



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 2025

COMMENTARY FROM THE CHAIRMAN

Hello Ridge Owners

With the 2025 Annual General Meeting coming up this is a chance to update you on a number of matters.

2025 Annual General Meeting

The 2025 Annual General Meeting will be held on 24 June 2025. We look forward to seeing owners who are able to attend, whether in person or online. Remember that the positions on the Body Corporate Committee are all up for election, with all but Maurice Chave of 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 within a team.

The committee is keen to have a representative of the Private Owners stand and be elected on to the committee so that the interests of the Private Owners are better represented.

The time of the meeting has been changed this year from a meeting in the evening to a meeting in the afternoon commencing at 3pm. This meeting time has been suggested by Classic Holidays for the following reasons:

- Other entities are holding their meetings during business hours for the reasons outlined below.
- A number of other body corporates managed by Classic have changed to an AGM during business hours.
- Availability of staff for evening meetings.
- Cost savings due to potentially less accommodation / meal requirements for committee and staff if earlier in the day.
- Cost savings due to additional staff required for meetings being at a lower rate during the day. This additional support is due to the changes implemented under the strengthened UTA e.g. providing for remote access on Zoom

The committee decided to trial this new time this year. This is to be reviewed after the meeting, including feedback from owners, and will be over to the new committee to decide next year whether to continue with this timing.

Staffing

There have been no changes in the team on-site or at Classic since our last newsletter. A few more long-term locals have been added to the Friday cleaning team, which we hope will be beneficial to us. The Resort continues to rely upon cleaning contractor, We Do It For You to complement our existing Resort housekeeping staff. They allow some flexibility in the number of units cleaned per week, meaning we can prioritise resort employees. In addition to this, their high standard of cleaning and easy communication make them an asset to the housekeeping team on Friday changeover day.

Resort Update & Improvements

Just a reminder about the Resort's policies on charging of E Bikes and Electric Vehicles. E Bike batteries can be charged in the units provided adequate care is taken. Electric Vehicles cannot be charged at the Resort.

For the Timeshare, external refurbishment of Units 5 and 6 has been completed. This continues the long term maintenance policy of upgrading 2 units a year. The internet has been upgraded and has resulted in stronger Wi-Fi throughout the Resort. This means we can now start the installation of the new smart TVs into the lounges of each unit. Anyone who has holidayed at the Resort recently will have noticed that the TVs in the bedrooms have been removed. The old underground cabling servicing units 1 - 16 failed and it was not deemed economical to replace it. We took this as an opportunity to monitor guest and owner feedback before deciding to reinstate the TVs. To date, the handful of comments received relate to the time prior to the faulty TVs being removed, as opposed to their being no TV at all.

Facebook Buy Sell Page

A reminder of our Facebook Buy Sell group. We hope that as there are more users of this page that this will greatly increase the potential audience for the 'sell' message for those who want to divest their week.

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.

Ridge Resort Queenstown Owners Support Group (OSG)

I would expect that all owners are aware of the existence of this group. This group is not part of the Body Corporate or the Body Corporate Committee and is separate to both. As the Committee Members are Owners, they have been aware of the group from its start and became concerned at what the Committee thought may be misinformation about a number of items that were being discussed online by members of this group. A meeting was organised with the leaders of the group in Christchurch in March

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2025 where these items were worked through and information provided. There was agreement to work together to improve owners' satisfaction in their ownership of the Ridge Resort and there are a number of initial items to work through including agreement to jointly develop solutions to assist owners to sell their timeshare weeks.

Staff Complaint

A complaint from a staff member about the behaviour of an owner on site was received by the committee. As there were differing views on this incident, it was decided that all owners should be made aware of the Operational Rules when dealing with staff. The Operational Rules are on the Classic owners' portal and the rules that relate to dealing with staff that you should be aware of are:

PART A - 1.1 (g) All owners, occupiers and guests, whilst at the Resort, shall not use any language or behave in any manner, which is or may be or is likely to cause offence or embarrassment to other owners and guests, and staff employed by the Resort and the Manager

PART A - 2.2 Treatment of Staff

(b) While Occupiers are encouraged to note and advise staff or the Manager of specific need for repairs and maintenance, no Occupier (except members of the Body Corporate Committee) shall reprimand or give any direction to the Manager, or any employee of the Resort.

(c) Any complaints or grievances by any proprietor or occupier concerning the Manager, any employee of the Resort or any matter relating to the Resort shall be made in writing to the Body Corporate Committee for consideration at its next meeting.

Remember, please deal with all staff how you would expect to be dealt with yourself in the same situation.

Booking Your Week

The following has been received from Classic Holidays on booking your week.

Each year owners have 3 options for each week of timeshare ownership - book their owners' week, bank their owners' week or do nothing.

- **Option 1. Book your week**

Fixed week owners- Have the same week/unit every year. They are sent confirmation letters by email/post approx. 3-4 months before check in date or if they require this earlier they can contact reservations via the office, or login online to view the booking. They can only occupy their week/unit if they are financial.

Floating week owners - The booking window opens 32 weeks prior to day one of the week you wish to book.

Once the booking window is open all bookings are subject to availability and all bookings can only be made if you are

financial. Log in online or call the reservations team via the office.

Owners can place a waitlist request/advance reservation up to a year in advance only by calling reservations via the office. This request is held in the system until just before the booking window opens and are actioned first, before bookings are opened online. If there are more requests than units a randomised ballot is held. Those successful in the ballot receive a confirmation. Those unsuccessful receive a letter to contact the office to make another booking/request.

- **Option 2. Deposit your week.**

If owners wish to deposit their weeks to an exchange company their levy must be fully paid. They are subject to the exchange company banking rules and if they own fixed weeks, these would need to be deposited before the week/unit date starts as alternate dates are not given. Bankings are not guaranteed, these are subject to availability.

- **Option 3. Do Nothing**

Annual entitlements are only valid for the entitlement year. They cannot be carried over. If you do not book or bank your entitlement in the given year it is lost. Auto banking of entitlement with 7Across runs from 1 October annually, so those who are financial and have not booked or banked may receive an auto banking, subject to availability. These are also not guaranteed.

Survey

Results of the survey are attached along with a commentary on the results and responses. An important result of the survey was that slightly more than 50% of the respondents plan to use their week for at least 10 years and therefore the committee considers that sale of the Timeshare property should not be considered in the short to medium term. However, a large number of respondents had attempted sale of their week and the difficulties around sale of weeks is an extremely important consideration for a large number of owners. Solutions for this will remain an ongoing project and, as noted above, assistance will now be received from the Owners Support Group. Responses to the other questions in the survey are being reviewed by the committee and actions on these on the basis of the ongoing operation of our Timeshare Resort are to be formulated.

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**

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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.

Email: mpa@classicholidays.com.au

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.

ELECTRONIC COMMUNICATION

Statutory mailouts (including AGM Mailouts) are sent electronically to all Owners. If opted in for Post, you will receive a hardcopy in addition to the email. 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

Owners can update their communication preferences at any time on the Classic Holidays website under the "Contact Us" page, by selecting "Update my Communication Preferences":

<https://www.classicholidays.com.au/contact-us>

RECOGNITION

In 2025, Ridge Resort was awarded the RCI Silver Crown Award. Resorts that have achieved excellence in providing outstanding vacation experiences for RCI subscribing members receive the RCI Silver Crown Resort award. This award designates resorts that have met or exceeded specific standards in the areas of unit housekeeping, unit maintenance, resort maintenance, hospitality and check-in/check-out procedures.

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
- **Chris Cochrane** - Email: cc@kjl.co.nz
- **Bob Thayer** - Email: bobthayer1@gmail.com
- **Christine Toner** - Email: christine@toner.co.nz

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