

SUMMER OPERATIONS - 2021

BOARD OF DIRECTORS MEETING December 17, 2021

INTRODUCTION

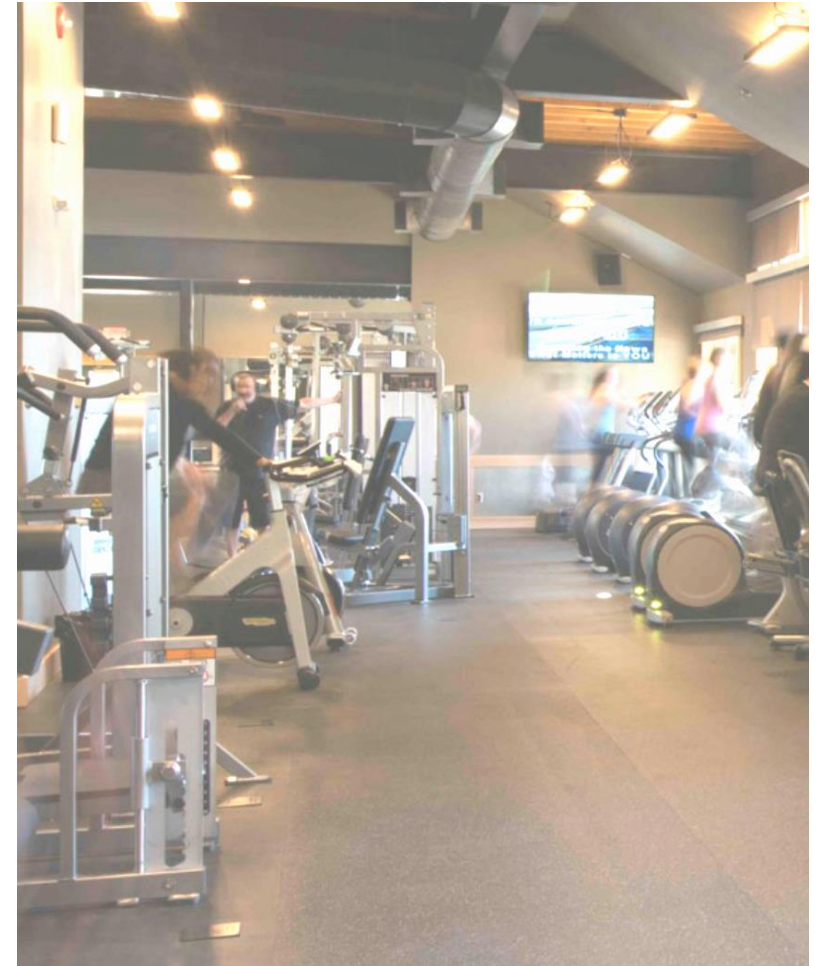
- **Brief summary of each operation over the summer months**
 - **Beach Club, Trout Creek, Day Camps, Recreation, Tennis, Campground, Bikeworks, Equestrian and Golf**
 - **Food and Beverage operations: The Lodge, Alder Creek Café, Marina Grill, Tee-Nine Grill, and Pizza on the Hill**

BEACH CLUB

- Slightly good to budget for the season – very good result given the smoke impact in August
- Solid staff team for most of the season
- Shuttle service was utilized primarily on weekends – change for next season
- Parking impact was negligible overall compared to the past (pre-covid) – smoke had much more significant impact

TROUT CREEK

- Very good to budget YTD through Oct – result is skewed due to combination of TC and Day Camp budgets. Combined result is very close to budget
- Reservations for the recreation pool through August 15 – Feedback: positive experience at the pool but reservations are cumbersome
- Short on staff most of the summer and fall – still need to hire several hosts and custodians



DAYCAMPS

- Behind budget for the season – result is skewed - combination of TC and Day Camp budgets. Combined result is very close to budget, record revenue
- Solid staff team for most of the season aside from the last week of camps
- Staggered release concept for 2022 due to high demand



RECREATION

- Slightly good to budget YTD through Oct. – great result considering no summer concert/special events
- Increased participation in the daily kid's programs
- Solid staff team for the summer season



TENNIS

- Behind budget for the season but within \$10k with no seasonal labor budget
- Good staffing levels all summer long
- Still playing through week 1 in December

BIKEWORKS

- Behind budget for the season – rental momentum decreased from last summer, bike camps increased
- Solid staff team for most of the season
- Supply chain issues – most impacted operation



EQUESTRIAN

- Behind budget YTD through Oct – winter pasture expense adjustments Solid staff team for the summer season
- Added pony rides and horse camps from last summer's operation



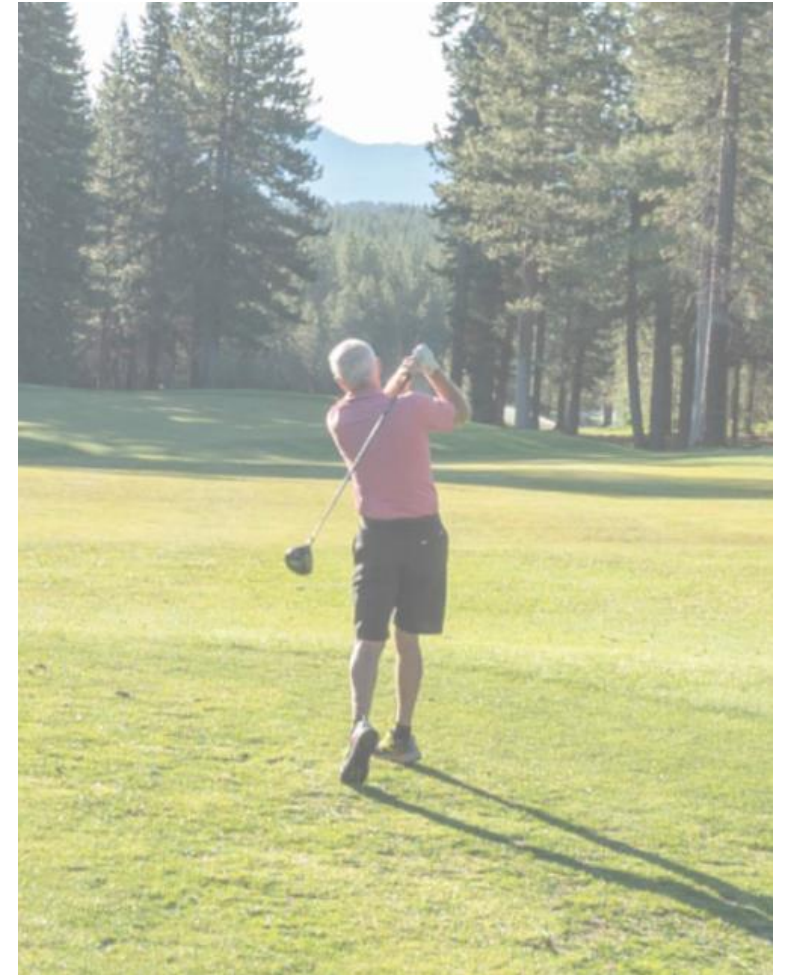
CAMPGROUND

- Good to budget for the season
- Continued momentum from Covid impact and Reserve America transition
- Many staff members living in the campground this past summer



GOLF

- Operations is tracking very good to budget for the summer as a result of significant revenue impact and responsible expense management
 - Covid momentum continued the positive trend in golf rounds nationally and on our course
 - Fee change impact
- Maintenance cost increased to properly fund turf management and protect the green and tee investment
 - Adjustments made for 2022 expense budget
 - Significant modification to winterization and turf health program
- Additional resources for operations management with the addition of the Head Professional this fall

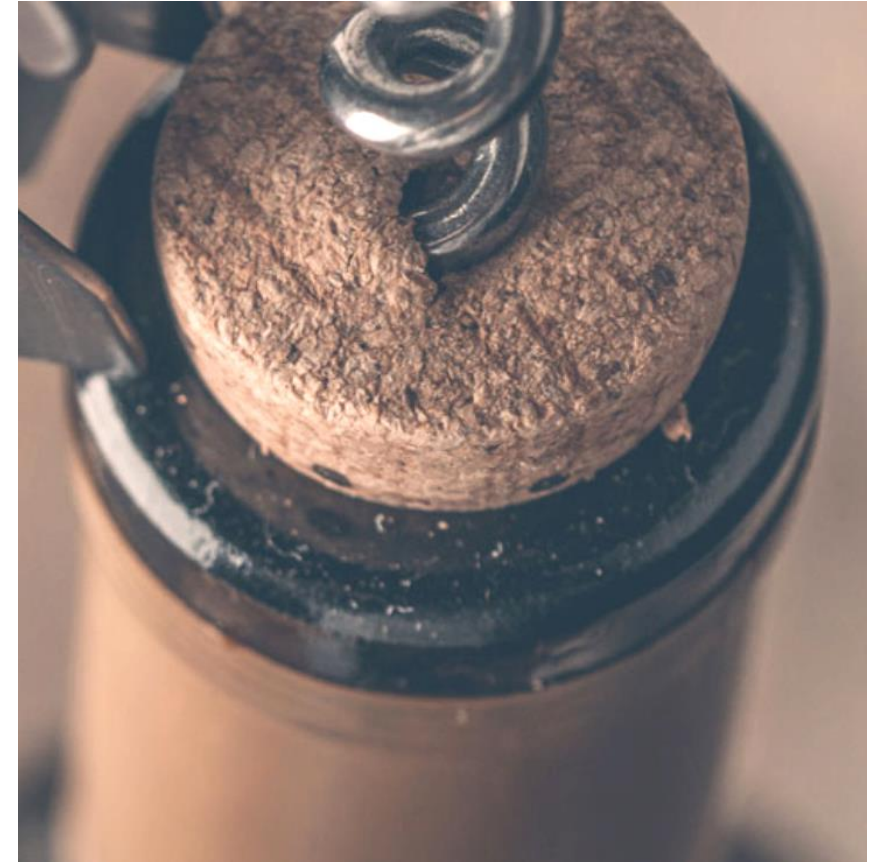


THE LODGE RESTAURANT

- Dinner and lunch service at the Pavilion was popular (new outdoor furniture)
- Returning service staff and quality culinary team
- New menu items and upgraded plate presentations
- Financials were tracking well until smoke/fire season

ALDER CREEK CAFE

- Efficient operating hours aligning with the Bikeworks operating schedule
- Edi Bol's dinners open Monday and Tuesday nights had good traction
- Increase catering and special events



MARINA GRILL

- Exceeding budget targets until smoke impacts
- New outdoor deck bar with increased product line
- Improved food quality and variety

TEE-NINE GRILL

- Great beverage cart staff team through the summer
- Strong lunch business at the Pavilion
- Efficient and timely food production out of small downstairs kitchen
- Servicing Marco Polo pool business effectively

PIZZA ON THE HILL

- Remained closed for the summer season as a result of staffing challenges in the region



TAHOE DONNERSM

PRIVATE AMENITY VISITATION

- **Beach Club**
 - Visitation trended upwards in volume compared to 2020 through mid summer
 - August, September and October about 50% off of normal as a result of wildfire smoke
- **Trout Creek**
 - Visitation numbers were way below normal from January through mid-June with reservation requirements for the entire facility
 - Reservations ended on June 17 except for the rec pool. Rec pool reservations ended on August 15
 - Overall pacing much higher than 2020, but off to 2018 and 2019 by 30% (all from January to June)
- **Tennis**
 - Visitation trended level to upwards compared to 2020 until August when visitation dropped significantly as a result of the smoke
 - Smoke impact resulted in a 25% reduction in visitation compared to a normal year by the end of the season
- **NW Pool**
 - Visitation was below normal all summer – reservations, morning swim lesson schedule and smoke in August limited volume
 - Closed early for the season as a result of no lifeguard staff
 - About a 60% reduction in visitation compared to a normal year

QUESTIONS?