



## CUSTODIAN NEWSLETTER

### Welcome to 2024 Volume 2 Edition 5

#### In this edition: Booking System and Park Rules

Hello to all our past, current, and prospective Custodians. In good news (for some), Sean has recovered from his hip replacement operation and is back in the office pretending to work again! Emily is very happy that he is back.

This is a busy time of year for our northern parks, with NT and FNQ parks now open for the winter months. These parks get very busy through the peak months, so we wish our Custodians at these parks all the best and hopefully the weather is fine.

As the cooler months hit our southern states and a lot of RV travellers head north, bookings at our Tassie parks decline. As a result of this, we have closed our Geeveston RV Park on 31<sup>st</sup> May and Railton RV Park will close on 30<sup>th</sup> June.

#### Booking System

Many have noted some ongoing issues with our current booking system. This was developed some years ago, when we had less RV Parks and when caravan parks were not part of our product offering. As the network has expanded, the old booking system has struggled to keep up with requirements.

Our new booking system is under development, and we ask for patience as this transition occurs. The date for rollover to the new booking system is not known at present.

In the meantime, some common issues are:

- Vehicles details for non-members are not retained between bookings, meaning this information needs to be re-entered even if the guests are simply extending their stay at a park.
- When searching for a member number or name, there could be a long list of options come up to choose from. Don't simply pick the first entry, please check with the guest that you have the correct person before making the booking.
- Custodians may inadvertently create a new non-member identity without checking if the guest is already in our system. When this happens, there will be duplicate members of the same name, and head office will need to remove the duplicates if

this is found. Always ask if they have stayed at a CMCA park before, but even if they say no, check their details to see if they are already in the booking system.

- Extending a booking cannot be done by the Custodians on their iPad, this will need to be referred to head office staff. Changing a booking once the first day of the booking has arrived will also need to be undertaken by head office staff.
- Bookings are made online or over the phone through head office, and the guest may say that they are self-contained, however on arrival it is found that they are not. It is an honesty system, that can only be checked when they arrive at an RV Park. The system does have some glitches allowing bookings sometimes for non-compliant vehicles, and hopefully this will be rectified with the new booking system.

#### Refunds and Cancellations

The new booking system, once live, will include a refund and cancellation policy that means if guests do not show up, they will forfeit some or all their booking funds. More about this will be communicated to all Custodians prior to it being rolled out. In the meantime, our refunds/cancellations will continue on an as requested basis.

If a guest shows up late or leaves early during a booking, it is up to the guest to request a part/full refund of their stay. The Custodian can ask if they would like a refund also, and if so, advise NHQ of this request. CMCA will not automatically process a refund for a booking unless it is requested by the guest or Custodian unless the guest has asked for this.

#### Park Rules

This is a continuation of previous newsletter articles reminding Custodians of the rules at our parks. It is important to understand that the rules are for all to follow, including the Custodians.

We ask that rules be applied **consistently**. A common complaint from guests to head office is that they were pulled up for doing or not doing something in the park but then notice others were not asked to abide by the same rules, or the Custodians were not abiding by these rules.

Common rules that might be bent or ignored by guests and/or Custodians:

- Not always having their dog on a lead away from the RV
- Smoking within the park grounds and not within their own RV
- Hooking up to a tap for the entire stay

- Bringing pets to happy hour without seeking the consent of all others at happy hour
- Custodians allowing friends to hook up to power at the custodian site
- Allowing non-compliant vehicles to stay at the park

An ongoing complaint from our Custodians is that guests are allowed to stay at a park even though they are not compliant (usually with their grey water setup), and then these people book at other parks and show up and it is up to the next Custodians to tell them that they cannot stay unless they fix up their setup. This makes it awkward for both the Custodians and the guests.

We do appreciate all that our Custodians do at our parks and understand that it is a voluntary role so managing expectations is something we are very conscious of at head office.

As a representative of the CMCA, Custodians do have some responsibility in the image they portray of our Club. There should be a minimum dress standard, a level of communication with guests that is consistent with this public role, and a consistency of application of all rules.

We understand that you will meet difficult people and not everyone is as grateful as us that our Custodians are volunteering their time to look after our parks. We do know that without you these parks would not be as popular and successful as they are, and they would not be so cheap for our members to access.

If you strike difficult guests or run into an issue, please contact your friendly NHQ staff before things escalate. There has been many a review on rival camping platforms such as Wikicamps (that we do not moderate and therefore have no control over content) that could have been avoided through some discussions with the other party involved or clarification with the Custodians.

### CMCA Nyngan Van Park

CMCA has now managed the caravan park for 2 months and the owner is very pleased with how things are going. A big thanks to Colin and Eva Burgess who have been our Custodians since the start. Colin has been busy getting the weeds under control, keeping the park looking great and providing suggestions for improvements.

Our new park signage will be installed shortly. A fire pit arrived in time for the cooler winter months and a brand-new dump point has been installed.

The onsite cabins will be removed shortly, providing more powered sites. And there is a self-contained camping area

as per our RV Parks for those who still want to enjoy our very low RV Park rates. There are discounts on all site types for our members.



*Figure 1 New Nyngan Van Park Dump Point*



*Figure 2 New Nyngan Van Park Fire Pit*

### New signage at our parks

You may notice some new signs being installed across our park network. KT Insurance, our long-term major Club partner, has prepared some signs to promote their insurance product.

A large sign will be placed on the shelter where this is possible, and a smaller sign will be secured to the entrance fence. Production and installation of each sign is being rolled out using local sign writers, so the timing of this work is different at each park.





Figure 3 New KT Insurance sign at Temora RV Park



Figure 4 New KT Insurance sign at Bundaberg RV Park

### Custodian Profile

Marjorie Sealey (W114125), current Custodian at Port Pirie

Marjorie says she left home in WA back in April 2023 to go to the Solo rally in Tara and the CMCA rally in Dalby, to catch up with friends from the Longest Line in 2019 and family.

“Being a Custodian sounded like a great idea so here I am” she said. “After Port Pirie I go to Penola and I will be a custodian there until 10th August, then I sail to Tasmania for three months before heading home to make a young man

very happy that his Nannie is home for Christmas and his 7th birthday.”



Figure 5 Marjorie Sealey relaxing at the Port Pirie fire pit.

### Custodian Vacancies

**Temora NSW:** 22<sup>nd</sup> July – 16<sup>th</sup> September

**Humpty Doo NT:** 2<sup>nd</sup> September – 31<sup>st</sup> October

**Batchelor NT:** 10<sup>th</sup> September – 31<sup>st</sup> October

**Railton TAS:** 17<sup>th</sup> September ongoing to open park for season

**Penola SA:** 22<sup>nd</sup> October – 4<sup>th</sup> November

Members are not required to be available for the entirety of the dates listed above. We welcome anyone to express their interest, even if only available for a small portion of the advertised dates.

If you are interested and able to assist, please call Emily on 02 4978 8788 or email [emilyking@cmca.au](mailto:emilyking@cmca.au) as soon as possible.