



CUSTODIAN NEWSLETTER

Welcome to 2023 Edition 4

This edition's topic is *Working with the Club iPad and Booking System*

The Club iPad is a vital resource for our Park Custodians. It provides the following:

- Access to the RV Park booking system which allows new bookings to be made, reports current bookings on a nightly basis, allows guest check-in and enables custodians to check site availability.
- Access to CMCA emails, the principal platform of communication between NHQ staff and our Park Custodians. Each RV Park has a unique email address.
- Access to the internet
- Camera for photographing any maintenance issues, risks identified, or to take photos to promote the park on our socials.

To log onto the iPad, input the generic password which is provided to you by the outgoing Custodians or from NHQ. Once the iPad is operational, you will need to log into the Extranet using your own unique login details.

When you arrive at the RV park you will only have access to the Extranet for the period of your intended custodianship. If you need access prior to your start date or after your finish date, please advise NHQ so that your access can be extended accordingly.

If the previous Custodians have saved their login details to the iPad, you will need to remove this and install your own login. The login is the same username and password that you would use to access the CMCA website or app.

Booking system

The iPad booking system or Extranet, is to be used by Custodians when booking in guests, nightly check-in, new memberships and changing bookings. There is information and tutorials within the Custodian Documents folder within the RV Parks area of our website and app. Please review these if you are unsure how to do something.

Our NHQ staff can also assist if you need some direction or assistance.

Non-members

Non-members are welcome at all our parks except for Ingham QLD. It is hoped that non-members will come to understand the benefits of belonging to the Club and want to join up. If they are staying for more than a few nights, or intend to access other RV Parks within our network, it makes sense to join up. Don't forget, when joining at one of our parks, the \$25.00 joining fee is waived, making it very affordable to join up on the spot.

Vehicle details

Not everyone will have their correct RV details in the database, or they may have limited information entered. Many change RVs over time and forget to update their details.

Members can update their own RV details at any time on the CMCA website, CMCA Connect app, or by calling NHQ during work hours. The type of RV they have will now determine the annual cost of membership, with Associate Members now paying \$55.00 per year and Full Members \$60.00 per year.

You should have the blue SCV stickers in your material. These can be provided to those who have updated their vehicle details and are now SCV compliant. New members will also need these for their vehicle. A lot of members are yet to update their SCV status in the database, but this doesn't mean they are not self-contained. Please check this when checking members in and encourage them to complete their SCV status online or by calling NHQ.

Making a booking

Using the **Bookings & Funds** tab, search for the member number, member last name or phone number. You may be provided several results from this search, and you can then do a refined search on their first name if there is a long list. For non-members, search their last name to find them, then first name if there are options. Do not create a new non-member identity unless they have not stayed at an RV Park before. This will create duplicate identities for the same person in our system, always search the non-member by name first (it could be under a partner's name as well).

When filling in the information for a booking, make sure you select the vehicle from the drop-down menu before checking availability. If it shows the vehicle as non-SCV, you may need to update the vehicle details to ensure it is SCV compliant.

A common error is where the Custodian processes a payment of \$15.00 through the **Add Booking Funds** button rather than making an actual booking. This booking funds option only places money into their RV park booking account which can then be used for future bookings. This

option does not make or confirm a booking at the park, and this will still need to be done for the booking.

The screenshot shows a web interface with two tabs: 'Details' and 'Bookings'. The 'Bookings' tab is selected and has a green checkmark above it. Under 'Member Identity Details', there is a 'Member Number' field with the value 'N10000000', a 'Membership Class' dropdown menu set to 'Associate', and a 'Membership Status' dropdown menu set to 'Active'. Under 'Booking Funds', there is a 'Funds Available' field showing '\$ 0.00' and a blue 'Add Booking Funds' button with a red 'X' icon next to it.

Changing a Booking

Sometimes people will have to change their travel plans and the booking they have made will no longer suit. If the day of their first night or during their stay, you will be unable to change the booking details and they will need to contact NHQ to make these changes.

Unless a guest asks for a refund, they will not be contacted to provide a refund for part or all of their booking.

Refund and cancellation policy

CMCA is developing a policy to deal with refunds and cancellations. At present there is no penalty for cancelling a booking, even when the park is full such as peak season up north.

We are investigating options for retaining part or all of a booking fee for last minute changes or cancellations. You will be advised when this policy is adopted by the CMCA Board, and it comes into effect. This will be communicated on our booking pages as well.

Length of stay

Most of our parks currently allow a **14-night** maximum stay in any 21-day period. Ingham is a 5-night maximum, and Innisfail is 7 nights. These shorter stays reflect the lease conditions for those sites.

Our booking system does not allow a single booking to be more than 14 nights, however a shortfall of our booking system is a guest can book more than one stay that adds up to more than 14 nights. Or they can make a new booking after 14 nights to continue their stay beyond the allowed 14 nights. Guests might extend their stay by booking online without your knowledge, so it will be up to your own observation skills or interrogating the booking system to identify those who have stayed their full quota.

CMCA may approve an extended stay for a guest for extenuating circumstances such as medical reasons or vehicle breakdown. This approval must be sought from NHQ before any extension is made to a booking.

If the Custodian notices that a guest has stayed beyond their limit, please remind them of the rules for that park and discuss the cancellation and refund for the extended booking.

Guests can leave the RV Park for a period and return for a new stay. Generally, this will need to be at least 7 nights, however NHQ may approve something different to this if requested.

When handing over to the next Custodian or taking over from another Custodian, please do not assume that arrangements are in place for someone to extend their stay. If you are not sure, contact NHQ for clarification. You might also want to check emails to see if any relate to approval for extended stays.

Guest contact details

You will note that as a Custodian you are not able to see the contact details of the park guests. As per the CMCA Constitution and privacy laws, member details are not made available to other members without their consent.

We understand that there are situations where the Custodian may need to contact a guest, such as when they have not arrived as expected or something has happened at the park, and you need to advise them. The first option is to contact NHQ and ask that our staff contact the guest.

NHQ is looking into how we might be able to make contact details available to our Custodians, but this will always require the guest's consent before we can do this.

If you are looking to be a custodian at one of our parks, or want to do more of it, please check the **Custodian Calendar** within the RV Parks page of the website. If you are not confident about doing this role on your own, talk to us about the opportunities to be co-custodians at some of our parks.

<https://rvparks.cmca.net.au/Home/CustodiansCalendar>

Curent Vacancies

Boyup Brook WA: 20th September – 1st October
Ingham QLD: 25th September – 31st October (season closure)
Geeveston TAS: 30th September – 20th October
Humpty Doo NT: 30th September – 31st October (season closure)
Penola SA: 15th October – 10th November
Railton TAS: 31st October – 1st January 2024

FUTURE EDITIONS

Please send in your requests for what you want to see in future editions of this newsletter. It is your resource.