

WAIPU COVE RESERVE(S) BOARD

Wednesday 1st December 2021, 6pm

Camp Waipu Cove all-weather room.

ALL WELCOME

OPENING KARAKIA

AGENDA (E & OE)

PRESENT:

APOLOGIES:

MINUTES OF THE LAST MEETING:

CONFLICT OF INTEREST:

CORRESPONDENCE:

Inwards:

03/11/2021 – R. Francis – Camp access, discount & 30-day rule

08/11/2021 – R & P Murray – Minutes request

Outwards:

27/10/2021 – L & T Harlick – Vaccinations

05/11/2021 – A. Kindred – Covid restrictions

08/11/2021 – R & R Francis – Covid restrictions

08/11/2021 – R & P Murray – Minutes sent (and now on website)

REPORTS:

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

GENERAL BUSINESS

- **Overdue ASH fees**
- **Patuharakeke input for our response to the stream (preparation for algae) - Lisa**
- **Vaccination policy**

CLOSING KARAKIA

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 -** Sundays of long weekends (Saturday at Easter) 9-1pm
- **Waipu Antiques and Collectables Fair –** Sunday of Long weekends 9-4pm

Meeting ended:

Next meeting:

Managers' Report for November 2021

It's nearing the end of November and almost approaching peak season. We've gone from wondering if we would have the quietest peak season ever, to having at least some reassurance that we in Northland will be able to welcome back guests from other parts of New Zealand. In the last two weeks we've had higher occupancy, and it's a good feeling to know that we will likely have another busy summer. Now we are busy planning how we will make this work under the new traffic light restrictions we all move to on the 3rd of December.

As the government has released more snippets of information around what the traffic light system will look like, we have been busy working on an operation plan going forward. The exact details of how this will work are still being finalised. It has been very difficult to try and plan with limited information and guidance so far as it relates to our industry. We will be working with the Waipu Cove Reserve Board to come to a decision on whether CVC's will be required to stay at the camp, with a decision needing to be made in early December so all guests can be notified as soon as possible. This involves conducting a risk assessment. We have already decided to implement measures such as social distancing, mask use in facilities, additional cleaning in the communal facilities, and keeping closer track of campers and visitors via the issue of wristbands. Further guidance will be provided by our industry body HAPNZ, and we are expecting more information from the government in the coming days. We have already advised our summer guests of the high likelihood of needing to be vaccinated to stay this summer, with so far very positive feedback overall.

Business has picked up a little in the last couple of weeks. The fantastic weather has certainly helped with this. We've been lucky enough to have our Northland customers choosing to stay with us. We've had lots of phone calls with booking enquiries and people reconfirming existing bookings. We have had plenty of interest in bookings for the new cabin cluster. We remain heavily booked for the peak season.

There has still been a large volume of refunds to process with the Northland/Auckland border still in place. Up until now, anyone who has had a booking who doesn't reside in Northland has had to cancel it.

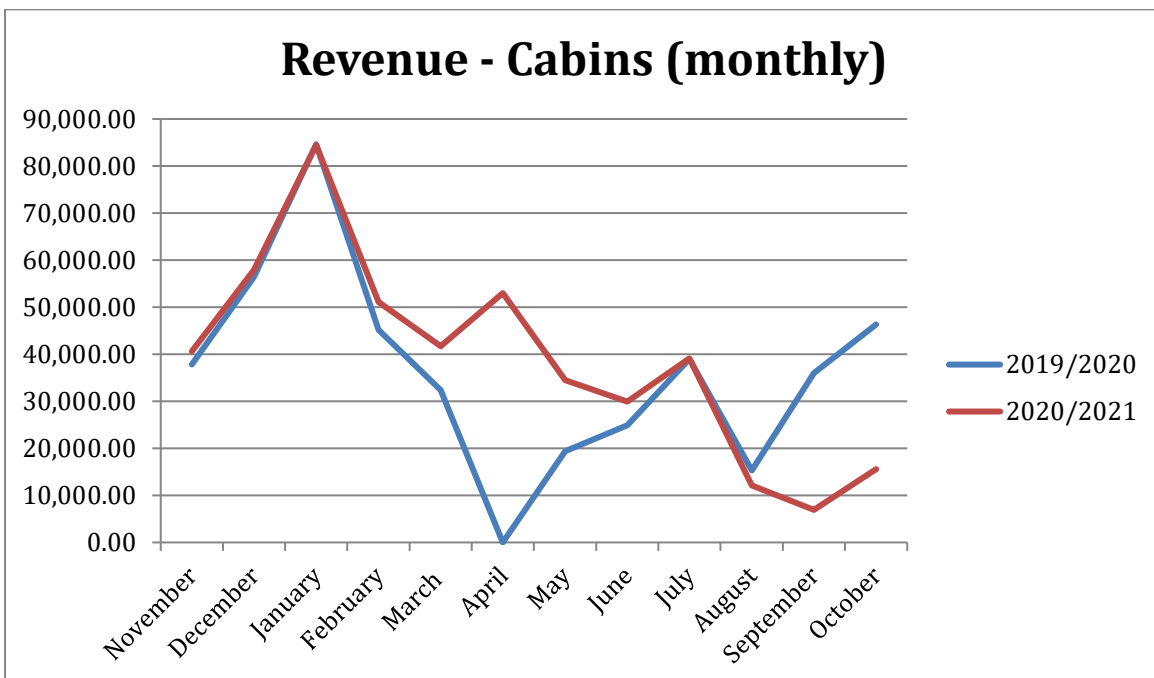
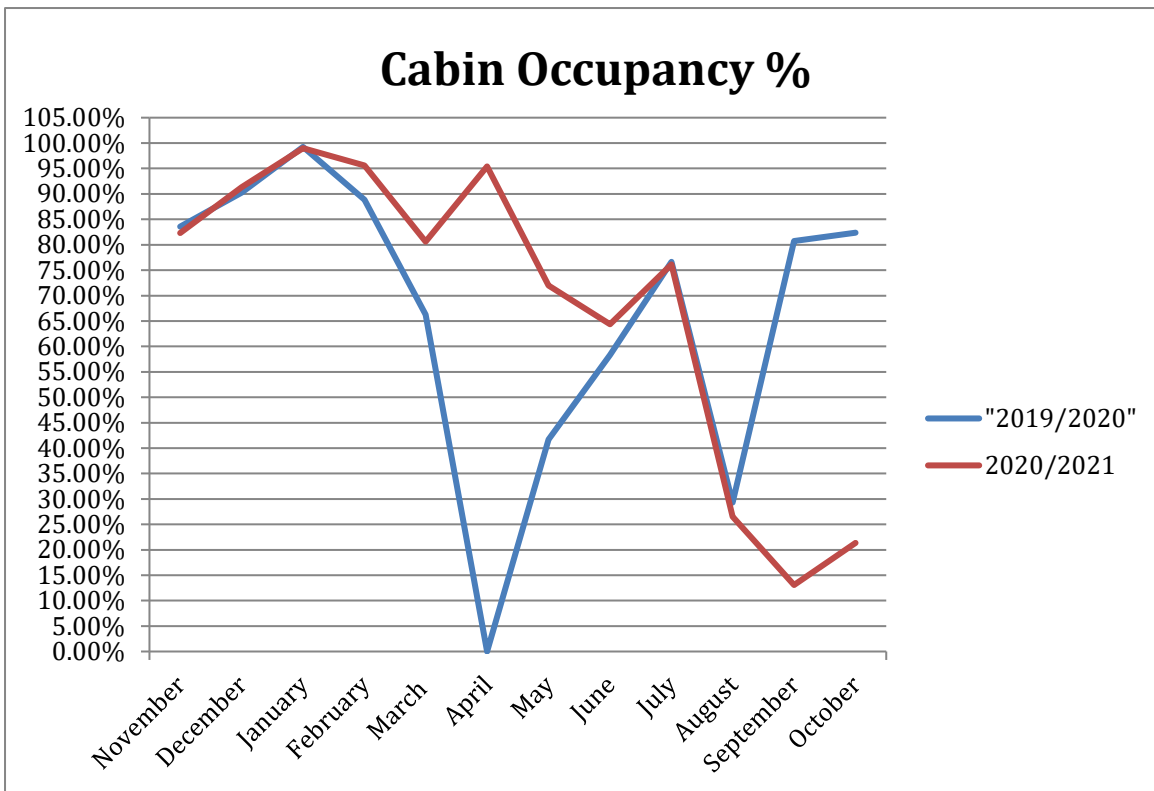
After having to postpone the first date due to lockdown, we managed to reschedule our Kiwihost training, which took place on the 8th of November. This is a whole day of customer service training. This was well received by staff. They feel more comfortable having to the tools to deal with difficult customers and situations. We are anticipating there may be some tense situations this summer so staff will need to know how to diffuse these situations.

We are now busy getting on to recruiting summer staff and training them, rostering, and ordering summer supplies. We have left it a lot later than usual to get onto this, but a month ago we weren't even sure if we would be welcoming guests this summer. Now that we know what is happening, we can finally get onto planning for summer.

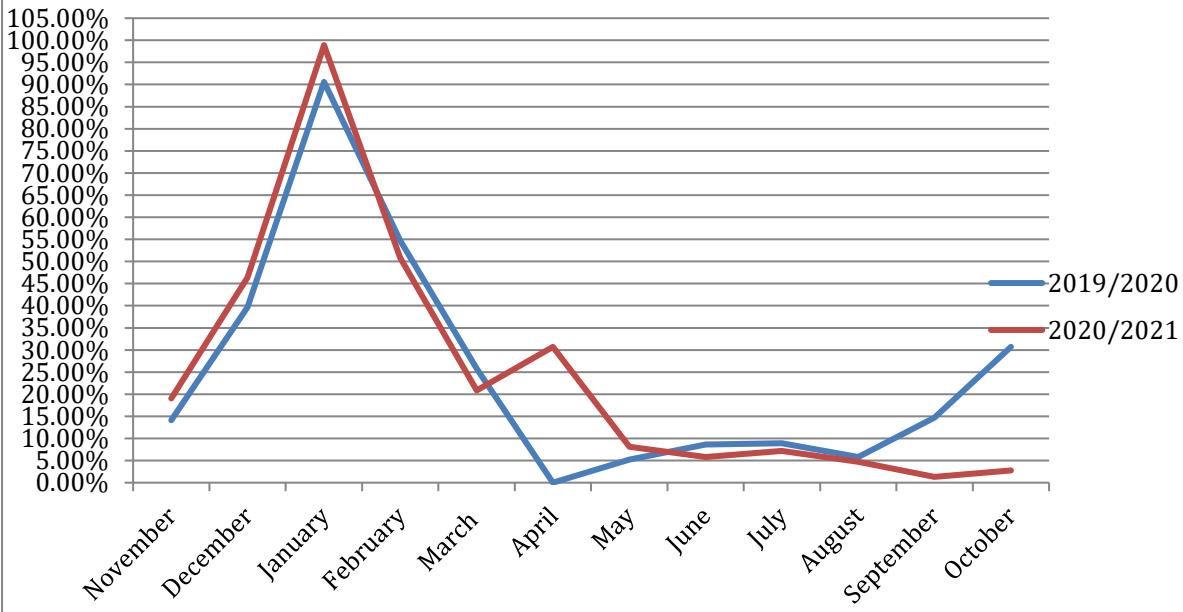
Regards

Anton and Lucy

Occupancy and Revenue for October 2021.



Site Occupancy %



Revenue - Sites (monthly)

