

Guest & Resident ID Info

To obtain a Guest ID card(s), apply online at **DistrictGov.org** or in-person at one of the locations listed below:

**District Customer Service
Office Hours:**

Mon-Fri
8AM-5PM

ELIGIBILITY REQUIREMENTS

- A Villages resident with a valid Resident ID card can make an application for a Guest ID card.
- A qualified guest is defined as an individual whose current residence is outside Lake, Marion and Sumter counties.
- Homeowners and their household members, regardless of residency, who have waived their access to The Villages amenities are not permitted to hold guest ID cards.

ISSUANCE

- Guest ID cards are issued for a guest(s) whose current residence is outside Lake, Marion and Sumter counties for up to 30 days from the issue date.
- Guest ID card renewals may be requested after the 30th day for an additional 30 days and renewals may continue to be issued every 30 days.

IN PERSON

- Any resident needing a guest ID card(s) may request them in person. See locations and times listed below.

- **District Customer Service Center:**
3571 Kiessel Road
- **Lake Sumter Satellite Office:**
1030 Lake Sumter Landing, Suite A
- **North Satellite Office:**
1210 Avenida Central

- **At Your Service or
At Your Service + Locations:**
Mon - Fri 8:30AM - 5PM
Sat & Sun 8:30AM - 12PM*

Colony Cottage
Eisenhower*
Everglades*
Ezell +
Fenney +
La Hacienda +
Lake Miona*

Laurel Manor
Mulberry Grove
Olympia +
Paradise - *Closed until
further notice*
Rohan*
Savannah
SeaBreeze +

*Weekend At Your Service Hours are available only at marked locations



Only hardcopy of original IDs are accepted at the recreation centers, swimming pools, outdoor facilities and dog parks.

Please always carry your original hardcopy Villages ID, or guest ID, and a photo ID and follow all rules and regulations posted in recreation centers.

ONLINE DistrictGov.org

- The resident must provide all required guest(s) information requested on the application to be issued a Guest ID card.
- Please allow for a 3-day processing time for all online requests.
- On-line changes must be made in person at any **At Your Service Location**.
- Any falsification or misrepresentation of guest information on the application will be considered a violation of the Guest ID card policy and subject to appropriate action as provided for in this policy.

IN AREA GUEST

- A resident who has a son, daughter, grandchild or great grandchild (and their spouses) who reside in Lake, Marion or Sumter counties may apply for an In-Area Guest ID card.
- In-Area Guest ID applications must be completed in person at one of the locations listed above.
- The In-Area Guest ID card for qualified family members is valid for one (1) year from date of issuance.
- In-Area Guests, regardless of age, will be required to always have the sponsoring resident in attendance with them when using District amenity facilities.
- If the In-Area Guest(s) is not with the sponsoring resident they will be denied access to District amenity facilities.

SUPERVISION REQUIREMENTS

- Guests are required to carry their original Guest ID card when using a District amenity facility even if accompanied by a resident.
- If the guest is under 19 years of age, they must be accompanied by a Villages resident, or a guest 19 years of age or older who must have a valid Guest ID card and photo ID.
- The accompanying resident is required to have a valid Resident ID card. If a guest(s) does not have a valid Guest ID card with them, the guest(s) will be denied access to District amenity facilities.

AGE REQUIREMENTS FOR GUEST ID CARDS

- All approved guests 1 year of age and older will be issued a Guest/In-Area Guest ID card.
- All approved guests 19 years of age and older must also have photo identification when using District amenity facilities.
- Facilities have minimum age requirements.
- For more information about age-restricted facilities, please visit DistrictGov.org or consult The Villages phone book. You can also ask a staff member at any Recreation Center for assistance.

FACILITIES AVAILABLE FOR USE

- Please refer to the Recreation Publication Quick Links at DistrictGov.org or The Villages Phone Book for guest approved facilities.
- All approved facilities are also listed on the Guest ID/In-Area Guest ID card forms.
- All guests are required to follow all District rules and regulations governing the use of District amenity facilities.
- Residents and Guests are encouraged to check-in at a Recreation Complex/Center prior to using any recreation facility.
- Participation in recreational activities always involves some degree of risk. Participants assume full responsibility for and risk of bodily injury arising out of participation, involvement in, or presence at the activity or program. Play and swim at your own risk.
- The sponsoring Villages resident is responsible for the actions of their guest(s).

PENALTY FOR MISUSE OF FACILITIES OR FALSIFICATION OF INFORMATION ON RESIDENT / GUEST IDS

- If District Management confirms that any misuse of facilities has occurred, or falsification of information to secure the ID has occurred, the following actions will be taken:

FIRST INFRACTION

- A written letter will be sent to the resident with the infraction details along with a follow up phone call and/or meeting to discuss the situation. Guest/Resident may be turned away from any Recreation facility if present without their hard copy Resident ID or Guest ID with photo ID.

SECOND INFRACTION

- The resident's active Guest ID cards and/or In-Area Guest ID cards will be deactivated for a period of six (6) months.
- During the six (6) month period, the resident's household (unit/lot) forfeits its right to be issued any Guest ID cards and/or In-Area Guest ID cards.
- The six (6) month time period will start from date of deactivation.
- After the six (6) month period, the resident's household (unit/lot) will be eligible to reapply for Guest ID card and In-Area Guest ID card privileges.

THIRD INFRACTION

- Guest ID card and In-Area Guest ID card privileges will be denied for the resident's household (unit/lot) for one (1) year from the date of deactivation.

*If a resident knowingly falsifies the application, the resident will be subject to infraction number two regardless of infraction history, unless a second infraction has already occurred, then it will be considered the third infraction.

NON-COMPLIANCE

- Non-compliance is designed to track and report residents and guests who attempt to utilize the recreation facilities without proper IDs as required by the current usage policies and procedures.
- Residents & guests are required to carry their original hard copy Villages ID, or guest ID and a photo ID always.
- Only hard copy of original IDs are accepted at the recreation centers, swimming pools, outdoor facilities and dog parks.
- If a resident or guest does not present their ID card when requested, they are considered non-compliant. Their information is placed on a non-compliance tracking sheet. This non-compliance sheet is used to help verify resident/guest status.
- A report is generated on persons that are non-compliant. Those residents and/or their guests who are non-compliant may receive notification (letter, call) from Recreation Administration after their 1st infraction.
- Residents and/or their guests with three (3) or more instances of non-compliance will receive a letter explaining the importance of ID compliance and the requirement to carry their Villages or Guest IDs.
- District Management reserves the right to suspend or trespass from facilities.

The Villages®
Recreation & Parks



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Inappropriate use and/or falsification of information on guest ID card application will result in loss of guest privileges.

Due to call volume, Internet changes are not accepted over the phone.

DistrictGov.org | 352-674-1800
RecreationDepartment@DistrictGov.org