

GENERAL BUSINESS from the AGM held on 22.2.21

CLUB SURVEY - Members were asked to complete a survey in October 2020.

There were 80 respondents

QUESTION 1 – How would you rate the performance of the lodge managers? (Friendliness, availability, helpfulness) RESULT - high 4.5 out of 5

QUESTION 2 - How do you feel the Committee managed the impact of COVID (special levy, lodge safety, bookings)? RESULT - high to excellent

QUESTION 3 - How would you describe the booking process at Geebung? How can we improve the experience? RESULT - mixed but majority rated it as very good

QUESTION 4 - How do you rate the nightly rates for members? RESULT - 85% said just right

QUESTION 5 - How do you rate the annual subscription fees? RESULT - 80% said just right

QUESTION 6 - In the past 3 years, have you been able to book accommodation for when you wanted it? RESULT - 50% said usually 30% said sometimes

QUESTION 7 - Please order club spending in your perception of importance? RESULT -

Thredbo downstairs bathroom received highest

Then Perisher Bathrooms

Then Perisher bedrooms

Then website renovation

Then Perisher Carpet refresh

Lastly Geebung brand refresh

QUESTION 9 - In your opinion the current joining fee of \$7700 is... RESULT - 49% said just right

QUESTION 10 - In your opinion the total member count of 475 is? RESULT 45% said just right 35% said high

It was explained by the chairman that the membership cap of 475 was not derived scientifically. Paul Deschamps raised the idea of senior members and overseas members. The committee will look at the viability of the suggestions and report back to the members.

20 years ago, a large majority of the members were quite old and not able to ski. Now the pendulum has swung and the older members have either passed their memberships onto younger family members or they have resigned, and made way for new enthusiastic members.

Thredbo summer is now almost as busy as winter and Perisher will soon become just as busy when they get their mountain bike tracks.

QUESTION 11 – which lodge did you mostly recently stay at? RESULT – 70%

Thredbo 29% Perisher

Simon Wiadrowski asked about the committee's 5 year plan for capital works. Rob explained that we have just completed MAJOR capital works. The club now needs to build up funds for the next capital expenditure

Rob explained that the committee is going to focus on Thredbo downstairs bathroom, Thredbo lodge manager's bathroom, Perisher bedroom furniture, Website and Perisher bathrooms.

Rob also explained to the meeting that if the club decreases the membership Numbers (do no take on any new members) this will have a direct affect on capital works spending.

Website – the committee understands that the website is quite pre-historic looking from the front end and appreciates that something needs to be done.

The committee would like to thank the website sub-committee of Matt Gillings, Shaun Branagan, Quinn Stobbs and Nick Wolff -Gillings for all the work they put into researching and then presenting the following options;

Option 1 – Full rebuild (could cost up to \$100,000)

Option 2 – Rebuild the back end

Option 3 – Templated designs (not so easy to apply to Geebung as membership categories are quite complicated. There would also be on-going fees)

Option 4 – Semi customized

The committee's decided in July 2020 that to spend a large amount of money on the website was not viable at that stage, due to the effects of Covid19 on the club's income. The decision was made to refurbish the back end only with the assistance of the existing website designers/hosts.

BOOKINGS – questions were asked from the floor as to how the bookings are sorted and Louise explained that bookings open once the member has paid their annual subscription. Andrew Hunt explained how he paid the families annual subscription at 2am on 1st November and then went onto the website to make his bookings for winter 2021. He found that there were already bookings on the website. Louise said she would look into those early bookings and find out who and how they managed to book so early.

Louise also explained to the floor that she has always followed the rules, which are;

1. members get priority.
2. if there are more member wanting beds than there are available then she looks at who booked first (in theory who paid their subs first)
3. Once all members have been offered a bed Louise then looks at offering beds to direct family members, then to guests.

Suggestions were made from the floor that every member should only be able to book a maximum of 2 weeks in a season (prior to the AGM)

Louise explained to the meeting that as Thredbo passes had not been released as yet she will hold off confirming Thredbo bookings until after members have secured lift tickets for 2021 season.