



## *Hospitality and Information Committee*

### Charter

The Roadhaven Hospitality and Information Committee is established as a standing committee in accordance with the Bylaws of the Roadhaven Homeowners Association.

The committee shall consist of a Chairperson, plus the Board of Directors liaison and a group of trained volunteers.

The purpose of the Hospitality and Information Committee is to:

- Promote Roadhaven as a Seasonal Resort to existing and prospective homeowners and renters
  - By arranging tours and documenting feedback, distributing marketing materials, and providing anecdotal information
  - provide clarification of policies and procedures
- Oversee the general operations of the Hospitality and Information Center
  - By providing consistent, documented training and scheduling volunteers as required
  - Ensuring the hours are identified and consistent
- Participate in the design and distribution of promotional marketing materials once approved by Roadhaven Management
- Support the operations of the website and social media options in a positive manner
  - By arranging opportunities for input from volunteers and guests regarding Amenities, Activities and Clubs
  - Assisting existing and prospective homeowners with the content for real estate listings on the website, as necessary
- Determine the appropriate and necessary stakeholders.

Ultimate responsibility for the Hospitality and Information Committee, including the Hospitality and Information Center, remains with the General Manager, the Board of Directors and Staff. The Hospitality and Information Committee will work with these entities to assure all appropriate processes are established and documented.

The Hospitality and Information Committee will remain in close coordination with the following groups to coordinate requirements and processes:

- Roadhaven Communications
- Activities office
- Roadhaven Clubs and Committees
- Roadhaven Security and Compliance

### Hospitality and Information Committee Meetings

The Hospitality and Information Committee will meet on an 'as-needed' basis a minimum of three (3) times throughout the Winter season at a time and place agreed to by the Committee. The General Manager or designate and Board Liaison will be requested to attend these meeting.

Agendas will be posted, and minutes of all meetings will be approved, with copies maintained according to the Roadhaven Document Retention Policy and published on the Roadhaven website.