

## Purpose:

The Indian Wells Resident Benefit Card (“RBC”) is a privilege extended to residents of Indian Wells. RBC holders have a responsibility to use the privileges consistent with the rules and policies as set forth herein by the City Council. A RBC holder is considered an ambassador of the City of Indian Wells.

NOTE: A “RBC” is issued only to an Assessor Parcel Number (APN) having a Certificate of Occupancy for an inhabitable dwelling.



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RESORT HOTEL

MIRAMONTE  
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RESORT & SPA

RENAISSANCE®  
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HYATT  
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GOLF RESORT

## Violations of RBC:

The following are considered violations of the RBC Policy and will be subject to sanctions as detailed in the enforcement section of this Policy:

- Trading, transferring or allowing a non-cardholder to use a card of a RBC holder to play discounted golf, obtain resort discounts, attend City events, or take advantage of any other special RBC holder privilege.
- Dependents over 21 obtaining a card.
- A renter obtaining a card.
- Falsely identifying a person as a domestic partner for the purpose of obtaining a card.
- Presenting a falsified property deed and/or other documents or records to City Staff to obtain a RBC.
- Misrepresentation of RBC holder status.

### Enforcement Actions:

The enforcement actions for violations of the RBC Policy will only apply to a RBC holder violating the Policy. The sanctions are as follows:

#### First Offense:

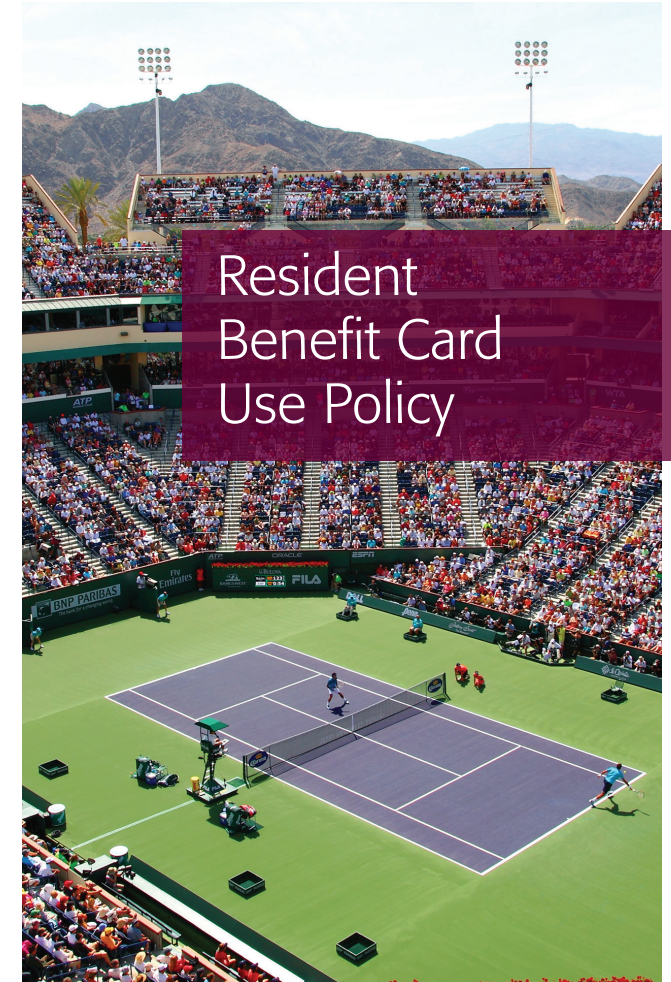
City Manager or his/her designee will provide a written notice to the violator setting forth the violation of the Policy. A copy of this Policy will be provided, and a required signed acknowledgement by RBC holder of receipt and acknowledgement of this Policy. RBC holder may appeal any decision by City Manager or his/her designee to a hearing officer approved by the City.

#### Second Offense: (occurring within 2 years from first offense)

City Manager or his/her designee will provide a written notice of violation. Unless appealed, a 90-day suspension will be invoked commencing at the beginning of next calendar year when new cards are issued. The violator will be provided a copy of this Policy, and a required signed acknowledgement by RBC holder of receipt and acknowledgement of this Policy. Any suspension may be appealed to a hearing officer approved by the City.

#### Third Offense: (occurring within 2 years from first offense)

City Manager or his/her designee will provide a written notice of violation. Unless appealed a 6-month suspension will be invoked commencing at the beginning of the next calendar year when the new cards are issued. The violator will be provided a copy of this Policy, and a required signed acknowledgement by RBC holder of receipt and acknowledgement of this Policy. Any suspension may be appealed to a hearing officer approved by the City.



## Resident Benefit Card Use Policy



INDIAN WELLS  
CALIFORNIA

[cityofindianwells.org](http://cityofindianwells.org)

44-950 Eldorado Drive, Indian Wells, CA 92210-7497  
Telephone: 760.346.2489 ▪ Fax: 760.346.0407



## Use of the Card:

The following are the benefits of the RBC and the requirements to receive each benefit:

### BNP Paribas Open Tickets

- Must have a valid RBC in possession.
- A RBC holder is allowed two Residents Day tickets per household for either a day or night session.
- Two tickets per RBC household for various other tournament dates applied for online and issued on a first-come/first-served basis. (RBC holder may bring one guest; spouse is considered to be a guest.)
- Additionally same-day tickets are available for two tournament sessions. (Tickets to the suite are only available to a RBC household once during the tournament.)
- Tickets may NOT be picked up by anyone other than the RBC holder.
- BNP Paribas Open tickets are non-transferable; it is a violation of the RBC Policy to allow anyone other than the RBC holder to whom the tickets were issued and his/her guest to use City-issued tennis tickets.
- A resident may have only one guest per ticket. Residents are not allowed to bring multiple guests to the suite on the same ticket
- Children are considered a guest and must have a suite ticket to enter
- No children are allowed under the age 10 in the suite (and must have a ticket)



### Desert Town Hall (DTH) Ticket Lottery

- Must have a valid RBC to enter lottery.
- DTH tickets are only distributed by lottery. Only one lottery entry allowed per RBC household.
- Only two tickets per RBC household will be issued. (RBC holder may bring a guest; spouse is considered to be a guest.)
- The transferring of the DTH tickets in any manner is prohibited and a violation of the RBC Policy.



## How to Obtain A Resident Benefit Card

Resident Benefit Cards are issued annually on a calendar year basis. For each calendar year, a maximum of two (2) Resident Benefit Cards may be issued on each lawfully occupied property. The two (2) Resident Benefit Cards will be issued to a person or persons who are qualified. Additionally, dependent children of the qualified recipient that are under the age of 21 are entitled to receive Resident Benefit Cards. New residents or first-time cardholders must come to City Hall to process their Resident Benefit Cards in person and must provide valid proof of residency.

Towards the end of each calendar year, cardholders who maintain established residency in Indian Wells will be emailed information on how to request a renewal of their Resident Benefit Cards online. Indian Wells Residents who have a current Resident Benefit Cards may request a renewal online by simply completing a form and clicking submit. If a new photo is required, cardholders must come to City Hall to process their Resident Benefit Cards in person.

If you require additional information, please contact the Finance Department at 760.776.0235.

### Indian Wells Golf Resort

- In order to play golf at the City-owned Indian Wells Golf Resort at the discounted rate, the RBC holder must have a valid RBC in his/her possession at all times when playing golf.
- RBC holders receive 20% discount on food and non-alcoholic beverages at VUE Grille & Bar and food truck for breakfast and lunch only (excluding Happy Hour & Night Golf)
- 20% discount on all merchandise sold within the Golf Resort (excludes sale items and hard goods)



### Indian Wells Resort Hotels & Spas



- Must have a valid RBC in his/her possession at all times.
- RBC holders may receive a 20% discount on spa, food, and non-alcoholic beverage purchases. (Based on rules established by each individual resort.) See website for specific hotel offers.

### Hyatt Regency Indian Wells Fitness Facility\*

- Resident must have a valid RBC in his/her possession at all times.
- RBC holders may use the Fitness Center.
- RBC holders may park in the self-parking area at no cost.



\*Closures of facility is at the discretion of the Hyatt.

### Resident Events



- Must have a valid RBC in possession.
- A child living in a RBC household under the age of 21 may attend along with one guest as long as they possess a valid RBC card.
- Only one RBC holder is allowed per household along with one guest; spouse is considered to be a guest.