

MEMBER SERVICES

Beyond Exceptional



Member Services

The Member Services Team is available daily to provide a variety of household services or coordinate service providers to care for your Vaquero home. Additional services are contracted through local outside vendors at a negotiated rate.*

All service providers, whether Vaquero staff or contracted vendors, are trained to observe your 'whole' property, reporting any issues observed, even if it is outside their immediate scope of service.

It is recommended that you request services as far in advance as possible. Advance scheduling allows for appropriate staffing to ensure the member's needs are met in the most efficient and cost-effective manner.

All fees for services are billed to the Member's account. Some services may be limited to Vaquero resident members. Services, prices and availability are subject to change.

(817) 733-7004 • MemberServices@VaqueroClub.com

SAMPLE OF FEES

Dry Cleaning.....	20% of Cleaning Charge
Firewood.....	By Estimate
Home Inspection.....	No Charge
Mail Forwarding.....	No Charge
Miscellaneous Errands/Services.....	\$40/hr
Pet-sitting.....	\$25 per Visit
Power Washing.....	\$40/hr
Window Cleaning.....	By Estimate



VaqueroClub.com • (817) 379-4555 • 2300 Vaquero Club Drive, Westlake, Texas 76262



Void where prohibited. Dates/Times/Schedule of Dues and Fees are subject to change periodically.

In-House Services

AUTOMOTIVE SERVICE | Vaquero Staff is available to set up maintenance appointments for your vehicle as well as deliver them to the dealership. Upon completion, we will pick up the vehicle and return it to your home.

DRY CLEANING | Vaquero Staff will pick up and drop off your clothes at a local cleaner every Tuesday and Thursday. Specialty cleaning is available for bedding, curtains & carpets.

GENERAL MAINTENANCE; SEASONAL SERVICES

Member Services staff is available to hang artwork, change light bulbs/batteries, and address minor plumbing, electrical, appliance issues; patio or driveway pressure washing & cleaning; grill cleaning & seasoning.

GIFT SERVICES | We can provide gift services that range from flowers delivered locally or remotely to specialty gifts customized for the recipient. Perfect for any occasion that requires a gift such as holidays, anniversaries, birthdays, Mother's & Father's Day, Valentine's Day or just the every day gift.

GROCERY SERVICE | Vaquero Staff is available to shop for your household needs: groceries, flowers, cleaning supplies, etc. at any of your favorite local stores.

HOME ACCESS | Vaquero personnel will escort guests/vendors to your home. They also open and re-secure your residence for appraisers, repairmen, contractors or guests.

INTERIOR INSPECTIONS | A customized home inspection includes checking refrigerators/freezers and wine storage for proper temperatures, running/confirming hot water, flushing toilets, starting/running vehicles, and checking for pest activity.

MAIL PICK-UP | Vaquero Staff is available to pick up your mail while you are away. We can either store the mail in your home or ship it weekly to a designated location.

PET SITTING | Vaquero staff will visit your home as many times a day necessary to check on your pets. We can feed them, give medication, let them out, as well as take them to be groomed.

POWER WASHING | Vaquero staff is available to power wash your patio or driveway.

STORM CHECKS | During/after a storm, Vaquero Staff will check the exterior of your residence for damage. You will be contacted immediately with any issues.

WATER DELIVERY | One case (24) 12-oz Vaquero-branded bottles of natural spring water for \$8.00 plus tax available for delivery to your front door for our resident members. For our non-resident members, we will place the water directly in your vehicle while you're at the Club. Delivery service can be scheduled on a single delivery or on a recurring basis based on the quantity and frequency you select.

Outside Vendors

CARPET/UPHOLSTERY CLEANING | In addition to carpets and upholstery, our vendor will clean and seal tile as well as clean and condition leather furniture.

FIREWOOD | We place an order for firewood at the end of the summer season. A bulk order helps to secure a lower price.

FLORAL SERVICES | Vaquero has partnered with Lilium Floral in Colleyville for quality florals for any occasion. Lilium can provide complete event florals or custom services for bereavement, special occasions, local & non-local delivery, regularly provided residential florals & care and gift baskets. Orders can be placed through the Club or directly with Lilium Florals at 817.481.1565, and can be charged to your account.

SHIPPING | Specialty items such as golf clubs can be packed and shipped through the Club. Standard FedEx & UPS shipping options are available through the Golf Shop or administration office in addition to USPS service.

WINDOW CLEANING | Our vendor provides a quote for cleaning both the inside and outside of your windows or the outside only. Either servicing includes screens and sills.

*For inquiries or quotes for service availability, contact MemberServices@VaqueroClub.com



Transportation

Transportation service is available to local area airports, entertainment venues, businesses or for recreational purposes. The Club has SUVs on site for scheduled use. We also partner with an outside source for limo or other specialty vehicles. Requests for the Vaquero vehicles will be scheduled in the order received and based on availability. If transportation requests are outside of the Vaquero vehicle hours of operation, arrangements can be made with our transportation partner at your request.

VAQUERO PROVIDED TRANSPORTATION

Hours of Availability

Tues - Sun: 7am – 5pm

DFW Airport \$50 | Dallas Love Field \$90 | Alliance Airport: \$30
Meacham: \$80 | Denton Regional: \$90



DFW LIMO TRANSPORTATION

Hours of Availability 24 hours a day, 7 days a week*,**

DFW Airport: Towncar - \$60; SUV - \$70

Dallas Love Field: Towncar - \$85; SUV - \$110

Alliance Airport: Towncar - \$65; SUV - \$75

Meacham Airport: Towncar - \$85; SUV - \$110

*(+20% tax & airport toll)

**Basic airport transfer rates do not include: after-hours fee, additional stops, wait time, parking fee.

Auto Detailing

On-site auto care is available Tuesday – Sunday from 8am to 4pm at the Club with vehicle washes conducted while you dine, work out or play golf. Pick-up and drop-off service is available for resident members. Service is based on previously scheduled appointments and then drop-ins. Interruptions in service may occur due to weather conditions as well as undue volume.

SERVICE OPTIONS INCLUDE:

- Basic Hand Wash \$40
- Express Detail (Includes Basic Wash) \$80 | includes a choice of wax, carpet shampoo, interior cleaning or seat cleaning
- Interior Detail \$150 | includes wash & complete interior detail
- Complete Detail \$200 | includes wash, interior & exterior detail

MULTIPLE VEHICLE PACKAGE OPTIONS:

Unlimited Monthly Vehicle Cleaning:

- (1) Vehicle \$120
- (2) Vehicles \$190
- (3) Vehicles \$250
- (4) Vehicles \$300

See back for sample of fees for services »