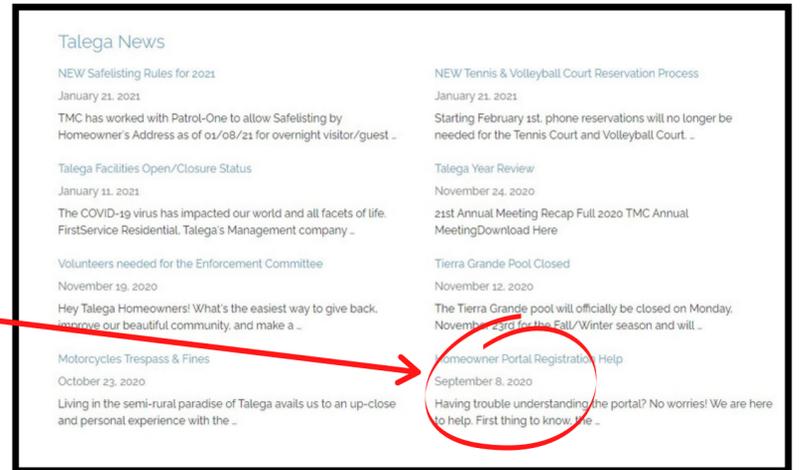


NEW Sports Court Reservation Request Process

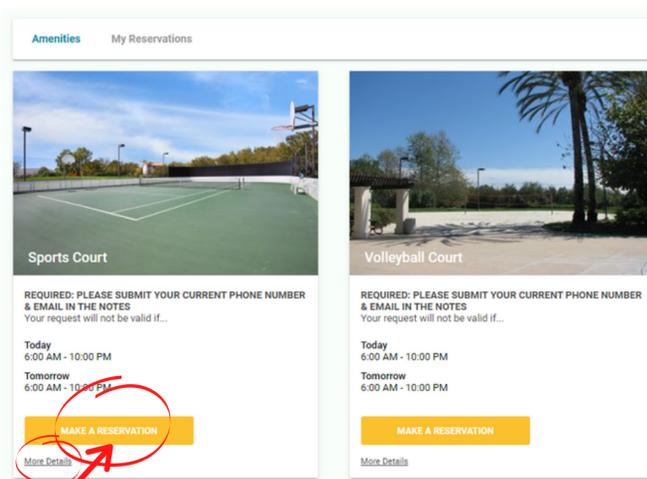
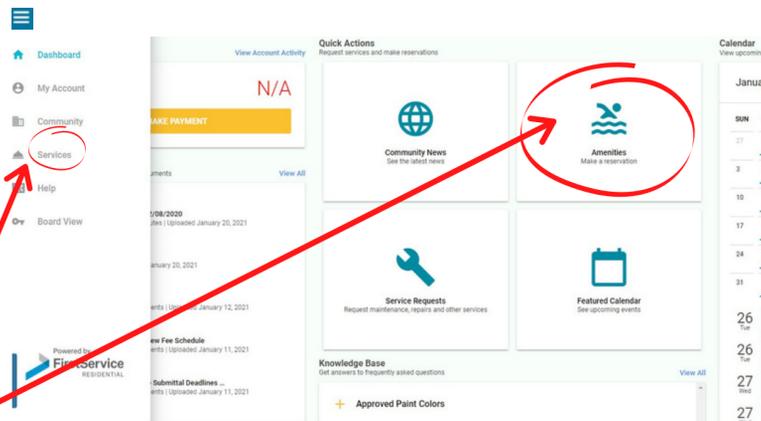
STEP 1: ACCESS THE HOMEOWNER PORTAL

- Visit the Talega website at www.talegatoday.com and click on "Member Log In"
- If you have not created an account, there is a step-by-step guide in the Talega News: www.talegatoday.com/homeowner-portal-registration-help
- In order to create an account in the Homeowner Portal, you must already be in our system by filling out the Membership Paperwork. If you have not done so, stop by the Help Window with your I.D. (and a copy of your lease/grant deed if you're a renter) to receive the paperwork. It will take a couple of days to process. You will then be able to sign up online.
- FirstService Residential's Customer Care Center is available 24 hours a day, 7 days a week. If you are experiencing issues with signing up or logging into your account please call (800) 428-5588.



STEP 2: FIND THE AMENITIES FEATURE

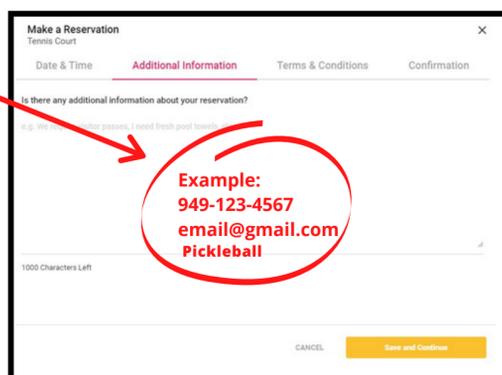
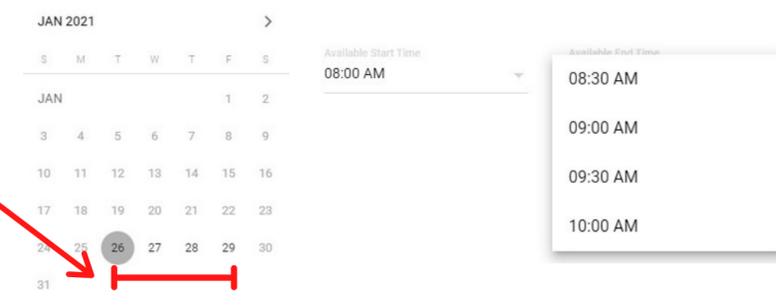
- Once you are in the Homeowner Portal, you access the Reservation Request Process by clicking "Amenities" on the dashboard or "Services" in the menu. The menu will show up when you click the 3 lines in the left top corner.
- You will then see the Sports Court & Volleyball reservation request features. Please read the details by clicking "More Details" before you make your reservation request. The player's *phone number, email & desired sport* **must** be in the notes section or the request will be invalid and will be declined.



SCAN FOR WEBSITE

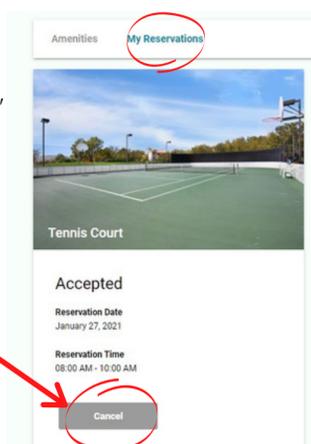
STEP 3: MAKING YOUR RESERVATION REQUEST

- You are only able to reserve a timeslot 3 days in advance and one reservation per day. After you select your date of interest, you will see all of the starting times available. If a time does not show, it is not available. The times are listed in 30-minute increments and you may request to reserve a minimum of 30 minutes and a maximum of 2 hours.
- Enter the player's phone number, email & the sport they are requesting to play in the "Additional Information" section. If the player's contact information is not provided, your request will be automatically declined, as listed in the Details and Terms & Conditions.
- Making a reservation request does not guarantee your time slot. Your time slot is not confirmed until you receive an email response with your Request Approval. For more amenity rules and updates visit www.talegatoday.com/reservations



STEP 4: CONFIRMATIONS & CANCELLATIONS

- You will receive emails from an automated system to the email that is associated with your account. These emails will inform you when your request is received, approved, declined, or canceled. These emails do not receive any responses or replies. Confirmations will be processed 9AM-5PM.
- If you need to cancel your request or reservation, go to "Services" in the menu and click "My Reservations". A list of the status of your request(s) will show, as well as the grey Cancel button. If you need to change the time of a reservation last minute on the day of, call the Clubhouse at (949) 361-8466 or email Reservations@TalegaToday.com



Dear Brian
 Your request to reserve the Tennis Court on Saturday, January 30, 2021 from 6:30 AM to 8:00 AM has been received.
 Your request cannot be processed if the player's phone number and email address are not in the notes section.
 If you need to request a different time last minute or have any questions regarding the reservation process, please call the Clubhouse at (949) 361-8466.
 This is an outgoing email and does not receive replies or responses.
 Sincerely,
 Talega Maintenance Staff

Questions?

EMAIL
 KAYLA.BAKER@FSRESIDENTIAL.COM

OR CALL
 (949) 361-8466