



AGM 2021

2021 Trustee's Report

The almost complete reduction in lockdown restrictions towards the end of last year, was extremely encouraging and South Africans took full advantage of their renewed freedom to travel. However, the 2nd and 3rd waves of COVID-19 which hit South Africa this year have meant that the tourism industry in general has still not managed to completely return to normal, as hoped. Thanks to its location and continued popularity within our members as a family resort, Sondela has, however, experienced a welcome recovery and apart from the setback resulting from the recent Gauteng travel restrictions, (which is where the majority of our guests come from) utilization has been better than envisaged.

As you are aware, all bookings were cancelled during lockdown - points were refunded and as promised, those points that were due to expire in 2020, were extended until 2021. We have been hard at work, together with our industry partners, trying to accommodate our members to utilize their points and those who have not yet managed to finalise this, must please contact us to make the necessary arrangements. Due to the fact that most resorts are still in the process of assisting their own shareholders with lost usage, occupancy and bankings remain high, which means that there has been a challenge with stock availability.

Despite the challenges of last year, the Club's financial outlook remains positive due to the cost savings in 2020 and the surplus was utilised to subsidise the subscriptions for 2021. Some of the surplus is still available to be utilised, which means that we will have a minimal increase of 5% proposed for the 2022 subscriptions. The continued subscription contribution of each and every member remains crucial in these uncertain times to ensure the ongoing viability of the Club.

Lockdown has also meant that yet again, the usual award functions were not held. Awards held in the previous evaluation period were carried forward for another year, as follows:

	<u>i-Exchange</u>	<u>RCI</u>
Sondela Nature Reserve & Spa	: 5 Diamond	Gold Crown
Fairways Drakensburg	: 5 Diamond	Gold Crown
Mosselbay Golf Estate	: 3 Diamond	Standard
Ocean View Private Guest Lodge	: 2 Diamond	Silver Crown

As always, we would like to thank the Trustees, our staff and management team for their positive input and dedication in the performance of their duties, which is sincerely appreciated. We look forward to seeing you at the Annual General Meeting and wish you and your family all of the very best for 2022.

IAN JANSEN VAN RENSBURG
Trustee