



Welcome to Volume 1 Edition 12

This is a quick newsletter to provide some further information in relation to recent changes to the Club RV Park booking system, a small reminder about guests and the happy hour rules with regard to bringing dogs and few park vacancies for 2024 that are yet to be taken up.

Custodian Booking System

Ensure that you always use the iPad in landscape mode, otherwise not all information will show on the screen.

A major change relates to the ability of members to save their credit card details for membership renewals and park bookings. Members can now opt to have our bank (currently NAB) retain their credit card details allowing automatic renewal of their membership each year. Members still receive a reminder notice a couple of weeks prior to their renewal date, and then the payment is taken automatically from their card on the renewal date, unless the member cancels this function or contacts NHQ.

Once a member has opted into this, the credit card information that is stored on our system can also be used to make RV Park bookings.

If a member has not opted into the auto renewal function when making a booking, this function can be chosen at the time of making the booking (but not once the credit card payment has been made).

Saving credit card details for future bookings

A new function within our booking system is the option to save the credit card details. This option is shown when payment is being made and must be selected before the transaction is processed. **See below 'Auto Renewal' circled in green.**

Once the Visa or Mastercard is saved, you can then use the saved card for future bookings. **See below 'Pay with an existing card' circled in red.** If this option is highlighted, then a card is on the system and can be used.

This service is not available for non CMCA Members.

ATTENTION

We have now made it easier to pay your fees with CMCA. By enabling the **'Auto Renewal'** feature, we will securely handle the processing of your Club fees against the nominated card when your annual membership is due, and provide quick processing of any other fees you may request from time to time including CMCA RV Park fees. If you do not wish to automatically renew your membership with us, please contact NHQ before your renewal date.

The screenshot shows a payment interface with the following elements:

- Logos for VISA and Mastercard at the top left.
- Two radio button options: Pay with an existing card (highlighted with a red box) and Pay with a new card.
- Input fields for Card Number, Expiry Date, and CVV.
- Small text below Card Number: "The primary number found on the front of the card."
- Small text below Expiry Date: "Expiry date must be a valid date in future, formatted as MM/YY."
- Small text below CVV: "3-4 digits usually found on the back of the card."
- A green box highlights the "Auto Renewal?" toggle switch, which is currently turned off.

Credit Card Payment

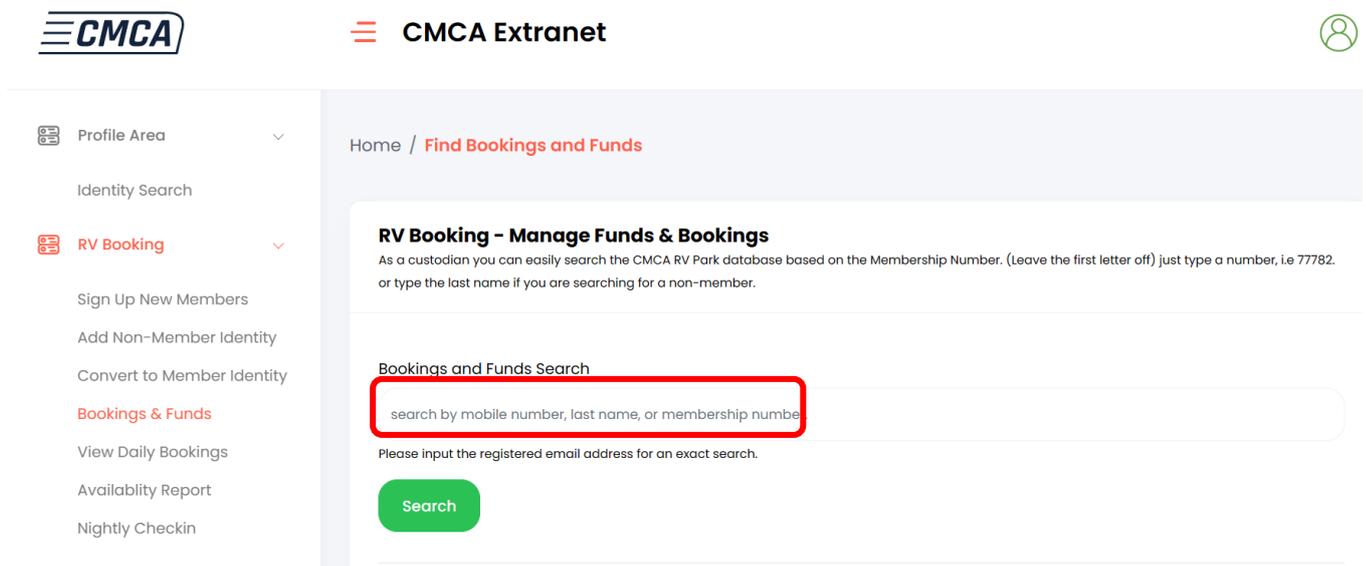
CMCA does not retain the card information, this is saved with our bank. If a member has already agreed to the membership auto-renewal option, then you can simply click on 'Pay with an existing card' for easy processing.

Non-member bookings

One of the common issues we see at NHQ is multiple profiles being created for non-members. This occurs when a non-member shows up at an RV Park and the Custodian creates a new identity for the booking rather than searching by name to see if that person already exists in our database.

It is important to search first before creating a new profile, even if the guest suggests that they have not stayed at one of our parks previously. A search by last name should provide their profile (potentially amongst a list of profile names) to select and then make the booking, using the search function shown **below circled in red**.

Identity search first?



There may be multiple identities under a given name, so make sure you select the correct identity name. A more refined search can be made using their first name in the search area (**see below circled in red**). If their name does not appear on the search list, then a new identity can be created for them.

If you try to create a new non-member identity and the system says that the email address already exists, then the identity may have been previously created using their partner's name or they may have made a booking for someone else using that email address.

Bookings and Funds Search

winter

Please input the registered email address for an exact search.

Search

Show 10 entries

Membership No	First Name	Last Name	State	Suburb	Options
A132996	Anthony	Winterbottom	ACT	O'connor	View
N/A	Gerry	Winter			View
N/A	Julie	Winter			View
N/A	Lawrie	Winter			View
N/A	max	winter			View

Select “view” button if the name exists in the database. You can then confirm their details within the identity information. If the name does not show on the list, then you can create a new non-member identity using the “Add non-member identity” option on the left-hand side.

Once the identity is created, it can be used for future RV Park bookings. Unfortunately, our database does not retain the vehicle details of the non-member, and these will need to be added for each booking. This is something that will be rectified with the new booking system, but that is still months away from being released.

Visitors to the parks

Whilst we are happy for park guests to have friends and family visit them in our RV Parks, it is important to let the Custodian know this is happening. There may be issues with vehicle parking or space at the happy hour shelter, and the Custodian is responsible for all who are within the park. Inviting a group to happy hour from outside of the park is not something that is appropriate without talking to the Custodian first.

Happy hours are not the place for extended drinking parties.

Dogs at happy hour

Also, a friendly reminder for those wanting to bring pets to happy hours. All those present at the happy hour must be asked if they are comfortable for the pet to be present. If ALL are happy, the pet can stay. And no pets are to be allowed near food preparation areas within the shelter.

It must be remembered that not all people are comfortable around dogs, no matter how loveable the dog may be. We want all attending happy hours to be

comfortable and to enjoy the experience. If someone does not want the pet at happy hour, please be mindful of how you share this with the guest who is bringing the pet. You do not need to point out who it is that does not want the pet there and you should be mindful that the guest with the pet will not be happy about the decision either. Do not bring this to their attention in a public gathering, take them aside and break the news gently.

Custodian Vacancies in 2024

In order of urgency:

Ingham QLD: 1st May – 3rd June & 14th June – 8th July

Innisfail QLD: 1st May – 9th August

Charleville QLD: 1st May – 24th May

Humpty Doo NT: 1st May – 9th June

Port Pirie SA: 19th May – 1st July

Temora NSW: 27th May – 12th August

Bundaberg QLD: 31st May – 8th June