



BELTON WOODS
LODGES

Meeting Name:	Belton Woods Lodges Owners Club Committee Meeting 2020		
Date of Meeting	17 July 2020	Time:	11am
Minutes Prepared By:	Charlotte Hackett	Location:	Teams Call
	Philip Bond, opened the meeting by welcoming everyone in attendance and introduced the Committee members:		
Attendees:	PB: Phillip Bond, Owners Representative JF: John Frosdick, Owners Representative DH: David Hampton, Owners Representative RG: Ross Grieve, Belton Woods Lodges Ltd Management Company Representative SM: Steve McGinnis, Financial Controller Management Company Representative. DC: David Clark, Founder Member Representative		
Agenda, Notes, Discussions, Issues, Actions			Actions
Apologies	Rod Hazelwood sends his apologies for his non-attendance		
Approval of minutes from previous committee meeting 24.4.2020	Philip asks for everyone's consent that the Meeting notes from the 24.04.2020 committee meeting are a true reflection.		
	DC– I agree that they are a true reflection		
	PB – Is everyone else ok with that?		
	Everyone agrees.		
Matters Arising			

	P.B - Is there any matters arising that they would like to cover today?	
	Not Matters arising from the committee but would like to discuss the site moving out of Covid-19 restrictions.	
Item 4 Impact of Covid-19 on BWC & Seasons	<p>R.G - All English resorts open from the 4 July – Resorts outside England/Europe prove other challenges They have all been opened from a Self-catering perspective, there are no central facilities open on any resort as swimming pools are still closed.</p> <p>We have introduced a contactless check in system at all resorts with Key safe boxes installed at every unit, but all invested in a text messaging system. With this service we communicate with the guests ahead of the arrival, we explain to them ahead of arrival but also, they are sent a Health Questionnaire. This is filled out before arrival but also confirms they have no symptoms of Covid-19 but ensure if they do have symptoms they won't be coming on site.</p> <p>This new service allows all guests to communicate with us from a contactless point of view & abide social distancing.</p> <p>If in an event of an emergency there is an out of hours service for any emergency Maintenance issues which is a 24/7 call line, these calls go to Charlotte at whatever time and Charlotte will act on accordingly.</p> <p>Everything at Belton is going well, we've been up and running for the last 2 weeks.</p> <p>The Entrance-Exit gates have changed, the containers have gone from the Lodge car park as well as the Shed.</p> <p>The units have been updated with paint where possible, but also, we have been able to sewing & rehangng curtains.</p> <p>In reception we have all the correct PPE, Screens on the desks if guests do need to enter the reception building. Sanitise stations readily available but also footprint markers all around.</p> <p>We have also added extra sanitise spray in every Lodge for the guest.</p> <p>As of next week, we will be making wearing face masks as company policy and mandatory to everyone on site.</p>	
Property Report	P.B – Charlotte has circulated the property reports which were some good reviews/comments on Birch Lodge reception, staff Responses on Maintenance & Housekeeping. The Hotel are missing a trick with the guests	
	J.F– The hotel just doesn't seem to be improving at all.	
	P.B - Anything else on the property report? All agree to move on	
Item 6 - Financial Reports	P.B - As the accounts won't be produced until the 30th August 2020, so we will need one more meeting before the AGM.	
	S.M- We are so close to year end, Brain the auditor we have used for years will come in & look over the book for Belton Woods	

