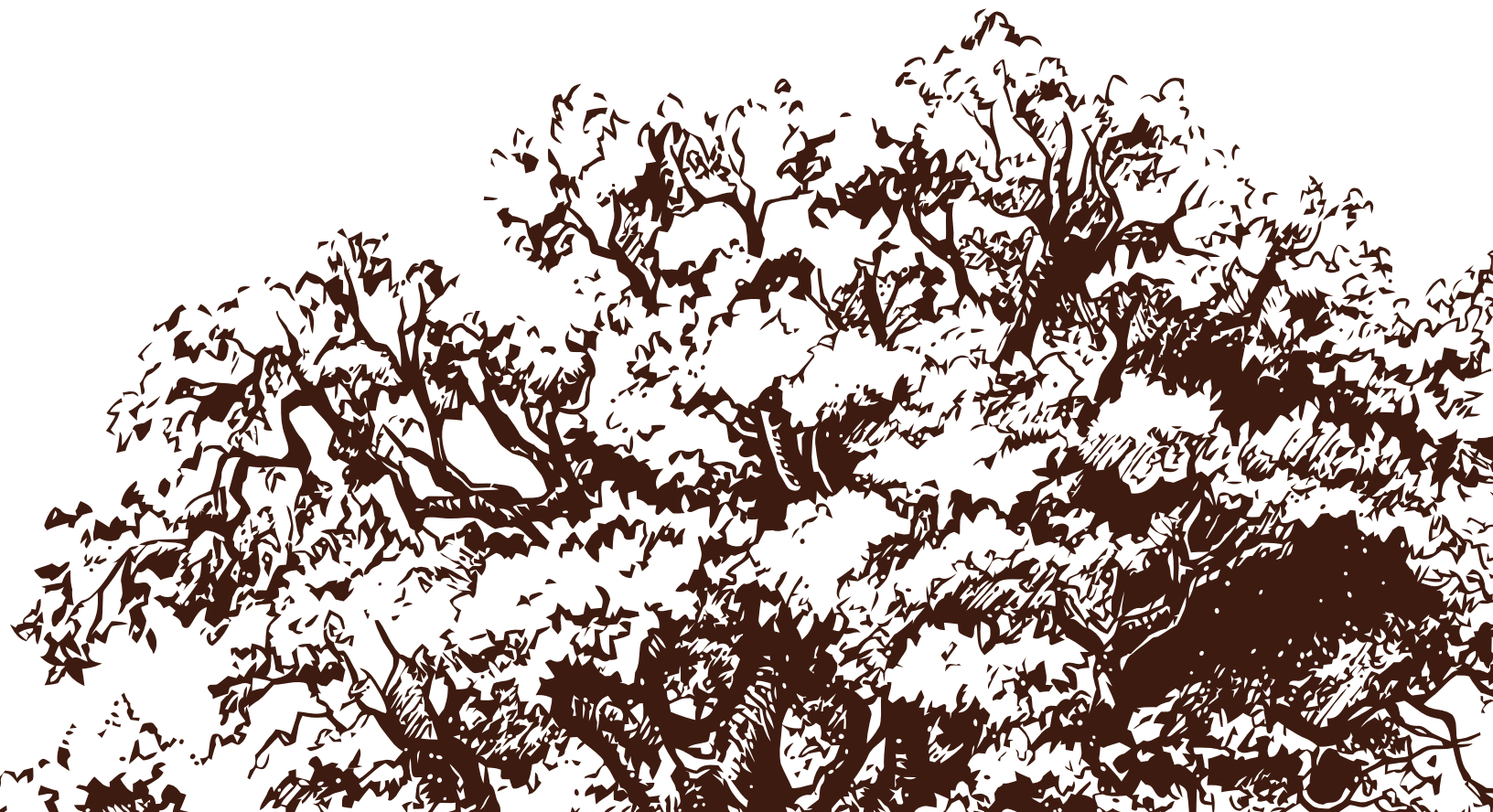
LODGING AT HOUSTON OAKS  
*Guest Information*



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## FROM THE CEO

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Dear Houston Oaks Member's and Guests,

Welcome to The Clubs Houston Oaks! This handy compendium has been created as a helpful reference resource for you to utilize whenever you are staying in Lodging at Houston Oaks. As a guest within this special community, you have access to Club amenities and staff members who can assist you during your stay. Our objective is to be of service to you and to help you enjoy your time at Houston Oaks to the very fullest.

The information contained herein has been compiled to address and answer the most often-asked questions we receive from lodging guests. Information about Club facilities, amenities, events, seasonal operating schedules, staff contact information and emergency procedures. In addition, a current site map of The Clubs at Houston Oaks is provided for your convenience.

If you have any questions or special needs after reviewing the information in this compendium, please feel free to reach out to our Member Services department or contact me directly and I will do my best to assist you, answer your questions, and/or direct you to the appropriate individual who can be most helpful to your needs.

Once again, welcome to The Clubs at Houston Oaks! We sincerely hope you enjoy your time in this community and make the most of everything The Clubs at Houston Oaks has to offer.

Warm Regards,

**Robert J. Gusella, CCM, CCE**  
CEO/General Manager  
Houston Oaks Venture, LP

## LOGGING INFORMATION

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Daily housekeeping service is offered from 10:00 a.m. – 2:00 p.m. Turndown is provided Friday and Saturday only between 5:00 p.m. – 8:00 p.m. beginning after the first night of the reservation. If you have a preferred time for housekeeping to service your room, or questions regarding any of the information below, please contact **Member Services** at **936-372-4312** or **services@houstonoaks.com**.

### INTERNET CONECTIVITY / WI-FI:

Wi-Fi is complimentary and does not require a password. Join “HO Members,” and you will be automatically connected.

### ENTERTAINMENT:

All of our in-room TVs are smart TVs. The televisions in all lodging units are serviced with DirecTV.

**How to Use:** The TV input should be on HDMI to receive channels. Pressing the guide button on your remote allows you to browse channels. On your remote control, use the up-arrow and down-arrow to switch from channel to channel. Once you have found the channel that you would like to watch, press “enter.” The volume is controlled by the volume up and down arrows on the controller.

### IN-ROOM SAFE:

For your convenience, an in-room safe is available for your use and is located in your room’s walk-in closet. A four-digit code is needed to LOCK or UNLOCK the safe.

### COFFEE MAKERS:

All lodging units are equipped with Nespresso Coffee Makers.

**How to Use:** Open the capsule compartment by pulling the lever forward, towards the spout. Place the Nespresso capsule with the silver part facing the spout. Pull the lever back to engage the capsule. Place a cup under the spout. Turn on the power by pressing the button displaying a coffee mug icon. The coffee machine will brew in about 30 seconds. Once the coffee is brewed, pull the lever back to drop the capsule into the tray for disposal.

### FIREPLACES:

The fireplace is controlled by remote control.

**How to Use:** Press ‘ON’ to light the fire. CAUTION: DO NOT hold the ‘ON’ button down for longer than three seconds. It may take a few seconds before the fire ignites. To turn the fire off, press ‘OFF’ on the remote control. Please note that the pilot light will remain on.

## LODGING INFORMATION

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### INSECTS, SNAKES & OTHER CRITTERS:

Our lodging accommodations are situated in natural, wooded areas and nestled within the canopies of majestic Live Oak trees, without storm doors or window screens. As such lodging guests are reminded to keep doors and windows closed as much as possible to keep insects and other creatures of nature on the outside. Should you encounter an outside critter on the inside of your accommodation, please contact Member Services (936-372-4312) or the Welcome Gate (936-372-4327) for assistance.

## POLICIES

### QUIET TIME:

Quiet time at the Inn and Cottages is observed nightly between 10:00 p.m. and 8:00 a.m. to ensure the comfort and convenience of all guests.

### PETS:

In deference to our many Guests who may suffer from pet allergies, pets are not allowed in any of the lodging accommodations located on the main Houston Oaks campus, which includes The Inn at Houston Oaks, Cottages and the Lodge. Pets are also not permitted in the Clubhouse, including the restaurant and locker room patios.

Leashed pets are welcome at The Park House, the Ranch House and the Ranch Cabin. A non-refundable pet fee of \$150 per pet, per stay will be charged in pet friendly lodging venues. Members and Guests who bring pets into lodging venues that are not pet friendly will be charged a non-refundable pet fee of \$300 per pet, per night.

Service dogs are welcome in pet-restricted areas; the owner of the service animal may be requested to provide the animal's service card or the animal must be wearing a visible service animal vest. Please advise us of pets and service animals in advance of your stay to include the name and breed of each animal.

### SMOKING:

All facilities at the Club are smoke-free. Smoking is only allowed on the terrace and patios of the accommodations. Please discard cigarette and cigar butts in the ashtrays that are provided. If smoking occurs in a public or private area, a cleaning fee of at least \$250 will be added to your account.

### LOST AND FOUND:

Lost and found items may be claimed through the Director of Lodging or Member Services staff. Lost and found items will be kept for maximum of 60 days. After 60 days the Club will dispose of unclaimed items. Items may be shipped to members upon request. Shipping charges will apply.

## CHILDCARE

The Club offers limited child-watching services by advance reservation.

Activity Leaders for this purpose may be available by appointment. During Club events, group child-care is often provided. Additional fees may apply, and RSVPs are essential. Waivers must be completed before service.

# TRANSPORTATION

### **Golf Carts**

Golf Carts are available to rent for licensed drivers age 16 and older who possess a valid driver's license. The Club offers a limited number of, four and six-seat capacity carts. Golf cart operators are requested to read the rules and regulations posted on the cart steering wheel before driving. Golf carts may be rented in the Sports/Tennis Shop, at which time a key will be provided. The Clubs at Houston Oaks management reserves the right, at our discretion, to withdraw golf carts that we deem are being misused or operated in an unsafe manner.

### **Specialty Transportation**

Please contact Member Services to arrange helicopter services. These services are based upon availability, and additional fees will apply. Call 936-372-4312.

## CLUB AMENITIES

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### GOLF CLUB

Golf Club facilities include our 18-Hole Championship Course, 9-Hole Scrambler Course, Driving Range, Scrambler Practice Facility and Putting Greens, Men's and Women's Locker Rooms and a Full-Service Golf Shop with caddie services available. Soccer Golf and Disk Golf can also be played on the 9-Hole Scrambler Course.

#### KEY POINTS OF CONTACT:

**Golf Shop** | 936-372-4301; [golfshop@houstonoaks.com](mailto:golfshop@houstonoaks.com)

**Caddie Inquiries** | [caddies@houstonoaks.com](mailto:caddies@houstonoaks.com)

**Soccer Golf & Disk Golf Inquiries** | 936-372-4312; [services@houstonoaks.com](mailto:services@houstonoaks.com)

#### HOURS OF OPERATIONS:

##### **Tee Times**

Monday, Wednesday & Thursday | 7:30 a.m. - 6:00 p.m.

Friday - Sunday & Holidays | 7:30 a.m. - 6:00 p.m.

Tuesday - Closed

##### **Golf Shop**

Summer/Fall (*Apr 1 - Oct 31*)

Monday, Wednesday, Thursday | 7:30 a.m. - 7:00 p.m.

Friday - Sunday | 7:00 a.m. - 7:00 p.m.

Winter/Spring (*Nov 1 - Mar 31*)

Monday, Wednesday, Thursday | 7:30 a.m. - 6:00 p.m.

Friday - Sunday | 7:00 a.m. - 6:00 p.m.

#### DRESS CODE:

Proper attire is required for all players. Tee shirts, tank tops, halter tops, jeans, cutoffs, sweat-pants, tennis or other athletic shorts, and bathing suits are prohibited from all golf areas. For men, shirts with turtlenecks, mock turtlenecks, or collars and sleeves, slacks, and golf shorts with a minimum six-inch inseam are considered proper attire. For women, dresses, blouses, slacks, and golf shorts with a minimum six-inch inseam are considered proper attire.

Only soft spike or spike-less golf shoes or other approved shoes should be worn on the Golf Course and Practice Facilities. The golf staff must approve any shoes other than golf shoes.

## CLUB AMENITIES

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### GUN CLUB

Gun Club facilities include two (2) 5-stand shooting decks, an archery course and the Gun Club Grill. Firearms and ammunition are available to rent; shotgun storage is also available.

#### KEY POINTS OF CONTACT:

**Gun Club** | 936-372-4319; gunclub@houstonoaks.com

**Member Services** | 936-372-4312; services@houstonoaks.com

#### HOURS OF OPERATIONS:

**Shooting & Archery** *(Subject to Seasonality)*

Wednesday - Sunday | 9:00 a.m. - 6:00 p.m.

*Night Shoots available upon request, with 48 hour notice.*

**Gun Club Grill**

Friday - Sunday

*Please refer to the “Dining” page on the Houston Oaks website or app for current dining hours.*

**Note:** *Hours of Operation are subject to change based upon weather and/or special events.*



## CLUB AMENITIES

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### EQUESTRIAN RIDING CLUB

Equestrian facilities are available at the Houston Oaks Ranch and include; a lighted outdoor arena, private horse boarding, trail rides, riding lessons and instruction in western roping, reining, cutting, sorting and team penning.

#### KEY POINT OF CONTACT:

**Member Services** | 936-372-4312; [services@houstonoaks.com](mailto:services@houstonoaks.com)

#### HOURS OF OPERATIONS:

**Summer** (*Apr 1 - Oct 31*)

Closed Monday & Tuesday

Wednesday - Sunday | 8:00 a.m. - 11:00 a.m. & 5:00 p.m. - 9:00 p.m.

*Lessons not provided between 11:00 a.m. - 5:00 p.m. due to heat.*

**Winter** (*Nov 1 - Mar 31*)

Closed Monday & Tuesday

Wednesday - Sunday | 9:00 a.m. - 5:00 p.m.

#### FRIENDLY REMINDERS:

Boots with heels and long pants (jeans/denim) are required for all equestrian activities. Shorts and open-toed shoes, sandals and flip flops are not permitted.

Lessons and trail rides are available for ages 6 years old and up.

**Note:** *Hours of Operation are subject to change based upon weather and/or special events.*

## CLUB AMENITIES

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### FISHING CLUB

Fishing Club facilities are headquartered at Fish Camp and include a tackle shop, bait shop, fishing pole lockers and lighted fishing dock. The Club features 17 lakes, all of which are stocked with red ear sunfish, channel catfish, bluegill sunfish, large-mouth bass, tilapia and crappie. Seasonally select lakes are stocked with rainbow trout which members are allowed to keep at the end of the season. Complimentary kayaks, paddle boards and pedal boats are available on the Clubhouse Lake between Memorial and Labor Day. The Welcome Gate is fully stocked with rentable fishing poles, tackle boxes and bait 24/7. *Houston Oaks is a catch-and-release fishery; barbless hooks are required.*

#### KEY POINT OF CONTACT:

**Fish Camp** | 936-372-4308; [fishing@houstonoaks.com](mailto:fishing@houstonoaks.com)

**Rich Whitaker**, *Fish Camp Supervisor* | 936-372-4308; [rhwhitaker@houstonoaks.com](mailto:rhwhitaker@houstonoaks.com)

**Member Services** | 936-372-4312; [services@houstonoaks.com](mailto:services@houstonoaks.com)

#### HOURS OF OPERATIONS:

Wednesday - Sunday | 8:00 a.m. - 5:00 p.m.

*\*Residents, members, and guests may fish unassisted at any time throughout the week.*

**Note:** *Hours of Operation are subject to change based upon weather and/or special events.*

## CLUB AMENITIES

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### TENNIS CLUB

Tennis Club facilities include 6 professional LED lighted, medium speed hard courts, 2 LED lighted pickle ball courts, tennis ball machine, Tennis Pro Shop, group and private tennis and pickleball lessons and daily clinics for all ages (excluding Tuesdays).

#### KEY POINTS OF CONTACT:

**Westley Lemke**, *Director of Tennis* | D: 936-372-4302; tennis@houstonoaks.com

**Member Services** | 936-372-4312; services@houstonoaks.com

### SPORTS SHOP

The Sports Shop is the headquarters for on-property cart rentals and all sports and athletic activities (excluding golf and spa/fitness). An inventory of sports equipment is maintained for member use and enjoyment. A small selection of Club apparel and other items are available for retail sale. The Sports Shop is located in the Park House.

The Sports Shop maintains an inventory of equipment for the following sports and activities: Football, Basketball, Pickleball, Tennis, Soccer, Foot (Soccer) Golf, Disc Golf, Baseball, Softball, Kickball, Volleyball, Horseshoes, Bocce Ball and a variety of Bicycles.

The following items may be available for purchase: Houston Oaks blankets, tennis rackets/grips, tennis shoes, tennis clothing, hats/visors, beach towels, sunscreen, etc.

#### KEY POINTS OF CONTACT:

**Kimmy Herrock**, *Sports & Recreation Supervisor* | 936-372-4302; kherrock@houstonoaks.com

**Member Services** | 936-372-4312; services@houstonoaks.com

**Golf Shop (After Hours)** | 936-372-4301; golfshop@houstonoaks.com

#### HOURS OF OPERATIONS:

Closed Tuesday

Monday, Wednesday, Thursday | 8:00 a.m. - 5:00 p.m.

Friday - Sunday | 8:00 a.m. - 8:00 p.m.

**Note:** *Hours of Operation are subject to change based upon weather and/or special events.*



## CLUB AMENITIES

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### WELLNESS CLUB

Our spa and fitness facilities include private massage and facial treatment rooms, men's and women's steam saunas, 24-hour fitness center equipped with free weights, spin bikes, yoga and pilates equipment and circuit training equipment. Additional wellness amenities include our bike shop, family and adult pools, baseball field, playground and treehouse.

#### KEY POINT OF CONTACT:

**Member Services** | 936-372-4312; [services@houstonoaks.com](mailto:services@houstonoaks.com)

#### HOURS OF OPERATIONS:

##### **Fitness Center**

Monday – Sunday | 24/7

##### **Massage Therapist**

Thursday | 9:00 a.m. - 6:00 p.m.

Friday | 9:30 a.m. - 6:00 p.m.

Saturday | 9:00 a.m. - 5:00 p.m.

Sunday | 11:00 a.m. - 5:00 p.m.

##### **Esthetician**

Wednesday – Saturday | 10:00 a.m. - 5:00 p.m.

Sunday | 10:00 a.m. - 5:00 p.m.

##### **Pilates**

Tuesday & Thursday | 10:00 a.m. - 2:00 p.m. *By appointment only. Please contact Member Services.*

##### **Family Pool**

Wednesday - Sunday | Dawn - Dusk

*Lifeguards on duty 10:00 a.m. - 8:00 p.m. Memorial Day - Labor Day*

##### **Adult Pool**

Wednesday - Sunday | Dawn - Dusk

*No lifeguards on duty. Must be 18 years or older.*

**Note:** *Hours of Operation are subject to change based upon weather and/or special events.*

## CLUB AMENITIES

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### WINE CLUB

Wine Club amenities include a fully stocked Wine Shop and General Store, Bunker 55°, Legacy wine lockers, Vintner Club and our private wine label program. Outside and inside areas are available to enjoy a new wine selection with family and friends.

#### KEY POINT OF CONTACT:

**Wine Shop** | 936-372-4338; [wineshop@houstonoaks.com](mailto:wineshop@houstonoaks.com)

#### HOURS OF OPERATIONS:

**Wine Shop**

Closed Monday & Tuesday

Wednesday - Saturday | 11:00 a.m. - 7:00 p.m.

Sunday | 12:00 p.m. - 5:00 p.m.

**Note:** *Hours of Operation are subject to change based upon weather and/or special events.*

## CLUB AMENITIES

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### DINING

The foundation of Houston Oaks' culinary excellence rests on our 'seed to table' approach to dining. We harvest produce from our outdoor farm as well our amazing aquaponics operation; we also gather farm-fresh eggs daily from our henhouse, compliments of our happy free-range chickens. Executive Chef Malik Riley and his talented culinary team create seasonal items and weekly specials in our Club-house Restaurant, while delivering a variety of dining settings and menus in our variety of food and beverage locations throughout the Club.

#### KEY POINTS OF CONTACT:

**Dining Host Stand** | 936-372-4307; dining@houstonoaks.com

#### HOURS OF OPERATIONS:

**Main Dining Room** | 936-372-4307  
Monday, Wednesday – Sunday

**Legacy Dining Room** | 936-372-4307  
Thursday – Saturday Evenings

**The Wedge** | 936-372-4351  
Monday, Wednesday - Sunday

**Men's Locker Room** | 936-372-4353  
Monday, Wednesday - Sunday

**Gun Club Grill** | 936-372-4325  
Friday – Sunday

**Park House** (Mar 1 - Dec ) | 936-372-4324  
Fridays – Sunday

**Beach Bar**  
*Seasonal / Memorial Day - Labor Day*  
Wednesday - Sunday  
*Beverage Service with Food Runners*

*Please refer to the "Dining" page on the Houston Oaks website or app for current dining hours.*

**Note:** *Hours of Operation are subject to change based upon weather and/or special events.*



# CLUB MAPS



HOUSTON OAKS ESTATES ENTRY

THE CLUBS AT HOUSTON OAKS MAIN ENTRY

**LEGEND**

- COMPLETED HOME
- HOUSTON OAKS - CLUB BUILDINGS
- HOUSTON OAKS - LODGING
- HOUSTON OAKS - FACILITY

THE CLUBS AT

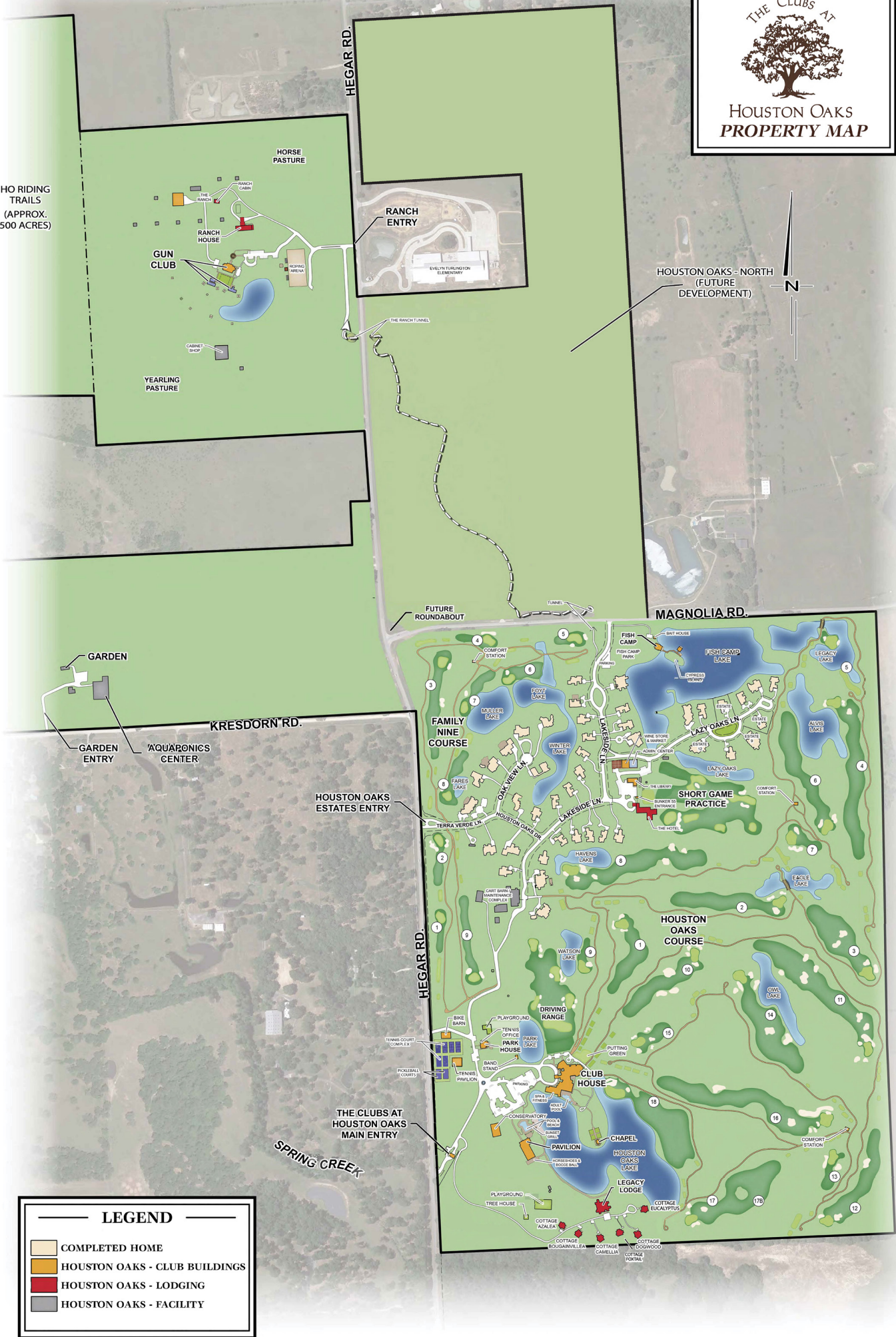


HOUSTON OAKS  
PROPERTY MAP



THE CLUBS AT  
  
 HOUSTON OAKS  
 PROPERTY MAP

HO RIDING TRAILS  
 (APPROX. 500 ACRES)



HOUSTON OAKS - NORTH  
 (FUTURE DEVELOPMENT)



**LEGEND**

-  COMPLETED HOME
-  HOUSTON OAKS - CLUB BUILDINGS
-  HOUSTON OAKS - LODGING
-  HOUSTON OAKS - FACILITY

## EMERGENCY PROCEDURES

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# EMERGENCY PROCEDURES

## IN THE CASE OF AN EMERGENCY PLEASE CALL 911

THEN | Alert the Front Desk of the Situation 936-372-4312.

IF THE FRONT DESK IS NOT AVAILABLE | Contact the Welcome Gate at 936-372-4327. The Welcome Gate attendant will be responsible for directing/escorting fire/ambulance to your location.

## IN THE CASE OF A FIRE

EVALUATE | if you are able to safely put out the fire with an extinguisher.

IF NOT, EVACUATE IMMEDIATELY | Never open doors that are warm to the touch.

YELL "FIRE" | right away to attract assistance.

CONTACT 911 | then follow the remaining steps listed above.

PROVIDE AN ADDRESS | Provide your home address or:

22602 Hegar Road, Hockley (Main Campus)

23143 Hegar Road, Hockley (Ranch / Gun Club)

## URGENT CARE/EMERGENCY ROOMS

### **Medella Urgent Care**

9 miles away | 8AM - 8PM, Everyday

18535 Farm to Market Rd 1488 #210, Magnolia, TX 77354 | 346-808-3670

### **HCA Houston ER**

9.6 miles away | 24/7

18230 Farm to Market Rd 1488, Magnolia, TX 77354 | 281-259-2273

### **HCA Houston ER**

10 miles away | 24/7

27560 US-290 Frontage, Cypress, TX 77433 | 281-737-2424

## OTHER EMERGENCY NUMBERS

**Waller Fire Department** | 936-372-9512

**Waller Country Police Department** | 936-372-2525

**Poison Help** | 1-800-222-1222



## EMERGENCY PROCEDURES

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# EMERGENCY SUPPLY LOCATIONS

### DEFIBRILLATORS / AEDs:

Welcome Gate (*Accessible 24/7*)  
Clubhouse, Shoe Shine Room  
Fitness Facility, Cabinet above POS (*Accessible 24/7*)  
Gun Club, Back Office  
Family Pool, Pump Room  
The Inn, Kitchen Upper Cabinet (*Accessible 24/7*)

### FIRE EXTINGUISHERS:

Guard House (*Accessible 24/7*)  
Inn (Kitchen) (*Accessible 24/7*)  
Fitness Center (*Accessible 24/7*)  
Admin Building, Copy Room  
Bunker Kitchen / Employee Lunch Room  
The Wedge

### FIRST AID KITS:

Welcome Gate  
Club House, Concierge Desk  
Kitchen, Chef's Office  
Fitness Facility (*Accessible 24/7*)  
Pro Shop  
Pavilion  
Family Pool  
Tree House  
Maintenance Building  
Fish Camp  
Administration Building  
The Inn, Kitchen (*Accessible 24/7*)  
Ranch Tack Barn (*Accessible 24/7*)  
Gun Club