



I. Purpose:

- a. Provide documentation used for training and reference by all elected and appointed officers of the American Legion Post 291, by all members designated as the Officer of the Day (OD), and all members volunteering in a concierge status.
- b. Reduce the possibility of unauthorized persons from utilizing the Post parking lot, being on the Post Property. And attending Post sponsored events.

II. Validating Membership:

- a. All members of the Post are required to carry their membership card on their person while on the Post Property.
- b. If a member is requested to present their membership card for validation purposes, the member is required to present the card.
 - i. If the member refuses to present their card, the member may be asked to leave the property.
 - ii. The ALYC membership card is not a valid Post 291 membership card and cannot be used for entry.
- c. Those authorized to validate membership are the elected and appointed officers of the American Legion Post 291, all members designated as the Officer of the Day (OD), Post staff members, and all members volunteering in a concierge status.
- d. Any member who does not have their membership card in their possession must sign in as a guest and will require a sponsor.

III. Individual Access Cards:

- a. All members of the Post are issued Access cards at the time their membership is accepted.
- b. All members are required to use their personal access cards for entry into the parking lot.
- c. If a member does not have an access card, or their access card is not working, they will not be granted access to the parking lot and must be directed to the front office for corrective measures.
 - i. Members with valid Membership Cards will not be denied access to the Post.
- d. Individual access cards are only to be used by the member they are issued to and *never shared*.

IV. Unlimited Use Access Card:

- a. The unlimited access card is not a free use card to be used at will.
- b. The unlimited access card will only be used for authorized purposes:
 - i. Service vehicles ie. Food/Beverage deliveries, maintenance vehicles
 - ii. Band vehicles Limited to 4
 - iii. Events guests Limited to 5 or 8 (restricted to guest list provided)

V. Bicycles / Electric Bikes

- a. All guests choosing to arrive at the Post via bicycle/electric bike are required to park outside of the Post property.
 - i. Public bike racks are positioned in the park, near the Post parking lot entrance and the Post front entrance.

VI. Guest Sign-in Sheets:

- a. There are three sign-in stations available for members to sign their guests in.
 - i. Front Entrance / Parking Lot Entrance / West Patio Entrance
- b. Sign-in sheets must be filled out completely and legibly.





VII. Membership Guests:

- a. A guest is anyone, including spouses, that do not have their own membership card.
 - i. Post 291 Veteran members are allowed 5 guests (total party of 6).
 - ii. Post 291 SAL and Auxiliary members are allowed 3 guests (total party of 4)
 - iii. ALYC reciprocals are allowed 3 guests (total party of 4).
 - iv. Legion, SAL. and Auxiliary members from other Posts are allowed 3 guests (total party of 4).
- b. All membership guests must be signed in by the member (sponsor). No guest will be allowed access without their sponsor being present at the time they sign in.
- c. If the sponsor is already inside the Post property, the guest is responsible for contacting their sponsor to meet them at the sign in station.
- d. If the sponsor is not currently on the Post property, the guest will be denied access until the sponsor arrives.
- e. Guests are not allowed to stay at the Post after their sponsor leaves.

VIII. Banquet / Event Guests

- a. When a portion of the facility is rented out for a scheduled banquet/event, a designated number of parking spaces based on the portion of the venue that is rented.
 - i. Spaces designated are between 5-8 spaces per the contracted agreement.
- b. A predesignated list of those authorized to park in the parking lot will be supplied to the concierge team prior to the event.

IX. Bands / Guests

- a. Scheduled bands are authorized to park up to 4 vehicles in the Post parking lot.
- b. Bands are only allowed to have 10 non-members of the Post as guests for the duration they are actively servicing the Post.
 - i. Band guests are not authorized to park in the parking lot.
 - ii. Band guests are required to leave at the end of the contracted time of the band.
- c. Band members who are also Post members are not allowed additional guests. Their guest count stays restricted to the contract limitations of 10.
 - i. If a band member, who is also a Post member, chooses to remain at the Post after the contracted time expires, the member is required to return to the sign-in station to sign their guests in as required of all Post members.

X. Post Commander's Parking Space

- a. The Post Commander's parking space is reserved only for the Post Commander.
- b. The only exception to this practice is if the Post Commander gives authorization, during specific time periods, to allow other officers of the American Legion Executive Board to occupy the space.

XI. OD Parking Space

- a. The OD parking space is reserved for duty officer scheduled for that day.
- b. On days there is no OD scheduled, the parking space remains reserved for any officer of the American Legion Executive Board.





XII. Questions / Challenging Situations

a. It is not the concierge's responsibility to become confrontational or to deal with confrontational persons. If any situation arises that support is needed, the concierge must make every reasonable effort to contact the OD, or any other officer from the American Legion Executive Board, that is currently onsite.

Frequently Asked Questions (FAQs)

Q: I forgot my card. Will you just let me in this time? It won't happen again.

A: We do our best to make reasonable accommodations for our members, but you are responsible for carrying your cards on you at all times while you are visiting the Post. If there is no way you can verify your membership, be prepared to be denied entry into the Post, unless signed in by another member as a guest.

Q: Is a photo (via phone) of my membership card allowed to be used for access into the Post.

A: This is only allowed if accompanied by a photo ID.

Q: But I've been a member for so many years, don't you recognize me?

A: With over 8,000 members of our Post, there is a good chance that not everybody knows who you are. As a member of so many years, you should already be familiar with the requirement of carrying and presenting your membership and access cards as needed.

Q: But I've never needed my membership card before?

A: As time passes, the enforcement of rules naturally declines, but when it gets too loose and people start taking advantage of the leniency, enforcement measures need to be reestablished. The fact remains that the rules haven't changed and you are required to carry your membership card on you while visiting the Post.

Q: What is the Post Access Policy as it applies to an American Legion member who is not a member of 291?

A: American Legion members who are not a member of Post 291, are considered guests of our Post and are required to follow all rules as they are prescribed to any other guest. All guests, unless specifically identified in the policy, are required to park off-site.

Q: Am I required to do anything or submit anything to continue to enjoy the use of the Post parking facility?

A: There have been no changes to the process of continued use of the current access cards. Parking passes will continue to be updated by the office staff at the time of your annual membership renewal.





Q: If I, as a Post 291 member, do not park a vehicle in the Post parking lot while I am at the Post, can I allow my guest to park their car in the Post parking lot instead??

A: No, if you chose to opt out of using the parking lot for yourself, then you have helped our over all concern and helped make room for another member of the Post... and we thank you for that. But at no time can a guest park their vehicle in the Post Parking Lot.

Q: Can I use the Post parking lot to Park my car if I don't plan on being at the Post?

A: No, the parking lot is only for those who are currently visiting the Post or are actively engaged in an official Post activity.

Q: I have more guests than the policy allows. Why can't they come in? Doesn't the Post want the money?

A: As a business, we continually keep our financial decisions as a topic of discussion. But as a private organization that is here to focus on our membership, our Veterans and their families, we do not want to compromise the membership experience of others by limiting the space available with guests that are outside of the Post's policy.

Q: Why doesn't my parking card work? I don't understand, it worked fine a few minutes ago.

A: The plastic access card that allows you to get into the parking lot and the front and back doors of the Post has a time restriction assigned to it that prevents your card from working in the parking lot for multiple uses. Please remember that this card is yours, and that allowing anyone else to use your card access will prevent you from being able to use the card yourself.