



Frequently Asked Questions

Who can reserve the clubhouse?

Only members of the Longmeadow Homeowner's Association, who are in good standing, can rent the clubhouse.

How do I get in the clubhouse the day of my rental?

The day of your event, your access card will be programmed to unlock the clubhouse. It will work beginning 15 minutes before your rental time and ending 15 minutes after your rental time. If you do not have an access card you will need to order one [here](#).

How much time do I have to set up/clean up?

You will have 15 minutes before your rental time and 15 minutes after your rental time. All set up and clean up time should be included in your scheduled time.

Can my guests use the pool during my event?

Your guests can use the pool, but the pool cannot be reserved for your exclusive use. Other residents are allowed to use the pool during your event. The maximum party size when using the pool is 25. For more information read the [Rules & Regulations](#).

What do I do if I need to cancel my reservation?

Please give us 24 hours notice if you need to cancel your event. Cancellations made less than 24 hours before the scheduled time are not eligible for a refund. To cancel your event, [click here](#).

What do I do if I need to get in touch with McKay Management after business hours?

In the event of an emergency, call 205-733-6700 and press 9. Someone from McKay Management is on call and available to assist you.

Am I allowed to have decorations, caterers, alcohol, etc. at the clubhouse?

Please read the [Rules & Regulations](#) for the clubhouse and pool before your event.

Who is responsible for cleaning the clubhouse after an event?

You are responsible for cleaning the clubhouse after your event. In order to get your deposit refund, the clubhouse must be cleaned according to the [Cleaning Checklist](#). Please leave the clubhouse clean for the next renter.

What do I do if I find the clubhouse hasn't been cleaned or something is damaged?

Call McKay Management at 205-733-6700 and press 9 to report anything that has been damaged or has not been cleaned.

How do I get my deposit back?

When your event has ended, please go to the [deposit refund page](#) and complete the form. You will agree that you have cleaned the clubhouse according to the [Cleaning Checklist](#). Upon inspection of the clubhouse, your deposit will be refunded back to your credit card. Please allow up to 10 business days for the refund.