

WORLDMARK, THE CLUB
SPECIAL MEETING OF THE BOARD OF DIRECTORS
March 23, 2020
Telephonic

1. CALL TO ORDER

In attendance were John Henley, President and Director; Cecilia Cuevas, Vice President, Secretary and Director; Linda Hildebrant, Director; Bob Hartsock, Director; Geoff Richards, Wyndham Destinations Chief Operating Officer; Annie Roberts, Wyndham Destinations Senior Vice President; Richard Scinta, Wyndham Destinations Vice President – Club and Association Governance; Stephanie Shugarts, Wyndham Destinations Director – Owner Relations; Jodi Rogers, Wyndham Destinations Vice President – Accounting; David Oigarden, Wyndham Destinations Vice President, Legal; Tim Dierks, Wyndham Destinations Director – Club Management; and Sheriff Masry, Wyndham Destinations Divisional Vice President.

2. COVID-19 UPDATE

Annie Roberts provided an update on Wyndham’s business continuity activities related to COVID-19. Wyndham continues to adjust as the situation continues to evolve and many decisions are based upon CDC reporting and a number of other considerations. The WorldMark website contains the most up to date information for owners.

3. MULTIPLE RESERVATIONS GUIDELINE

Tim Dierks reviewed the multiple reservation guidelines (section C, #14 of current WorldMark, The Club Guidelines) and discussed the challenges presented when owners secure multiple reservations for the same time period without assigning guest names. The proposed guideline requires a guest name to be assigned to reservations held for the same time period beyond the number of owners on the account, and that the name be added within 48 hours of booking or it would be subject to cancellation. Reservations booked within 14 days of check in would require the guest name be added at the time of booking or be subject to cancellation. Guest names may not be modified after check-in and the guest listed on the reservation must be present at check-in and occupy the unit. The board discussed the resources currently directed to COVID-19 and suggested implementation of the new guideline be January 1, 2021 agreeing that an earlier rollout may be agreed upon by the board.

UPON A MOTION TO APPROVE THE MULTIPLE RESERVATION GUIDELINE AS PRESENTED WITH AN IMPLEMENTATION DATE OF JANUARY 1, 2021 OR EARLIER IF AGREED UPON BY THE BOARD, duly made by Cecilia Cuevas and seconded by Bob Hartsock, the motion was unanimously approved.

4. DESTINATIONS MAGAZINE

The Board discussed the frequency of Destinations magazine and the resources currently dedicated to COVID-19. With information changing daily, the board discussed the challenge of providing timely information in a monthly publication, after which the following motion was made:

UPON A MOTION TO SUSPEND THE PRODUCTION OF DESTINATIONS MAGAZINE THROUGH THE END OF 2020 AND TO REEVALUATE FOR 2021, duly made by Cecilia Cuevas and seconded by Linda Hildebrant, the motion was unanimously approved.

5. ADJOURNMENT

There being no further business before the Board, the meeting was adjourned.



M. Cecilia Cuevas, Secretary