



2020 Trustee's Report

After a promising start to Funseekers' 2019-2020 year, COVID-19 took the world by storm and wreaked havoc on lives, businesses and economies globally. The tourism industry has been particularly hard-hit and as one of the last sectors to be permitted to re-open, is only now beginning to grind into action again. On a more personal level, the disruption created by COVID-19 was a great concern to our individual members with regard to their cancelled vacations. After discussions with industry role-players and exchange partners, we were able to cancel these bookings, without penalty, and vacation credits/usage expiring at the end of the year have been reinstated for use until 31 December 2022, subject to availability and accounts being kept in good standing.

Lockdown also meant that the usual award functions were not held. Under these circumstances, awards held in the previous evaluation period were carried forward, as follows:

Sondela Nature Reserve & Spa	: Gold Crown
Ocean View Private Guest Lodge	: Silver Crown
Moselesele Tented Camp, Sondela	: Silver Crown

At this stage, the Club's current financial stability is due to the fact that most of the subscriptions were collected early in the year and there has been a saving on several expenses. Nevertheless, it is crucial that our members continue to pay their subscriptions for next year in order to maintain the Club's viability and in order for members to be able to use reinstated credits for cancelled lockdown vacations.

On a more positive note, our reservations department made 2271 bookings during 2019 with a 72% success rate on first choice of resort and 21% success rate on second choice of resort. We have also been inundated with requests since leisure travel has re-opened, with 274 confirmed reservations from 7 August to 5 October. It is evident that the booking option on our website is assisting the reservations turnaround time in securing availability at our exchange partners. Ultimately, the success of our product lies in members utilizing their points by booking vacations. The club remains viable with a healthy number of active and paying members that use their points annually.

We would like to thank the Board of Trustees, our staff and management team for their positive input and dedication in the performance of their tasks in what has been a particularly testing year. We look forward to seeing you at the Annual General Meeting and wish you and your family all of the very best for 2021.

IAN JANSEN VAN RENSBURG
Trustee