

Keewaydin Committee Report  
May 30, 2024

Dan Maruszczak, Mitch Johnson, Tom Engel and I met to review the 2023/2024 Season and plans for the summer of 2024 on May 6<sup>th</sup>.

- Tom started the meeting by mentioning his priorities for the island in preparation for the October resumption of day-trips to Keewaydin island.
  - Steps and ramp for the wood deck.
  - Painting of pavilion.
  - New platform for beach carts.
  - Obtaining quotes for demolishing and removing the cabana on the adjoining property (if we purchase the property).
  - Obtaining quotes to purchase camera for onboard the KQ3. Dan would support having this security feature on the boat. The quote would include the necessary equipment to provide a real-time feed with recording capability to the Windstar Gatehouse.
- Windstar Club – New Member Orientation.

Brett Mance, Membership & Lifestyle Director for the Club has committed to include a member of the Master Board or Keewaydin Committee in all future new member orientation meetings. The next new member orientation is scheduled for mid-October.

Additionally, Dan noted that the Club chartered a private Sunset Cruise every other month this past season for new Club member orientations. We should ensure that a representative of the board or Keewaydin Committee attends these events going forward.

- General Comments from Captain Dan.
  - Ridership on day and evening cruises was down for the first couple of months this season, primarily due to the relatively cool and wet weather that persisted for the early months. Since March, reservations for day-trips and evening cruises have been strong.
  - Passenger complaints and inappropriate activity declined from prior years. There were several problems, and virtually all have been described to the Keewaydin Committee, and have been addressed. Overall, a good year in terms of passenger decorum.
  - While the plan is to keep the KQ3 in the water this summer, the boat will need to be out of the water for several weeks for the annual Coast Guard inspection and to address several maintenance tasks that have already been identified by the Coast Guard. (Reenforcing soft spots on the deck, etc.)

- Mariner Services Staffing for shuttle and evening cruises.  
There was extended discussion on the decline in tipping and the resulting difficulty Dan experiences in retaining competent, friendly captains and mates. He noted that on more than one occasion, he compensated crew members for tips that never materialized on full or near-full cruises. We've discussed the issue in board meetings, and mentioned it in the President's Newsletter, but the point does not seem to be taken seriously by most of the ridership. Dan mentioned that he feels that the majority of the riders who do not tip are WOW and new Club members.
- No-Shows  
There was extensive discussion of how to deal with no-shows for both day-trips and evening cruises.
  - One new suggestion was discussed that seems to have merit and which Dan has committed to enforce if approved by the board. The suggestion was to require a \$10 per person reservation fee, which would be waived if the entire group reserving space attends the shuttle trip or evening cruise. A credit card would be charged the \$10 per person fee if any reserved spot were not attended or canceled within 24 hours of departure. Dan agreed to provide the names of those who are no-shows.
  - There was additional discussion about some club members or residents refusing to provide credit card information. Most of those attending suggested that we simply explain that it will be required beginning October 2024 due to the continued volume of no-shows that we experienced this season; and that we explain and reenforce the policy in communication with resident and Club/Marina members between now and October.
  - There was also discussion regarding invoicing no-shows on the quarterly statements generated by Ability Management. After consideration, this seems unnecessarily cumbersome in my view.
- Bookeo Capabilities  
Dan mentioned that he can block individuals from making future reservations through Bookeo.
- Summer Day-Trips  
Dan suggested that the board consider offering \$20 day-trips to our Keewaydin beach facility for members of country clubs that have reciprocal golf and dining privileges with Windstar Club.

-David Cattrell  
Board Liaison to the Keewaydin Committee