



**DESTINATION QUEENSTOWN INC.
36th ANNUAL GENERAL MEETING MINUTES
Wednesday 23 September 2020, 4pm
Hilton Queenstown**

In Attendance:

Destination Queenstown Board Members: Richard Thomas, Glyn Lewers, Jim Moore, Matthew Day, Carlyn Topp, Trish May.

Destination Queenstown staff: Ann Lockhart, Kiran Nambiar, Sarah O'Donnell, Diana Mendes, Jess Harkins, Ella Kinney, Sherri Gibb, Ruby Soole, Sophie Koehler, Eilidh Blanchard, Katie Obermoser, Marg Taylor, Tonia Farquharson.

Destination Queenstown Members: 75 members

Meeting opened at 4.05pm.

1. Chairman's Welcome

Destination Queenstown Chairman Richard Thomas welcomed the members to the 36th AGM of Destination Queenstown Inc. and officially opened the meeting.

2. Apologies

The Chairman recorded the official apologies and asked for any additional apologies from the floor.

Apologies: Erna and Tonnie Spijkerbosch, Sue Patterson and Jimmy Sygrove APBA, Jonathan Browne, Mike Theelen, Jolanda Cave, John MacDonald

3. Minutes of the 35th AGM held on Wednesday 25th September 2019

Richard Thomas proposed the motion that the 2019 AGM minutes reflect an accurate record of the 35th AGM and that they be accepted and passed into record.

Moved: Matt Hollyer

Seconded: Craig Douglas

Carried

4. Chairman's Update

Within the AGM, the Chair:

- Began his commentary by saying that the Covid-19 pandemic had absolutely proved that tourism is the underpinning of Queenstown's economy and made it clear it must be re-built to ensure its contribution remains.
- Outlined the contrast between H1 and H2 FY19-20 and the various issues affecting industry from December onward; adverse weather in NZ, Australian bushfires, and the emergence of Covid-19.

- Gave a brief commentary of the operating environment in H1: including softening demand, increasing community sentiment issues.
- Outlined DQ response to Covid-19, including the suspension of all marketing activity, the cancellation of the Adventure Festival, and the cancellation of the Real Journeys Queenstown Winter Festival.
- Highlighted Queenstown's competitive advantage of a true winter proposition resulted in a strong DQ Domestic Winter Campaign.
- Gave a special mention to DQ Demand Scenarios reports produced since May.
- Gave his appreciation to the DQ team and Board.
- Commented on the future road to recovery and DQ's two-fold responsibility and strong position to fulfil role as destination marketers and participation and leadership during the re-build of the tourism industry.

5. Confirmation of Auditors

Richard Thomas proposed that Findex be confirmed to audit Destination Queenstown's financial accounts in 2021.

Moved: Charlie Phillips

Seconded: Paul Anderson

Carried

6. Election of 2020/21 Board of Directors

Richard Thomas introduced the two nominees who were both elected unopposed, Trish May for the Retail /Service/Professional position and Carlyn Topp for one of the Accommodation positions. The nominees were invited to give a brief presentation to the membership and were confirmed as Board Directors.

7. Retiring Board Directors

Richard Thomas acknowledged retiring Board directors Chris Ehmann and Jonathan Browne for their service, and also Co-opted Board director Jolanda Cave who has indicated she would not return to the DQ Board after one year service.

8. Motion to accept the financials

Richard Thomas proposed motion that Destination Queenstown's 2019/2020 financials be accepted.

Moved: Debbie Hutton

Seconded: Charlie Phillips

Carried

9. Chair commends the FY19-20 Annual Report to the membership

10. Organisation Update – Marketing and Communications Director Sarah O'Donnell

Within the AGM, Sarah:

- Outlined Destination Queenstown's 'Response, Review, Recovery' framework during Covid-19.

- Presented the result of a review of organisational strategic priorities one year early to reflect the new environment.
- Detailed activity to-date in response to Covid-19.
- Outlined upcoming activity across the organisation.

11. CEO Remarks

Within the AGM, the CEO:

- Acknowledged receipt of \$1m Strategic Tourism Assets Protection Program fund from MBIE and briefly outlined where that fund would be allocated:
 - The development of a Destination Management Plan for the district in partnership with Queenstown Lakes District Council and Lake Wanaka Tourism. The DM Plan would be a living document that would be guided by the Four Capitals: economic, environmental, social and cultural values and provide an integrated approach to tourism in the future.
 - Industry capability building for DQ membership. A member survey would inform development of this programme.
 - Domestic Consumer Marketing
 - Business Development initiatives including trade partnerships.
 - A Queenstown Convention Bureau integrated marketing campaign to attract a broad range of group and business events to the region.
- The establishment of the \$50m Regional Events Fund from MBIE. DQ, Lake Wanaka Tourism, Destination Fiordland and Central Otago Tourism have received \$8.5 million to facilitate a two-four year events programme . Criteria was still to be determined. Ann said the fund allocation recognised the impact of having no international visitors.
- Ann expressed pride in the DQ team, and acknowledged the loss of three positions (Winter Festival director and international trade marketing positions) as a result of the uncertainty the pandemic produced. She reassured members that international trade relationships were being maintained and the organisation would be ready to return to market when conditions allowed.

12. General Business

- There was some general discussion around domestic visitation, air capacity into Queenstown and likely timing of borders re-opening.

Meeting closed: 5:02pm