



RIDGE RESORT

QUEENSTOWN



67 Goldfield Heights,
Queenstown East 9300, New Zealand

Tel: 03 442 6502

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classic.holidays

MEMBERS' NEWSLETTER

Welcome to our newsletter, we hope you enjoy this update from your Committee

April 2024

COMMENTARY FROM THE CHAIRMAN

Hello Ridge Owners

We are now three months into this year so remember to plan when you want to use your week(s). Book as early as you can to give yourself the best chance to get the week(s) that you want. You can book up to eight months prior to the week(s) you want either online or by phoning Classic.

I used my week in March this year and having family with us added to the enjoyable week we had. It is hard to beat the space our units have and the views for what we have to pay for a week at the Ridge when compared to other accommodation in Queenstown. Just a shame that it seemed summer ended this year a little early with the cooler temperatures in March.

Staffing

Our Maintenance Manager, Jason Dela Cruz, resigned in October. Our Maintenance Assistant, Ryan Brennan, has stepped up and taken over the Maintenance Manager role. We have a new Maintenance Assistant, Alejandro Herrera, on a part time basis.

Our Resort Manager, Nicola Warren, has moved to a new position within Classic and our new Resort Manager is Liz Lane. We welcome her to the team.

Resort Update & Improvements

For the Timeshare, external refurbishment of Units 3 and 4 has been completed. New piles have been installed under Units 1 and 2. Curb and channel installation was completed in March outside Units 7 and 8 to contain groundwater.

Facebook Buy Sell Page

Our Facebook Buy Sell group is now open for anyone on Facebook to join. This will greatly increase the potential audience for the 'sell' message for those who want to divest their week. We can all help to get this message out there, by sharing the group address with friends and family who might be interested in taking over a title. There are already signs of interest in the 'sell' messages that have been posted, and it seems that there are potential buyers out there.

We just need to portray our timeshare holiday ownership as a really positive and wonderful way to enjoy a reasonably priced week in Queenstown. And we need to tell people that it is an excellent exchange asset if people want a holiday elsewhere in the exchange world.

Please recommend timeshare ownership to all your friends and acquaintances and send them these Facebook addresses.

The name of the group to share and search is: "The Ridge Resort Queenstown Timeshare Buy Sell Group". You can also search and share this link:

<https://www.facebook.com/groups/1143521623187106>

And if you or they find this challenging, email christine@toner.co.nz requesting a group invitation by email.

Please remember (and remind your friends) to answer all the group questions so we can admit them to the group. (This helps us to identify and block possible bots, advertisers and spammers).

Please note that this page is managed by Christine Toner, a Ridge Resort owner, who happens to also be a Body Corporate committee member. Note that the group is NOT a Body Corporate function, nor can the Body Corporate legally buy weeks or help people buy or sell. And, if you are truly distressed financially or health wise, concerning your Ridge Resort ownership, you may be able to apply to Classic Holidays for further assistance or advice. Email: mpa@classicholidays.com.au for more information.

2024 Annual General Meeting

The Annual General Meeting is coming up and will be held on 29 May 2024. We look forward to seeing owners who are able to attend. Remember that the positions on the Body Corporate Committee are all up for election, with the current team standing for re-election. Any owner can stand for one of these positions. Think about the skills and experience you can offer, which could include a legal / management / governance background, and a willingness to work as a team.

Sincere thanks to Nicola Warren, Resort staff and the wider Classic management team for their continued management support to the committee, owners and guests.

Kind regards,

David Fisher
Chairman

DISCLOSURE STATEMENTS

As previously advised, new pre-contract and pre-settlement disclosure requirements were introduced by the Unit Titles Amendment Act from 9 May 2023. Therefore, for those planning to sell their ownership, please make sure to contact the Classic's Member & Property Administration Department, via the contact details below, for more information on how to navigate those changes including access to the relevant forms you may need.

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MEMBER SERVICES

Tel: 0508 578 888
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reservations@classicholidays.co.nz
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Phone: +61 (0)7 5595 7525

Post: Member & Property Administration, Classic Holidays, PO Box 384, Coolangatta QLD 4225

FRIENDLY REMINDER FOR UPCOMING BOOKINGS

Recently we have experienced a number of check-in issues across NZ resorts as a result of owners and guests arriving 'assuming' they have a booking, without having checked their confirmation letters before departure and in addition not having the confirmation letter with them to present at check in. To avoid delays and check in issues, we therefore encourage you to:

- Confirm check-in times.
- **Check the arrival / departure dates on your Booking Confirmation letter.**
- Phone or email the resort to let us know if you are checking in late (after-hours), so that we can make the necessary arrangements for you.
- **Take your Booking Confirmation letter to present at check-in** (this applies to all owners, including fixed week owners, and if guests are using the unit – they will also be required to bring a Guest Certificate).

Please note that if you do not have a confirmation letter and the resort does not have a booking for you, it will be your responsibility to find alternate accommodation.

BOOKING EARLY

By the end of May annually the booking year is fully open for all 32 week booking window properties such as Ridge Resort. Owners are encouraged to book early to avoid disappointment!

You can book online (*under Book Accommodation*) and access a copy of your Booking Calendar (*under My Account > Member Documents*) on the Classic Holidays website www.classicholidays.co.nz when logged in as a member. The increase in members planning in advance means the bookings are coming in quickly, plus with weeks out for maintenance at several resorts, bookings are filling fast!

EXCHANGE AND PLAY – DON'T MISS OUT!

If you are unable to use your week, you can bank your entitlement with your preferred exchange company and use it at a later date! All members of a Classic Managed Resort have a free membership to Classic's Exchange Program - 'Exchange & Play' (facilitated by 7Across).

Once banked with Exchange & Play, you have 3 years to use your week. You can book at your home resort or exchange to any of the resorts managed by Classic Holidays in Australia or New Zealand or to 7Across timeshare resorts worldwide.

Make sure to put in a request early for your exchange as you will be matched before these weeks are made available to other ENP members.

If your request is met, you will get a phone call and an email. It is essential that your details in exchange are up to date to allow our team to contact you when/if this becomes available as we will only hold the week for 72 hours before offering to the next in line. If you do not hear anything from us, it, unfortunately, means we were unable to meet your request this time.

RENTAL WEEKS AVAILABLE

There are currently rental weeks available at some Classic Managed properties in the North Island, price list below for the full week. Booking conditions apply.

Resort Name	One Bed	Two Bed	Penthouses
The Bishop Selwyn	from \$840	from \$950	from \$1,215
Fairway Lodge	-	from \$905	-

Prices shown are in NZD.

ELECTRONIC COMMUNICATION

If you have already opted in to receive meeting notices by email, you will receive your AGM papers electronically. To avoid these emails being detected as spam / junk and missing out on important information, please ensure to add the following email addresses to your "safe senders list" / "address book":

no-reply@classicholidays.com.au,
reservations@classicholidays.co.nz

You can update your communication preference at any time once logged into the Member's Portal on the Classic Holidays website under the personal details menu (select *My Account > My Profile > Account Details > Edit* and tick the *Annual General Meetings* check box).

RECOGNITION

In 2023, Ridge Resort was awarded the RCI Hospitality Award. The RCI Hospitality Award is presented for consistently high ratings in the check-in/check-out and hospitality categories.

COMMITTEE DETAILS

If you have any queries or concerns, please do not hesitate to contact one of your elected committee members:

- **David Fisher** (Chairman) - Email: djfisher@xtra.co.nz
- **Maurice Chave** - Email: mpchave@xtra.co.nz
- **Chris Cochrane** - Email: cc@kjl.co.nz
- **Bob Thayer** - Email: bobthayer1@gmail.com
- **Christine Toner** - Email: christine@toner.co.nz

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