

## Survey Results.

The link to the survey was emailed to 706 unique emails on 2nd January 2026. Private owners were not included in the survey. A reminder email was sent to owners who had not opened the survey, on 9th January and a final reminder on the 15th January. These emails were opened by approximately 593 owners and 433 completed the survey.

### Survey questions.

The survey was anonymous although owners were allowed to enter their details if they wished to be on a list of potential vendors or purchasers. The responders were directed to questions depending on answers to previous questions ie. Question 1 asked “Are you interested in selling?” owners answering yes were sent to a section exploring when and why they wished to sell. Responders answering no did not see that section but were sent to a section exploring their perceptions about benefits of ownership.

The full questionnaire is appended to this document.

### Survey responses.

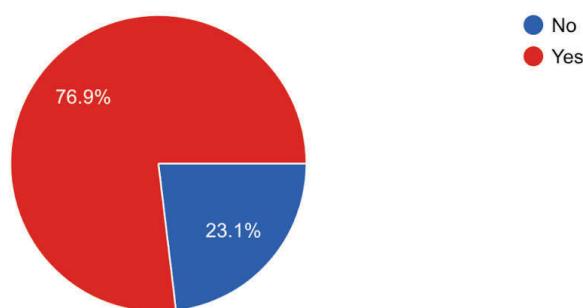
**Question 1.** All respondents were asked this question.

Are you interested in selling your ownership in the Ridge Resort at any point in the future?

YES	333
NO	100

Are you interested in selling your ownership in the Ridge Resort at any point in the future?

433 responses



**Questions 2 and 3.** Only asked to owners wanting to retain ownership (100 owners)

**Q2. What is the single most important reason for retaining your ownership?**

A perfect holiday home with no responsibility for the rest of the year	25
Long term holiday investment for my family	21
3 bedrooms so able to accommodate 8 people	19
Ability to exchange worldwide	11
Value for money	9
Local/regional attractions eg skiing, fishing, vineyards, cycling, adventure	5
The view	5
"Forces" me to take an annual holiday	4
Spa pool on deck	1

What is the single most important reason for retaining your ownership? (one option only)

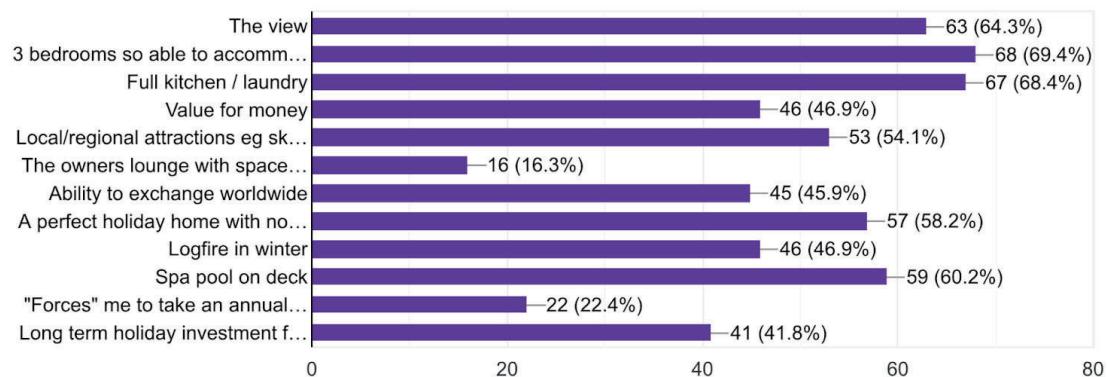
100 responses



### Q3. What other aspects of ownership are important to you (choose all that apply)

What other aspects of ownership are important to you (choose all that apply)

98 responses



### Q4. Are there any other reasons you like owning at the Ridge Resort.

Most of the responses expanded on reasons previously mentioned in the survey.  
All answers are appended to this document. Examples include:

The ability to exchange for 3 bedrooms in Colorado for skiing

We made the choice ,as everyone else did

The ease of arranging and securing Week with Classic Holidays.

Standard of maintenance, care and cleanliness has always, and is, generally very good.

I love having a complete house where family and or friends can have their own privacy as well as plenty of space to gather together. These facilities are not available in a hotel or motel and rarely adequate in air bnb properties.

I love having a homey holiday space where I can just do nothing, read a book, have a spa, sleep late.... again not really the kind of holiday you can have in a hotel or motel.

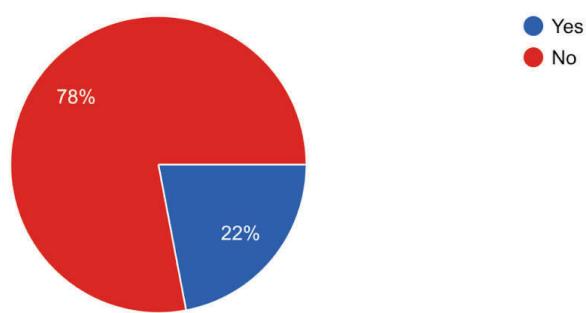
We probably would not go to Queenstown if we didn't have a timeshare week. We had many wonderful ski holidays there when our family was young. Now we have cycling holidays.

**Q5. Would you like to purchase additional weeks?** Only asked to those who wish to keep ownership (100 total)

<b>YES</b>	<b>22</b>
<b>NO</b>	<b>78</b>

Would you like to purchase additional weeks?

100 responses



**Questions 9 to 13 .**

Only asked to owners wanting to sell (333 owners)

**Q 9. Are you interested in selling your ownership in the Ridge Resort:**

Yes, immediately or within 1 year (2026)	121
Yes, in 1-2 years time (2027-2028)	102
Yes in about 3-6 years (2029-2032)	68
Yes, in about 6-10 years (2033-2036)	33
Yes but in more than 10 years (after 2036)	9

As a pie chart.

Are you interested in selling your ownership in the Ridge Resort

333 responses



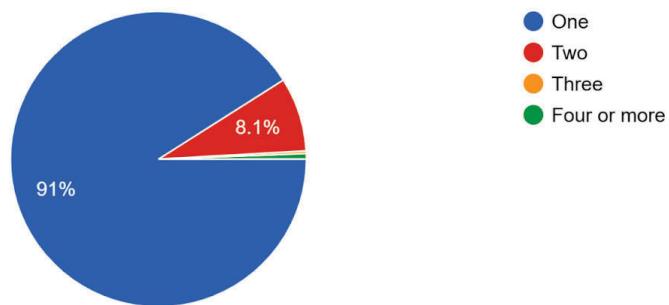
### **Q10. How many weeks do you wish to sell**

333 responses

One	303
Two	27
Three	1
Four or more	2

### How many weeks do you wish to sell

333 responses



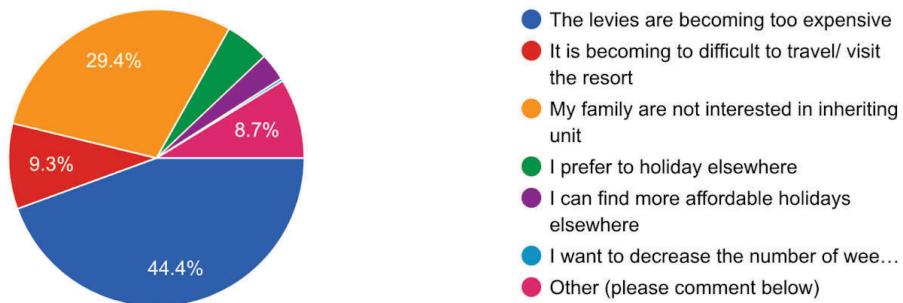
### **What is your main reason for considering selling?**

333 responses

The levies are becoming too expensive	148
My family are not interested in inheriting unit	98
It is becoming too difficult to travel/ visit the resort	31
I prefer to holiday elsewhere	16
I can find more affordable holidays elsewhere	10
I want to decrease the number of weeks I own	1
Other (see below)	29

What is your main reason for considering selling? (one answer only)

333 responses

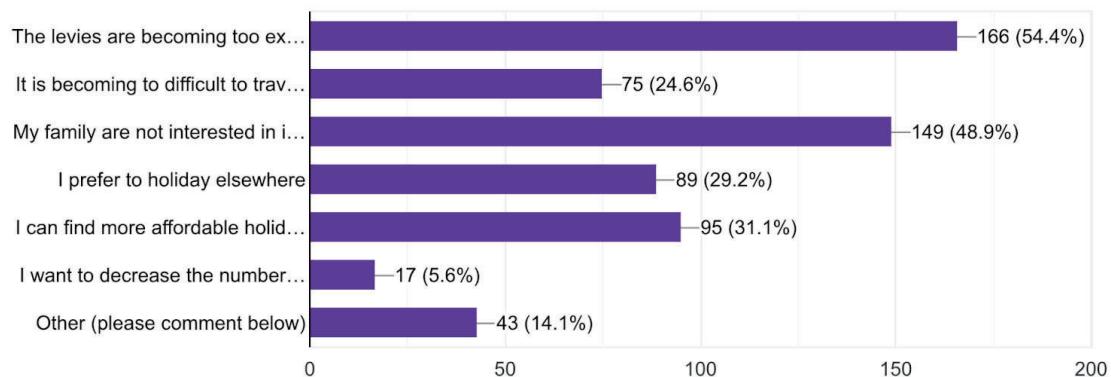


**Q12. Are there other reason(s) for considering selling? (tick as many as you like)**

305 responses

Are there other reason(s) for considering selling? (tick as many as you like)

305 responses



**Q13. Please list other reasons for sale.**

There were 88 “other” responses.

See attached document. The main categories are:

Age /Health / Accessibility  
Family home in Central Otago  
Difficulty booking weeks  
Poor Maintenance  
Future planning as children not interested  
Distrust of Classic  
Now alone so units too big  
Exchange system unfair/more expense

**Other comments included:**

I probably don't want to leave to beneficiaries to deal with

We use our week to bank into Wyndham as the standard of accommodation at Wyndham Resorts is much higher than that of The Ridge.

My fixed week is in winter (which used to be ideal) and I do not feel confident driving in winter conditions particularly with Ridge Resort being on a hillside.

Queenstown is no longer somewhere we want to visit

Lost some of its charm with the lack of maintenance and continual upkeep. Lack of mod cons for the levy we pay. Lack of updated decor and technology for the levies we pay.

The swap system of three bedrooms isn't a fair swap when you sometimes get offered a studio unit elsewhere. A banked week used later at your home Resort incurs a \$200 booking fee through Classic making it a \$2000 week. Fabulous deals through Trivago etc. Lack of choice in swaps - often requests in for 7-8 months with no result and you have to take somewhere just to stop losing your week

I am happy to keep so long as I can cover my costs and make money using airbnb. This is our first year of ownership having received it from aging parents. This year I rented out week 1 2026 for \$4,200. This covered my annual fees for the resort, \$1700, \$1000 tax, so we ended up with a small profit. I think next year we can increase the price. We may well use it ourselves in the future, but right now it functions as a small earner.

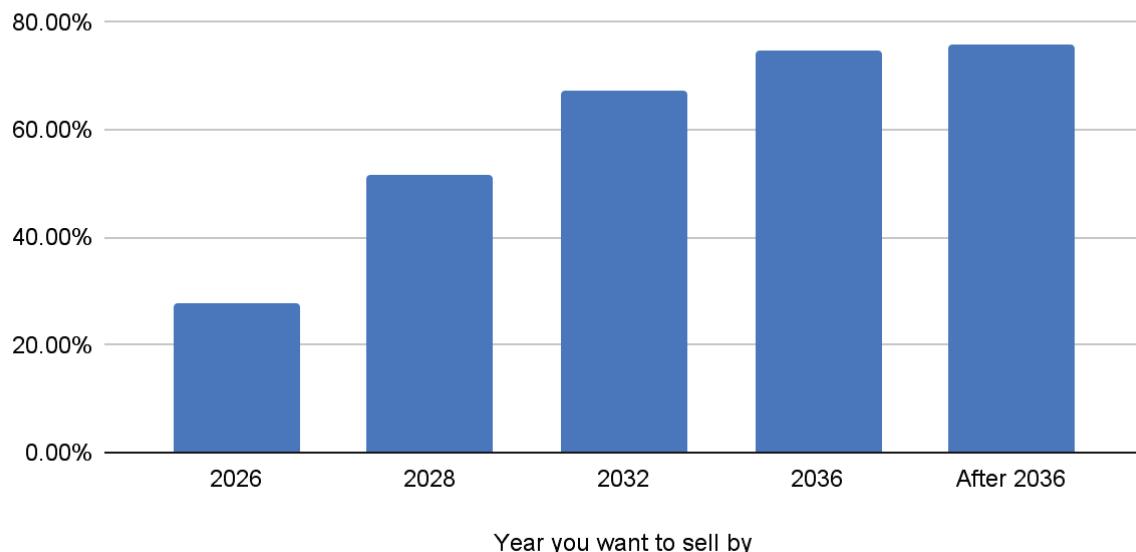
We run a pet friendly BnB and think that adding some pet friendly units would be a good idea especially for older owners who have a dog rather than children. I attended last years AGM and a couple of people I spoke to had the same idea. We would certainly retain ownership longer if we could bring our small dog with us rather than put her in a kennel. Our experience at the BnB is that animals often are less hassle than children.

## **Wish to sell.**

Of the 433 responders 28% want to sell immediately and a further 24% by 2028.

no of respondents		433
Yes, immediately or within 1 year (2026)	121	27.94%
Yes, in 1-2 years time (2027-2028)	102	23.56%
Yes in about 3-6 years (2029-2032)	68	15.70%
Yes, in about 6-10 years (2033-2036)	33	7.62%
Yes but in more than 10 years (after 2036)	9	2.08%
No, I want to retain indefinitely	100	23.09%

**Cumulative Percentage of all Responders wanting to sell by year.**



## **Appendices**

- 1. Survey Questions.**
- 2. Q4 Other comments from those owners wanting to keep**
- 3. Q13. Other comments from those owners wanting to sell**

# Ridge Resort Owners' Support Group Survey

All Ridge Resort owners are encouraged to take part in this survey. You may respond anonymously, and your views are equally important whether you are enjoying your timeshare or are considering selling. Completing the survey does not commit you to any future action; **it is simply an opportunity to have your say**. Every response strengthens the quality of the results, and the more owners who participate, the better the survey will reflect the collective views of owners.

Please note that questions marked with a red star require a response.

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\* Indicates required question

1. Are you interested in selling your ownership in the Ridge Resort at any point in \* the future?

*Mark only one oval.*

No      *Skip to question 2*

Yes      *Skip to question 9*

Benefits of owning a week at the Ridge Resort

2. What is the single most important reason for retaining your ownership? (one option only) \*

*Mark only one oval.*

- The view
- 3 bedrooms so able to accommodate 8 people
- Full kitchen / laundry
- Value for money
- Local/regional attractions eg skiing, fishing, vineyards, cycling, adventure
- The owners lounge with space for the family
- Ability to exchange worldwide
- A perfect holiday home with no responsibility for the rest of the year
- Logfire in winter
- Spa pool on deck
- "Forces" me to take an annual holiday
- Long term holiday investment for my family

3. What other aspects of ownership are important to you (choose all that apply)

*Tick all that apply.*

- The view
- 3 bedrooms so able to accommodate 8 people
- Full kitchen / laundry
- Value for money
- Local/regional attractions eg skiing, fishing, vineyards
- The owners lounge with space for the family
- Ability to exchange worldwide
- A perfect holiday home with no responsibility for the rest of the year
- Logfire in winter
- Spa pool on deck
- "Forces" me to take an annual holiday
- Long term holiday investment for my family

4. Are there any other reasons you like owning at the Ridge.

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5. Would you like to purchase additional weeks? \*

*Mark only one oval.*

Yes

No      *Skip to question 17*

Please enter your details if you want to be added to our list of potential purchasers.

6. Name

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7. Phone

---

8. email address

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*Skip to question 17*

When do you want to sell?

## 9. Are you interested in selling your ownership in the Ridge Resort \*

*Mark only one oval.*

- Yes, immediately or within 1 year (2026)
- Yes, in 1-2 years time (2027-2028)
- Yes in about 3-6 years (2029-2032)
- Yes, in about 6-10 years (2033-2036)
- Yes but in more than 10 years (after 2036)

## 10. How many weeks do you wish to sell \*

*Mark only one oval.*

- One      *Skip to question 11*
- Two
- Three
- Four or more

**Main reason for sale**

## 11. What is your main reason for considering selling? (one answer only) \*

*Mark only one oval.*

- The levies are becoming too expensive
- It is becoming too difficult to travel/ visit the resort
- My family are not interested in inheriting unit
- I prefer to holiday elsewhere
- I can find more affordable holidays elsewhere
- I want to decrease the number of weeks I own
- Other (please comment below)

## 12. Are there other reason(s) for considering selling? (tick as many as you like)

*Tick all that apply.*

- The levies are becoming too expensive
- It is becoming to difficult to travel/ visit the resort
- My family are not interested in inheriting unit
- I prefer to holiday elsewhere
- I can find more affordable holidays elsewhere
- I want to decrease the number of weeks I own
- Other (please comment below)

## 13. Please list other reasons

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Please enter your details if you want to be added to our list of potential vendors.

## 14. Name

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## 15. Phone

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## 16. email address

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Thank you very much for answering our survey.

17. Do you want to add any comments? (optional)

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# Google Forms

**Q 4. All responses.****Are there any other reasons you like owning at the Ridge.**

1. The ease of arranging and securing Week with Classic Holidays. 2. Standard of maintenance, care and cleanliness has always, and is, generally very good. 3. The overall 'value' proposition at The Ridge is very good, and appreciated by us.

3 bed

A chance for a family to visit and stay in Queenstown. Many happy memories available over New Year

Beautiful location, within 4 hours drive. Its like a home away from home. The spa view and log burner are definitely a draw card.

Being with friends who are also owners

Can't get a three bedroom

Accommodation anywhere else in qtown for that price

Comfortable accommodation in a great area

Convenient

**Ease of booking**

Every year I am thankful for my 10 day Fiji exchange holiday sleeps 8. I couldn't afford it without my week at the Ridge

Great facilities and well appointed units with good kitchen provisions

I love having a complete house where family and/or friends can have their own privacy as well as plenty of space to gather together. These facilities are not available in a hotel or motel and rarely adequate in air bnb properties.

I love having a holiday space where I can just do nothing, read a book, have a spa, sleep late....again not really the kind of holiday you can have in a hotel or motel.

I only own half a week so I only pay biannual

It is a perfect holiday spot for a family.

**It's in Queenstown**

other family members can use it if we can't, can use at other resorts in NZ.

Perfect in a lot of ways especially sleeping 8

Reckon you've got it covered :). It's a very 'hard' combination to match anywhere else

Suits our needs for 4 adults wanting annual chilled break

The ability to exchange for 3 bedrooms in Colorado for skiing

We can bank our week use the exchange programs and share with family and friends

We can have a family get together once a year

We made the choice...as everyone else did

We probably would not go to Queenstown if we didn't have a timeshare week. We had many wonderful ski holidays there when our family was young. Now we have cycling holidays.

We have 4 other families who own there and we holiday together every year.

For the next question, I've answered Yes only because we sometimes need to buy extra units/weeks for family or friends on an adhoc basis. If we can do this through other owners selling their weeks they're not using, that is a great convenience and the best 'marketplace' to exchange rather than going via Classic

## OTHER REASONS FOR SALE

#1 Main reason is lack of flexibility in Timeshare system. Our levy works out at \$261 per night which would be great if we actually wanted 3 bedrooms for 7 nights in Qtown. We only want 1 Bedroom for maybe 2 nights, bookable at short notice

#2 Is that family do not want to go because there is not really anywhere for kids to play

#3 is that older friends and relatives increasingly need wheelchair access.. and one day we will too.

A combination of levies and travel costs associated with a week at the resort mean we can holiday in other areas at the same or lower cost

Accessibility/ mobility stairs etc

After 35 years and now in our 90's we are no longer able to make use of our unit.

Age has caught up on me.

Age!

Agreement to sell/whole complex

Air travel Rotorua to Queenstown is also becoming more expensive

All the above plus we have got a motorhome and wanting to travel around NZ

also classic is hard to deal with, if I bank weeks I can't find places to use them easily

appears that our interest in queenstown is fading some what, appears that we are just going away for a few days , and uncertainty about health issues that are arising affecting bookings

As we age it will become harder to visit in another ten years time. We currently enjoy it but Queenstown is becoming very busy

Being on my own now. My needs in the holidays I take have changed.

Cannot see where maintenance fees go. Upkeep is not good.

classic spoil the relationship

Concerned about the probable future ongoing maintenance costs and think while the units are in the best condition they can be at this time best value can be realised.

Constrained by school holidays which makes it difficult to book

Don't get to Queenstown

Due to ill health we are unable to use our two weeks and family have mortgages to service and don't want to take on more debt at this time

Due to our fixed weeks not being in the school holidays any more for some years. This made the timeshare not useful for our kids and our grandkids. Also we found that some of the parking is not very old age friendly.

Family purchasing holiday home in areas so the owning and use of the resort will become superfluous to a greater extent.

Fee it's unlikely I'd want to drive to Qtown when we get older

Future planning. All of the above are potential issues but the don't apply currently.

Getting older

Getting older with children living overseas

Getting too old and can't afford levies

Getting too old to use

Hard to book winter ski week and traffic congestion in QTN making the resort less desirable to me. Please note even with increased levies I think RR represents an extremely cheap weeks accom in QTN

Have owned a week every 2 years for several years and have found the fees for maintenance increasing a lot a year.

Some of the units have been sold into private ownership before, so wonder when and by whom?

Health issues

Health issues.

I am a mild seller. I really love the resort and think it represents reasonable value. I would sell if it could be sold as one lot to allow those more desperate to exit to do so.

I am happy to keep so long as I can cover my costs and make money using airbnb. This is our first year of ownership having received it from aging parents. This year I rented out week 1 2026 for \$4,200.

I am on a pension and is hard to pay the increasing levies

I can find other holidays more affordable

I do not want my children to have to sell a unit they don't want to own

I don't trust Classic Holidays.

I believe the UTA is not the best regulator for a Timeshare structure ownership and the Ridge Resort should be governed and managed independently in a company ownership structure.

I don't want to be stuck with a week that becomes too expensive or too difficult to transfer.

I have trouble with steps and my age

I now live in Queenstown, thus there is little incentive to stay at the Ridge Resort :-)

I probably don't want to leave to beneficiaries to deal with

I'm 82 and not too interested in special holidays in that I'm on holiday all the time!  
If I was billed for a considerable sum to cover upgrade costs on any or all of the units in fighting within the resort, means it is unsettling future and it costs a lot to no use it

Increasing costs & possibly extra special levies

It can be difficult to get the time off and don't always want to go QT.

It has become really hard to use banked weeks over the last few years. It has always been difficult as I am a teacher and I need to travel in school holidays

It is expensive to travel to the south island and Queenstown is no longer a nice location IMHO due to traffic, prices, overcrowding etc. I have been too busy to holiday for years.

It is impossible to book a week in ski season. (This never was the case in the first decades I owned a week.)

It is very difficult to find any availability either in NZ or overseas for an exchange week which is very frustrating, plus extra fees on top making the one week very expensive.

It's tired at best

Last difficult to make booking

Lost some of its charm with the lack of maintenance and continual upkeep. Lack of mod cons for the levy we pay. Lack of updated decor and technology for the levies we pay.

My fixed week is in winter (which used to be ideal) and I do not feel confident driving in winter conditions particularly with Ridge Resort being on a hillside.

My husband has passed away and my family have holiday homes in Queenstown so they are not interested in it I am to old myself now to use it is now just a financial burden

Never able to get weeks we request it doesn't matter when you ask !!

not enough holidays in the year - spend most of our time in the sounds

Often cannot get the week I want

Our family is no longer interested in holidaying in Queenstown. It's been done to death.

Our son and wife love to stay at the Ridge Resort, but that is only as long as we are paying the annual levies,

Own a property in Cromwell so does not make sense to pay such high fees on top.

Queenstown is no longer somewhere we want to visit

Sell to developers

The levies have become too expensive

The resort is great, I'm just getting too old

The standard of the resort has slipped to the point where better accommodation is competitively priced (and more flexibly attained)

The swap system of three bedrooms isn't a fair swap when you sometimes get offered a studio unit elsewhere

A banked week used later at your home Resort incurs a \$200 booking fee through Classic making it a \$2000 week

Fabulous deals through Trivago etc.

Lack of choice in swaps - often requests in for 7-8 months with no result and you have to take somewhere just to stop losing your week

Too difficult to book the week I want - having to pay extra \$ to third party booking agents to get a week owned . Not good

True time share concept has been taken over by the hospitality industry to the point that owners are not able to secure bookings some years.

Trying to book your week is near impossible who knows what they are doing 9-12 months ahead of time

Want to sell mainly due to ill health.

We are happy to see with no timeframe in mind.

We enjoyed the resort when we were younger but now 79 and 83 and not suitable.

We feel the levies are not being used efficiently or relevantly to maintain the units.

We have a house in Wanaka.

We have been Ridge owners for 36 years and have thoroughly enjoyed our many family stays at the Ridge. But now can no longer use.

We have moved to Central Otago

We have other options

We live in Winton and own a holiday house in Cromwell so we don't use it anymore. We did bank our weeks in RCI and have used it overseas, but we we have to pay extra for that

We now have a house at Lake Hawea so do not need this timeshare unit

We now live in Queenstown so don't need a timeshare there

We use our week to bank into Wyndham as the standard of accommodation at Wyndham Resorts is much higher than that of The Ridge.

We won't be able to afford it when we are fully retired.

We would only sell if we were adequately remunerated. \$15,000+

We would prefer that the whole complex is sold, not a sale of individual units. We do not mind waiting for the sale of the whole complex.

When we don't wish to travel to NZ we have to belong to a timeshare exchange company with additional cost  
Will have had it approx 40 years. Be time for a change 😊

With the passing of my husband

Rather than giving them an unwanted inheritance, we will consider selling when we are too old to take overseas holidays ourselves which could be in the next 10 - 15 years  
We have not as yet tried the market but from the feedback we have received would suggest this could be difficult given the lack of potential buyers. Any help or advice in being able to sell our 1 week ownership would be appreciated.

It is very disappointing to think that in spite of the high valuation of the Ridge Resort that we will get little or no return from our original investment and will probably have to pay to relinquish ownership.