

WAIPU COVE RESERVE(S) BOARD

26th November 2018, 7pm
Camp Waipu Cove all-weather room.
ALL WELCOME

AGENDA (E & OE)

PRESENT:

APOLOGIES: Rick Stolwerk

MINUTES OF THE LAST MEETING:

MATTERS ARISING:

CORRESPONDENCE:

Inwards:

31/10/2018 – Waipu Kiwi Newsletter

08/11/2018 – Kirk & Rochelle Johnston – Request to hold wedding on reserve (responded to by managers)

13/11/2018 – Noeline Hall – Update on memorial bench

14/11/2018 – Angus McCulloch – Request for more signage on reserve regarding dog control

Outwards:

14/11/2018 – Noeline Hall – Acknowledgement of email

17/11/2018 – Angus McCulloch – Acknowledgement of email

REPORTS:

- **Management report**
- **Financial report**
- **WCSLSC Report (verbal)**

GENERAL BUSINESS

- **Management plan**
- **Dog control**

Upcoming events on the reserve and local area

- **Waipu Saturday Market:** First Saturday of the Month in Presbyterian Church Hall 9-1pm
- **Waipu Boutique Sunday Market & Café:** 2nd Sunday of the Month, Waipu Coronation Hall 9-1pm
- **Waipu Street Market - Saturdays of long weekends 9-1pm**
- **Waipu Antiques and Collectables Fair – Sunday of Long weekends 9-4pm**

Upcoming Surf Life Saving Events Waipu Cove SLSC

Next meeting...

Meeting Closed at...

Managers' Report November 2018

We are in full swing towards summer, getting prepared for the yearly influx of campers and hopefully some more hot summer weather. We had a very busy labour weekend, with fantastic settled weather. The camp experienced the highest labour weekend occupancy levels since we started here.

Summer preparations that are taking place right now include maintenance checks on all our facilities, ordering stock, and planning our summer activities/entertainment for our campers. We are also in the process of hiring additional staff to work over the busy summer period – including cleaners, kids club staff and beach ambassadors. Then begins the process of training and induction for those staff. Our summer newsletter is just getting some final touches before it goes to print, this will be circulated out in the very near future.

We are excited about our newest recreation addition to the camp, which is a grass volleyball court, located by the premium ASH sites. This was recently completed and looks great. We have volleyballs available at the office for guests to borrow if they fancy a game. Our campers will be spoilt for choice this summer, as there is also the tennis court available for a hit of tennis or to shoot some hoops. We will also be running tennis coaching sessions for both adults and children over the holiday period, with a local professional tennis coach.

Last month Anton and Victoria attended the Newbook conference in Auckland. Newbook is our new reservations system that we cut over to in mid-September. This conference took place over two days and involved detailed training on the system, and the opportunity to ask plenty of questions. They both came back full of enthusiasm and new ideas that we will be implementing. This will hopefully make for a more efficient customer experience and help with streamlining the workload for reception staff.

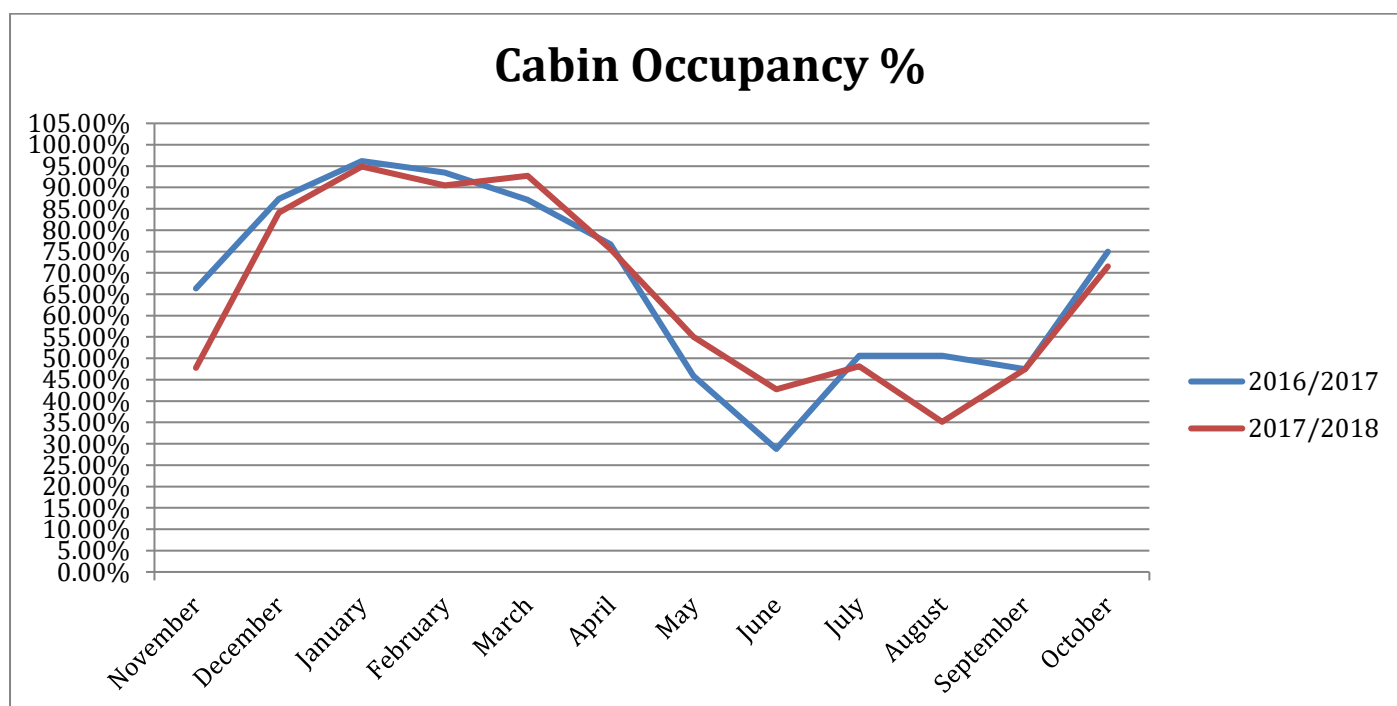
Currently we are exploring the possibility of moving our cabins to a dynamic pricing system over the shoulder and winter seasons. This is the same pricing model that airlines and hotels have been using for many years, where pricing is essentially determined by supply and demand, rather than being fixed. This will maximise revenue, and is where we will be really be able to utilise Newbook, as it is more sophisticated than the previous reservations system we were using. We will also be offering customers the option of pre-registering and paying online prior to check-in, so they can speed up the process when they arrive. We are looking at all ways we can utilise the functions that Newbook has to make customer check-in quicker and more efficient.

We have booked in our annual staff Christmas party for Thursday the 6th of December, this will be held at The Cowshed in Mangawhai. Belinda is once again kindly looking after the desk for us for the evening, without her help we would struggle to all be able to attend. We'd like to say a big thankyou to Belinda for her help with this, it is much appreciated.

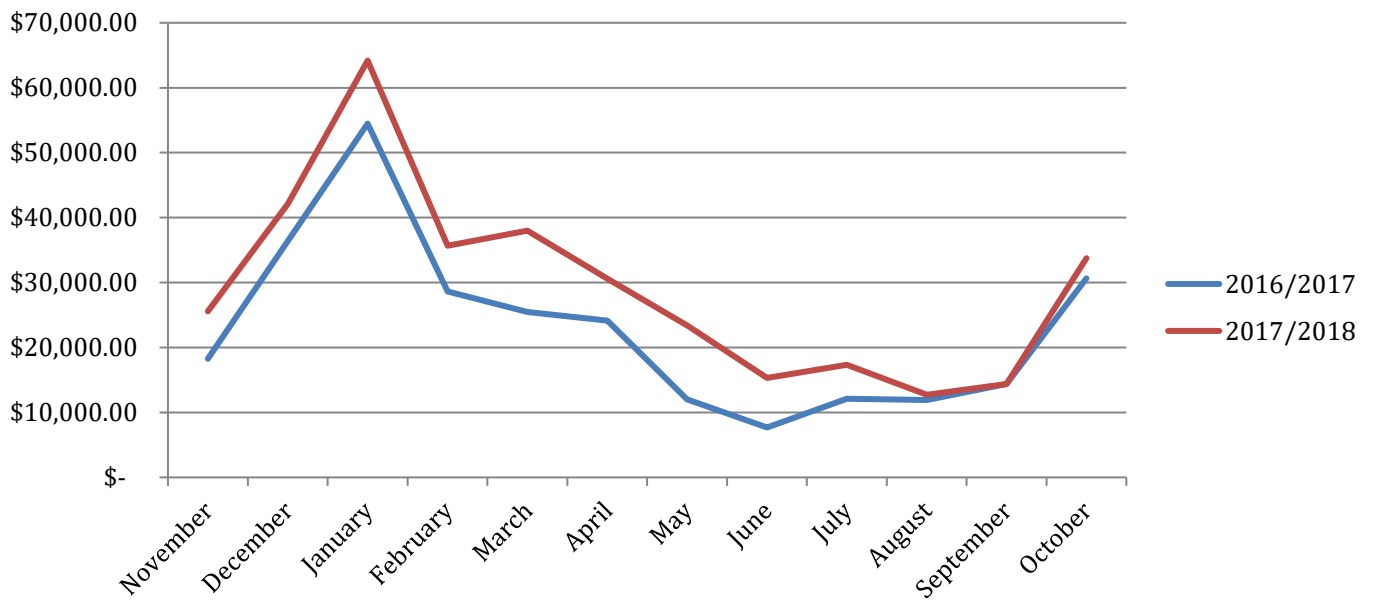
Regards

Anton and Lucy

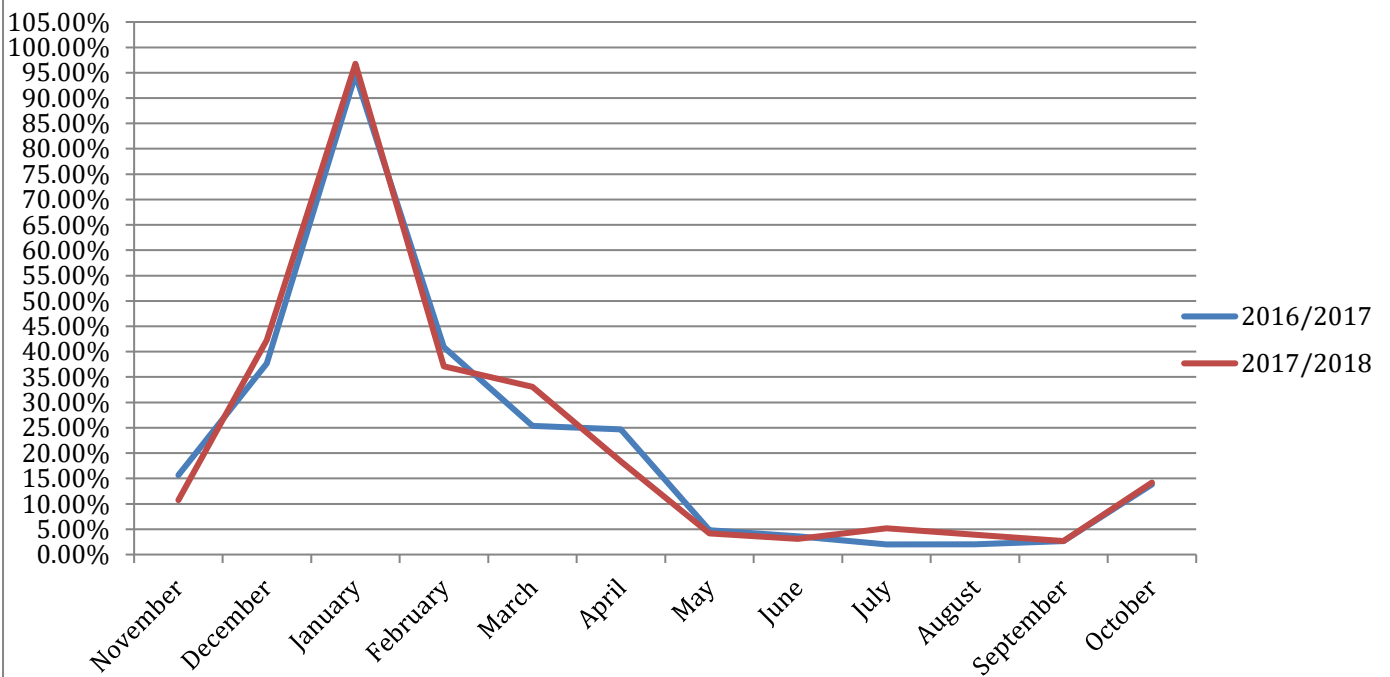
Occupancy and Revenue – October 2018

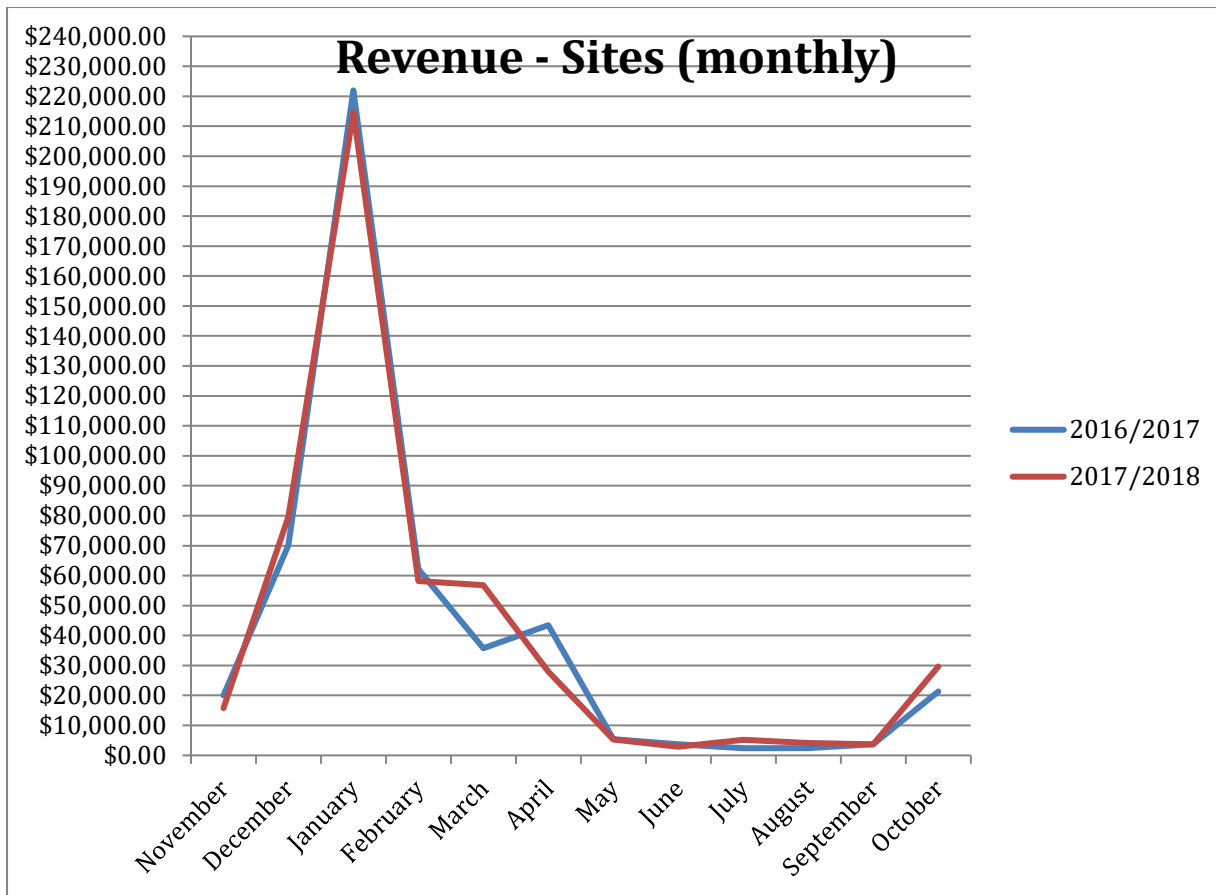


Revenue - Cabins (monthly)



Site Occupancy %





Cabin occupancy and revenue in October was up when compared YOY with October 2017, as was site occupancy and revenue. This was due to having higher than usual occupancy levels over labour weekend 2018.