



5/5/2020

Spring 2020 Newsletter

Prepared by WPVI **Staff & Management**—with contributions from **Michael Murphy**, Chairman.
Adrian Gonzalez, facilities manager, and **Curtis Lovering**, business manager

A message from the President of the Board:

Dear Owners-

Needless to say, the past year has been rather tumultuous. The Village Inn is alive and well even if we have been bruised and bloodied along the way. I am sure you all know our expenses and revenues will be taking a significant hit this year. It started with a large hike in our insurance rates. We were having a reasonably decent season when the poop hit the propeller with the advent of the Covid-19 virus. As you know, the ski area suspended operations and several weeks later announced the season was over. We managed a flurry of cancelations on a week to week basis. Initially, we considered a voucher system where we would push reservation out later in the season or even into next year. The hope was to preserve the cash flow associated with the deposits. As it became clearer the season was over, from a logistical standpoint of managing vouchers and just the pure customer service relationships, we decided that full refunds were the proper way to go. Ka-Ching! Our revenues and inflow of cash stopped and outflow in the form of refunds accelerated. We put the housekeeping staff to doing the “deep cleans” we normally do at the end of the season. We received initial word that our largest summer customer, Phil English and his annual Running Camp and a new program for coaches was in jeopardy. We told Phil we would be flexible and work with him to try and salvage some if not all of his camps. Unfortunately, when Governor Inslee canceled school for the rest of the year, Phil decided that it would be an uphill battle to put the camps on this year. He informed us on 8 April that he would not be doing the camps this year, but he gave us dates for the 2021 year. We do have some small events scheduled this summer that are still on the books, but we must be concerned as to whether they will actually happen or not.

Naturally, there are some major holes in both the Association and the Rental LLC budgets. We are managing a situation that is influx. A decision that looks correct on one day looks like a mistake the next week. The decisions that have been made have been made with the information available and should not be second guessed with the advantage of hindsight. We have secured SBA PPP Loans and are trying to manage them as the rules change daily. The State of Washington has a very limited program that we will also look into for relief.

The long story short is that there is a very nasty Band-Aid that must be ripped off and there is no real way to sugar coat it. We have a property to manage and as owners, we will have to step up as the only remaining source of funds to manage the property. We are working to determine the deficit in the current budgets. At the same time, we are working with Staff to create the budgets for the coming year. We will attempt to minimize the “ouch” but “ouch” there will be.

Before things went south, we had been discussing creating a marketing plan for our shoulder and off seasons. This is a place we all can help defray the current misery. If you have ideas for marketing or know of groups with events – reunions, weddings, meetings, etc. and can help us reach out to market our property, we may be able to jump start this effort and ease the pain.

Thank you for your understanding.

Michael Murphy

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A Warm welcome from WPVI:

We would like to formally welcome our new Business Manager of The Village Inn! **Curtis Lovering** came to us from Reno, Nevada and will be focusing on the Business side of our operations.

A brief note from Curtis:

Hello White Pass Village Inn Owners and Staff. Thank you for giving me an opportunity to work at a place that is near and dear to my heart and soul. I was raised in Yakima, Washington but spent most of my free time at White Pass- hiking, skiing, biking and fishing. I ski raced at White Pass from 1970 to 1980 and then became an assistance ski coach for a season in 1985. I began working at the Village Inn on January 11th of this year and was greeted with around 3 feet of snow the first evening. The following days had brought the snow accumulation to about 8 feet. I found myself on the end of a snow shovel for the first week of my beginnings. My only regret is that I did not take any time to wallow in the Powder on the hill. My duties needed me to learn as much as possible about the operations at the Village Inn. I believe that working hard in the beginning will pay off for everybody in the coming months and allow me to be a valuable asset to the White Pass Village Inn Owners, staff, guests and everybody that I will meet through this wonderful adventure.

Thank you once again and I look forward to meeting and speaking with everybody in the near future.

Sincerely,

Curtis Lovering

Curtis@staywhitepass.com

Facilities Notes:

If you are planning a Spring/Summer remodel, **now** is the time to schedule out your contractors and start planning with Adrian.

Do you know what condition your fixtures, window coverings, floor coverings, bedding, and kitchen amenities are in? We are encouraging updates, please contact us if you would like a list of unit furnishings and help with the little things.

Email Adrian at **facilities@staywhitepass.com** *Owner remodel projects must be completed by October 31st*

UPDATE: The office is asking all owners to update contact information. Please email updates to reservations@staywhitepass.com

WPVI COVID-19 Safety:

We at the White Village Inn are doing all that we can to keep our facility safe and healthy for all of our guests and employees.

We have developed a COVID-19 safety procedure to be in compliance with state requirements. These procedures will include a shift in daily operations. Management will monitor emerging information on Best Practices with regard to COVID19 and update this plan when necessary.

A full copy of the White Pass Village Inn COVID-19 procedures is available on the LiveRez owner portal.

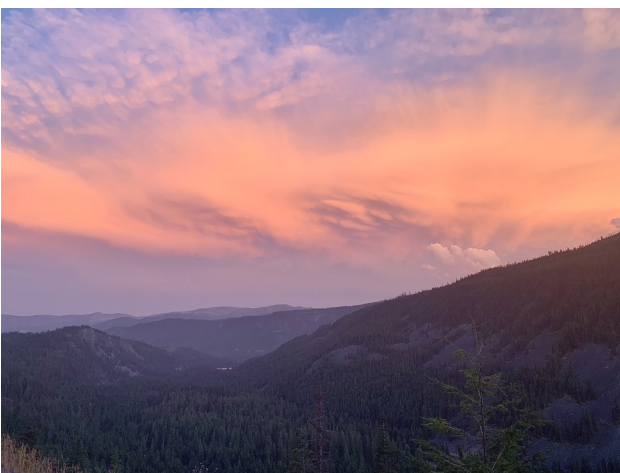


Photo credit:
Left- East
HWY 12 sunset
Grace Monsen

Right- West
HWY 12 view
of Rainier
Alesha Seiber

