

**MINUTES OF THE FIFTY-SEVENTH ANNUAL GENERAL MEETING OF
THE WILTSHIRE CENTRE OF THE CARAVAN CLUB,
HELD "ON-LINE" USING THE "ZOOM" PLATFORM,
ON SATURDAY 9th JANUARY 2021**

Attendance: - All Officers and 8 Committee Members were present, with a total of **29** voting Members.

Welcome: - The Meeting was opened at 14:05 hrs by the Chairman, Mr Mark Tolman, who welcomed Members, Guests and Past Chairmen. He advised members on using the "Zoom" features to attract attention, should they wish to speak. He then advised all members present that they should remain "muted" until requested to speak by the Chair. If invited to speak they should state their name clearly, address all comments to the chair and not to other members, and to "re-mute" their microphone when finished. He informed the members that the meeting was being recorded for the purposes of minute writing only.

Eligibility: The Chairman reminded the Meeting that only Wiltshire Centre Members who had registered 35 days before the Meeting could speak or vote.

Tellers: - The Chairman announced that due to the virtual nature of the meeting there were no Tellers appointed.

MINUTE No 1. APPROVAL OF THE NOTICE CONVENING THE MEETING

The Secretary, Mr Nigel Riley, read the Revised Notice Convening the Meeting, which to the best of his knowledge conformed to Caravan And Motorhome Club Centre Rules 6.6.

MINUTE No 2. APOLOGIES FOR ABSENCE

Apologies for absence were received from:

Mr & Mrs Glynn & Jennifer Ball

MINUTE No 3. APPROVAL OF THE MINUTES OF THE FIFTY-SIXTH AGM

The adoption of the 56th AGM Minutes, which had been available throughout the year from the Secretary, was then Proposed by Mr Phil Sambrook, Seconded by Mrs Tracy Mason, and approved by the Meeting on a show of hands. The Minutes would be signed by the Chairman as a true record at a convenient time in the near future.

MINUTE No 4. MATTERS ARISING FROM THE MINUTES

There were no matters arising.

MINUTE No 5. CHAIRMAN'S REPORT.

Good afternoon Ladies, Gentlemen, Past Chairman, Visitors and Guests. Welcome to our first ever Virtual AGM held on Zoom.

Because of the COVID-19 situation, it was decided to postpone the AGM until today in the hope that the rules would be relaxed, and we could all meet up - it did not happen, so here we are.

2020, what a year this has been. We started in October 2019 by co-opting Jan Palmer and Heather Hawkins, bringing us up to a full committee, but due to personal commitments Jan decided to resign in January.

This year as normal we were holding our meetings at Rowdeford School which were being well attended and all business was conducted in a professional manner. During the shutdown, the committee continued to have virtual gatherings or meetings by Zoom, so that the many emails from the club could be discussed and actioned on as necessary.

Thank you to all the committee members for their support throughout and agreeing to stay on until January, I certainly appreciate it. The webmaster, Nigel Riley, has been superb in keeping our website up and running under difficult conditions and the newsletter which Ann produces has nothing to report, but I can confirm that there is to be one published for the end of May Spring Bank Holiday so do look forward to that.

The South West Region reps this year were Phil Sambrook and myself - as usual I will ask Phil to update us later on that - and we have also had a presence at the meetings for the Wessex, now reborn as the South West Centres.

Sadly, we heard of the passing of Mr Tony Haines on the 21st February 2020 - our thoughts and condolences go to their family and friends.

Now the highlights from The Rally Calendar - Not many to report on:

The AGM - A wet weekend but nevertheless it was enjoyable. The AGM went off without a hitch with 3 n0 25 years of centre Fellowship awards being presented to John & Anne Holdway, Dave & Sandra Lush and also Jim & Linda Gilchrist. The entertainment in the evening with CJ was simply great a good weekend overall

Henstridge Holiday Rally - A great week at Henstridge Golf Club, whereas usual the RO's had plenty of activities for us to do if we wanted, but also a lovely part of the world to explore during the day, and as they do when things are free and easy the rally was very enjoyable

Halloween at Corsham - Back to Corsham for this spooky rally, with many terrific costumes and face paintings, entertainment was as always exceptionally good with many special or spooky effects.

Xmas Cracker at Yatton Keynell - What a weekend this was, the rally officers certainly pulled a fantastic rally from what could have been a disaster, obviously the Xmas magic was there.... we were all believers. After an afternoon of sheer terror for the RO's and first arrivals it was sorted, and all the vans were settled in various sites around the village due to the original location being waterlogged. Saturday into the pub for a full Xmas dinner which was well received, then into the annexe for party time, great atmosphere, and a visit from the man in red with presents for the children, again thankyou to everyone who was there to make it such a success.

Enchanted Christmas at Didmarton - A weekend rally to visit Westonbirt Arboretum and what a great rally it was, After the fantastic experience at Westonbirt we all gathered in the hall for warm soup etc and with crocheted xmas puddings that had chocolate oranges in just wonderful. Most of the vans were decorated with lights and what a spectacle it was Great rally for setting up the Xmas mood

New Year Rally at Tidworth - A rally that was full of entertainment, food, fun, and such great company between all the attendees from whichever centre they came from. The food was all great whether it was a buffet night or the full-blown Roast dinner we had on New Year's Eve at mid-day leaving the evening free for everyone to enjoy the partying. A great way to end one year and see in the next (little did we know !!!)

The Quiz at Bishopstrow - Again, we return for our first rally of the year a great tradition with a special quiz night with hot soup etc. An incredibly good night but what a storm turned up while we were all asleep, the winds were so bad that the landowner arranged security for anyone who wanted to leave their vans there for an extra couple of nights. It was a nice gesture and eased everyone's worries about towing in those winds. Thankfully, we were able to rescue the vans during the next week, a rally that will not be forgotten in a hurry.....

And then IT hit us, Coronavirus had landed! The first rallies to be cancelled were on the 17th March and from then on everything has been progressively cancelled.

The rest of the year has been like nothing we have ever experienced in our lives. From only an hour's exercise a day, furlough, staying in when the weather was so good, and the separation from family and friends, I know it has been hard for all of us. Then in August the rules were relaxed and we were allowed to get out and about on commercial sites, but rallies were still logistically difficult, so ours remained cancelled.

For this next year, we have a great program that Phil has put together with the help of all the potential rally officers and under very tricky conditions. He will give you a brief program run through later.

Really all that is left is my thanks to everyone who has been involved this year, the members of the committee, you the ralliers, and of course Liz.

Please all of you stay safe and we will hopefully see you on the rally field in the next couple of months.

This concludes my report for this year – thankyou.

Adoption: Adoption of the Chairman's Report was Proposed by Mr Jim Gilchrist and Seconded by Mr John Mason.

Discussion: - There was no discussion arising from the Chairman's Report.

There being no discussion the report was adopted by the Meeting on a show of hands.

MINUTE No 6. TREASURERS REPORT

The Chairman requested the Treasurer, Mrs A Sambrook, to present her report:

Another year gone, and once again its back to AGM, albeit rather different from the one planned.

I'm not going to dwell on 2020 in any detail, as I'm sure you've all heard enough about it! However, the year I'm reporting on is 2019, so the brain cells have had to kick in just a bit harder, as this seems SUCH a long time ago!

So, I move on, and I hope by the magic of technology and Nigel pressing the right buttons, you should be able to see the Centre accounts.

As per normal, there a number of key points that I need to cover, so that you, the members are fully aware of what happens to the Centre finances I look after on your behalf, covering Income and Expenditure, Balance sheet anomalies, preview of 2020 activities and committee business discussed since last AGM.

I'll start with a few of the more obvious differences; namely on the Income and Expenditure: The value of grant received Club; remains at £1400, based on up to 900 members. This figure hasn't changed since 2011. This figure is dependent on the number of members we have, so remember it is vital that you continue to renew your Centre membership when your Caravan & Motorhome Club membership is due.

Centre Sales are lower than last year, with sales of £290 compared with over £500 for the previous year. Clothing remains bought on a case-by-case basis, with loo fluid and year wedges continuing to be a big seller.

In the Rallies section, this looks at income versus expenditure. There was increased income, but this has been cancelled out by increased expenditure. Not a bad thing, if we have more people attending rallies and their social functions, it's obvious we're going to spend more to enjoy our hobby. There was a greater attendance this year; 2018 had 30 rallies with 704 vans, compared with 2019 where we had 34 rallies and 808 vans. Pentewan rallies (always the biggest rallies of the year), attracted 190 vans compared with 161 in 2018.

Centre social events; look a little different, as I accounted for the AGM costs in alternative way.

Next, I move onto the wonderful fundraising we do on our rallies, with donations received for Brookfield School, Cancer Research, Upper Seagry School, Dorothy House, CLIC Sargent, SCBU, RNLI, Wilts Air Ambulance, British Heart Foundation, Little Harbour Hospice, Rowdeford School, Brighter Futures, Oak & Furrows, MacMillan and Family Holiday Association.

All those charities concerned gratefully accept our donations with thanks received from them all. Obviously, there is a corresponding entry in expenditure marking the payments being made to these charities, with the exception of the £35 currently held and ring-fenced for the Juniors, along with monies raised for Prostate Cancer which will also be sent on to them.

Miscellaneous income; shows a value of £100; awarded to Liz for her 3rd placed entry for the rally book cover.

I'll now move onto Expenditure:

Our rally book continues to have its costs covered by the advertisers, with a greater surplus this year, a reduced production cost PLUS an increase in advertising revenue. As ever, we remain grateful to all those companies who support our book or have a link via our website, and if you purchase from them, please mention the advert. Let's hope, they will continue to support and advertise with us. I'll speak more about this later.

Newsletters, although only two publications in 2019, the last one was nearly double the size of previous copies; hence the increase in costs.

2018 Centre equipment expenditure reflected the purchases of two gazebos and their storage bags, plus an additional gas urn. We've simply not spent as much this year, compared with last; but it remains with consumable purchases, miscellaneous costs reflecting equipment repairs and replacement lights, line paints for the driving competition, website hosting and a contribution to SWR for a raffle prize.

I'll now move onto the Balance Sheet.

No drastic changes from the previous year, with prepaid expenditure reflecting payments made for 2020 rally books and event cards, along with postage.

Funds held for Deposits relate to the Pentewan holiday rallies planned for June and September. We also bulk purchased the ever-popular loo fluid; this is why the figure for stock resale shows higher than the previous year.

We remain with monies on deposit with Caravan Club HQ, and receive a reasonable return in a non-existent interest rate environment at the moment.

Like in previous years, with no current Junior committee, the balance in their fund-raising account remains, until such time as there are sufficient Juniors to reform the committee and decide what if any, charity fundraising should be.

Looking forward now to 2020 business.

When these accounts were presented to the committee for their approval and subsequent submission to our auditors, little did we know what this year would bring.

Just as the rallying year was about to begin, the world suddenly stopped: Meetings went online; rallies were cancelled, sites closed and much of our paper business went electronic (with emailed event cards, AGM notifications, and online rally book, working out how to pay for a rally), with updates posted on the website as soon as we understood the implications for the Centre.

Our webmaster Nigel, did a brilliant job and the wheels of the Centre kept turning, even if the wheels on our caravans couldn't!

There have a number of changes that we've had to implement; following guidance from Club and instructions from Boris, and no doubt these will continue to evolve for many months to come.

The full picture will no doubt become evident in the accounts that I prepare for 2020 in the coming days, but it will obviously reflect the significant lack of rallies (just 2 taking place in 2020)

Meetings at the school have ceased for the time being, but we have taken the decision to purchase the use of an annual Zoom licence; hence the meeting today, and we'll continue to use it for the foreseeable future.

We also decided that our advertisers suffered enough hardship this year, and as a result, we'll show our support for them too; with the provision of free advertising in our rally book and website (for those who choose this method).

So, with 2021 about to start; I'll finish my report of 2019 and 2020 business. Who knows what this year will bring; but hopefully, and only when it is safe to do so, we'll meet on a rally field somewhere and life will gradually start to begin again.

In the meantime, if you'd like some additional reading during the darker nights, please free to request a copy of the accounts as signed by the Auditor and presented to Club H.Q. I'll gladly email them on to you although they look slightly different from what you've got in front of you today.

Lastly, I'd also like to offer my thanks to Phil as ever, for his support during the past 12 months.

That concludes my report.

Adoption: - Adoption of the Treasurer's Report was Proposed by Mr Nick Randell and Seconded by Mr Dave Bullock

Discussion: - There was no discussion arising from the Treasurer's Report.

There being no discussion the report was adopted by the Meeting on a show of hands.

MINUTE No 7. ELECTIONS

The Chairman requested the Secretary to announce to the membership, the number of voting members present.

As at the 22nd December 2020 :

Full Membership	922
Joint Membership	763
Family Membership	19
Voting Members Present	29

Total Membership : 1704

The Chairman announced that the names of all Nominees, their Proposers and Seconders were in the documents emailed to all attendees. He then handed the meeting to the Secretary.

- (a) The Secretary announced the unopposed election of the Chairman, Mr Mark Tolman.
The Chairman resumed control of the meeting.
- (b) The Chairman announced the unopposed election of the Secretary, Mr Nigel Riley.
- (c) The Chairman announced the unopposed election of the Treasurer, Mrs Ange Sambrook.
- (d) The Chairman announced the unopposed election of the Vice Chairman, Mr Steve Berridge.
- (e) The Chairman announced the unopposed election of the Rally Secretary, Mrs Tracy Mason.
- (f) The Chairman announced that as there were only 8 Nominations for Committee there would be no vote
He then announced the unopposed election of the 8 members of the Centre Committee:

Mrs Heather Hawkins; Mrs Ann Holdway, Mr John Holdway, Mr John Mason, Mrs Donna Maynard, Mrs Jenny Newman, Mr Bill Sanderson and Mr Pete Wiltshire.

The Chairman welcomed all members to the Centre Committee and announced that he would present badges and plaques to each of the Committee Members at a suitable opportunity in the future.

The Chairman then thanked the retiring member, Mr Phil Sambrook – Rally Secretary since 2018, now Secretary of South West Region.

The Chairman then announced that the Committee is a member down. Anyone wishing to be considered for co-option on to the Committee should contact the Secretary. All volunteers would be considered at a future Committee Meeting.

MINUTE No 8. APPROVAL FOR APPOINTMENT OF AUDITOR

The appointment of Berkeley Lifford Hall, Corsham was approved by the meeting on a show of hands.

MINUTE No 9. SOUTH WEST REGION REPORT

The Chairman called on the South West Region Representative, Mr Phil Sambrook, to make his report:

SWR Reps this year were as before: Mark Tolman and myself.

I'll start my report at the SWR Regional AGM in 2019 no elections were needed. Chairman Christine Palmer, Vice-Chairman Sheelagh Butler, Treasurer Gary Walton and Secretary Mr Paul Hopkins.

At the Divisional and Regional Forum in January 2020 several subjects were discussed.

In 2019 the Club gained 53,000 new members, which is more Club members than in the last 12 years. 86.2% of existing members renewed their membership and there was an overall total of 352,173 members. These members spent nearly 2.5 million nights on Club sites and the Club's occupancy and revenue targets were reached.

2019 saw the Contact Centre win the Contact Centre of the Year award.

Brexit did impact the Club's overseas travel results, however 30,000 members still travelled abroad in 2019 and 14,000 Red Pennant policies were taken out. The Club magazine was redesigned with a new 100% recyclable wrapper. Insurance won best Caravan Cover and best Motorhome Insurance for 2019.

The Club has more members registered with Centres than in the past 10 years - it currently stands at 53,675 at the end of October 2020.

1/3 of our members only join the Club to use the CL network. In 2019 the Club had the highest number of CLs ever at 2,257 and want to be able to maintain this figure.

The Club is aware that members are using more and more electricity on their sites network, not only for charging electric cars but for all sorts of other gadgets. The cost of supplying electricity to the network is currently £6m, so they are introducing smart metering on touring pitches, and they have now introduced charging for members with electric cars on the site network.

The current overseas products, including tours and holidays, with ferry deals that the Club offers our members remain popular. Pet Passports are still valid for 2020, and during the transition period of Brexit.

Overseas tours remain popular and there are now worldwide tours offered in Australia, New Zealand, America, Canada and South Africa.

New for 2020 is the Club's ABTA membership. We know that 78% of people are more confident booking with a member of ABTA, and 77% of people expect their holiday company to be a member.

The Club has been using various social platforms, such as Facebook, Twitter, Instagram etc. for just over three years, and have three times more engagement than others in the travel industry. The focus for the Club is to promote a community, as this is what social should be about.

The Club's Social team are helping the Divisions and Regions to create a presence in Facebook and training volunteers to be Social Media Champions.

Lockdown hit us in March with the Club closing its site and CL network and Centres having to cancel rallies.

Disappointingly the Region had to cancel its Dinner under Concorde.

The Club had a very difficult time repatriating all the members who had been touring abroad and this was eventually completed very successfully.

We were disappointed when the Nationals were cancelled. The Club held a virtual national called "The Big Little National Festival". It started off with Chairman Grenville conducting a virtual opening sat outside his motorhome in his garden, which was followed by quizzes, cooking, photo competitions and camping in their gardens.

The Club was very pleased with this event and the whole of the Big Little Community Event as it had been nominated in the Marketing Week Masters Awards 2020 and had reached the final stage.

Moving to the SWR Regional AGM in November 2020 held virtually, no elections were needed. The officers for this year are: Chairman Sheelagh Butler, Vice-Chairman Paul Hopkins, Treasurer Gary Walton and Secretary Philip Sambrook.

It has become apparent this year that Centres are struggling to find volunteers to help run their Centres and fill their committee positions with 3 Centres going in to hibernation; Hereford, South Glamorgan and North Wales.

The 2021 Rally supplement will be available to members to view online only, and updated when there are changes made and notified by the Centres. Members can use the 'event search' facility on the Club website to find any Centre Events. It is being considered to include a rally search in the new booking app that is being developed, however it will only work if the information from the Centres is accurate.

But the club is trying to keep the members informed, happy and up to date with rallies.

This concludes my report

The Chairman thanked Mr Phil Sambrook for his comprehensive report.

The Chairman asked for any comments on the SWR report.

There were no matters raised.

MINUTE No 10. CHAIRMAN TO INTRODUCE THE JUNIOR COMMITTEE

The Chairman addressed the meeting to explain that there were insufficient Juniors to form a committee for 2021, however with Donna & Heather now on Committee it was hoped that the Junior Section could be re-established in the near future.

MINUTE No 11. MOTIONS

The Chairman announced that there were no motions to be considered.

MINUTE NO 12. RALLY PROGRAMME 2020

The Chairman called on the retiring Rally Secretary, Mr Phil Sambrook, to present the 2021 programme.

The Rally Secretary then stated:

I will not be reading out the rally Calendar, by now all of you would have seen it on the Web.

During a normal year I would have encouraged people to run a rally or give ideas like where to go or themes. I could not do this for obvious reasons

This year has been difficult for all of us but to keep the number of rallies up as last year was difficult. From January 2020 I wanted to try encourage more people to organize a rally. Due to Covid-19 it was difficult to know who to contact. If you know any sites or wish to be involved, please contact the new committee.

The rally supplement that usually came with your February club magazine. Will now be viewed via the club web site.

I would like to wish Tracy luck with this role. She knows if she gets stuck, I am at the end of the phone.

I would like to thank all the rally officers that have come forward over the years especially this year where it has been difficult.

One person I must thank is Ange; she has put a lot of effort in keeping me on the straight and narrow.

Thanks Ange. That concludes my report

The Chairman reminded the meeting that the rule that rallies cannot be booked until after the AGM had been dropped for this year only, and should be back in force for next year.

The Chairman thanked the Rally Secretary for his comments.

The Chairman then asked for any discussion on the 2020 Rally programme. There was none.

MINUTE No 13. DATE, TIME AND VENUE FOR THE 2021 AGM

The Secretary announced that the 2021 AGM would be held on Saturday 9th October 2021 at 14:00hrs at Corsham Primary School, Corsham.

He advised that this was subject to confirmation, and that members should check their 2021 rally books for the AGM Calling Notice, which is the official notification of the AGM.

MINUTE No 14. ANY OTHER BUSINESS

The Chairman opened the meeting to the floor, reminding members to use the “Zoom” features to attract attention should they wish to speak, when invited to speak they should address all comments to the Chair, and once finished they should “re-mute” their microphone for the benefit of all.

Before that however, he wished to offer his apologies to the Rally Officers of the **Pentewan Rally**, which he somehow missed in his report. This rally ran, but with a lot of hard work by the Rally Officers due to Covid-19 rule changes, spacing requirements and site requirements, however it turned out to be a very successful rally, for which the Rally Officers should take full credit. Thank you for running it.

There were no comments from the floor.

PRESENTATIONS: The Chairman announced that, due to this being a “virtual” meeting there could be no presentations. He also announced that as Covid-19 had forced the cancellation of all competition rallies, it was decided that all competitions would be held over to 2021 and all themes would remain as in 2020

VOTE OF THANKS: Mr Doug Haddrell stated that he would like to thank the Chairman and Committee for the manner in which the meeting had been conducted in these difficult and trying circumstances. He would also like to thank all those involved in setting it up in these unprecedented times. He wished the Chairman, new Committee, all Rally Officers and all members, an enjoyable and successful 2021 season, and proposed a vote of thanks to the Chairman and Committee. Finally, please everyone, stay safe.

The Chairman thanked Mr Haddrell for his kind words

CLOSURE: There being no further business, the Chairman declared the meeting closed at 14:45 with thanks to all Members for their attendance and requested the new Committee to meet for a brief meeting in 15 minutes, using the same log-in details as this meeting.

The Chairman then added that he wished to thank everyone for joining this first “Virtual” AGM and asked everyone to “Stay Safe” as he wished to see everyone on the rally field in the near future.

Mr Nigel Riley
Secretary
Wiltshire Centre

Mr Mark Tolman
Chairman
Wiltshire Centre