

**Chairman:** Tr K Milne

**Trustees:** P Allsop  
R Byrnes  
C Cherry (Deputy Chairman)  
R Cooper  
J Owen  
W Polglase

# Agenda

## **Tweed Coast Holiday Parks Reserve Trust Meeting Thursday 15 June 2017**

held at **Council Chambers, Murwillumbah Civic &  
Cultural Centre, Tumbulgum Road, Murwillumbah**  
commencing at 5.30pm

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**Items for Consideration of the Trust:**

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<b>1</b>	<b>[CONMIN-TCHP] Confirmation of Minutes of the Ordinary Tweed Coast Holiday Parks Reserve Trust Meeting held Thursday 20 April 2017</b>	<b>5</b>
	<b>REPORTS THROUGH THE EXECUTIVE MANAGER OF THE TRUST</b>	<b>7</b>
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## CONFIRMATION OF MINUTES

- 1 [CONMIN-TCHP] Confirmation of Minutes of the Ordinary Tweed Coast Holiday Parks Reserve Trust Meeting held Thursday 20 April 2017

**SUBMITTED BY:** Corporate Governance

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## Civic Leadership

### LINKAGE TO INTEGRATED PLANNING AND REPORTING FRAMEWORK:

- 1 Civic Leadership
  - 1.2 Improve decision making by engaging stakeholders and taking into account community input
  - 1.2.2 Decisions made relating to the allocation of priorities will be in the long-term interests of the community
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### SUMMARY OF REPORT:

The Minutes of the Ordinary Tweed Coast Holiday Parks Reserve Trust Meetings held Thursday 20 April 2017 are attached for information and adoption by the Trust.

### RECOMMENDATION:

**That the Minutes of the Ordinary Tweed Coast Holiday Parks Reserve Trust Meeting held Thursday 20 April 2017 be adopted as a true and accurate record of proceedings of that meeting.**

**REPORT:**

As per Summary.

**COUNCIL IMPLICATIONS:**

**a. Policy:**

Code of Meeting Practice Version 2.6.

**b. Budget/Long Term Financial Plan:**

Not applicable.

**c. Legal:**

Not Applicable.

**d. Communication/Engagement:**

**Inform** - We will keep you informed.

**UNDER SEPARATE COVER/FURTHER INFORMATION:**

*To view any "**non confidential**" attachments listed below, access the meetings link on Council's website [www.tweed.nsw.gov.au](http://www.tweed.nsw.gov.au) or visit Council's offices at Tweed Heads or Murwillumbah (from Friday the week before the meeting) or Council's libraries (from Monday the week of the meeting).*

Attachment 1

Minutes of the Ordinary Tweed Coast Holiday Parks Reserve Trust Meetings held Thursday 20 April 2017 (ECM4498605).

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**REPORTS THROUGH THE EXECUTIVE MANAGER OF THE TRUST**

**REPORTS FROM THE EXECUTIVE MANAGER OF THE TRUST**

**2 [EM-TCHP] Future Bookings Policy**

**SUBMITTED BY: Unit Coordinator - Holiday Parks**

**FILE REFERENCE: GC3/8/2**

**TCHP: 1705**

**SUMMARY OF REPORT:**

This report recommends that the existing future bookings policy be amended to decrease the length of time future bookings can be made in advance from the two years to 12 months.

**RECOMMENDATION:**

**That the Tweed Coast Holiday Parks Reserve Trust resolves that future bookings for all accommodation types can be made up to 12 months in advance with effect from 1 July 2017.**

## **REPORT:**

In February 2010 Tweed Coast Holiday Parks introduced a policy to apply to clients making future bookings within the seven Tweed Coast Holiday Parks. This policy permitted future bookings for all accommodation types could be made up to two years in advance. It is recommended that the future bookings policy be amended to decrease the length of time future bookings can be made in advance from the two years to 12 months.

The reasons for this recommendation are;

- Clients making future bookings two years in advance frequently forget they have made the booking and fail to appear on the booking arrival date;
- Site fees and charges are often not set for reservation periods more than 12 months in advance. Currently Tweed Coast Holiday Parks quote the most recent published rate and advise the client the rate is to be used as a guide only and subject to change. This often leads to confusion;
- Clients making future bookings more than 12 months in advance often reserve periods longer than they intend to use and alter the length of stay closer to their arrival date because of their changing holiday and work commitments therefore denying others the opportunity to book in advance;
- The deposit taken when the booking is made is held in a future bookings account which requires ongoing financial management and reconciliation;
- A 12 month future booking policy is in line with industry standards;
- A 12 month future booking policy is consistent with the guidelines recommended by reservation management systems providers who will support Tweed Coast Holiday Parks with the introduction of a on-line reservation system scheduled for early 2018 across the seven parks.

This report recommends that the Tweed Coast Holiday Parks Reserve Trust resolves that future bookings for all accommodation types can be made up to 12 months in advance with effect from 1 July 2017.

## **OPTIONS:**

1. The Trust approve the recommendation to decrease the length of time future bookings can be made in advance from two years to 12 months with effect from 1 July 2017.
2. The Trust retains the current policy allowing future bookings to be made up to two years from the date of the booking.

## **CONCLUSION:**

As per the recommendation.

## **IMPLICATIONS:**

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**a. Budget:**

Implications as contained within the report.

**UNDER SEPARATE COVER/FURTHER INFORMATION:**

Nil.

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