



## **CHTA ANNUAL GENERAL MEETING**

**VIRTUAL**

**OCTOBER 16, 2020 9:00AM**

### **MINUTES**

**1. Call to order by Patricia Affonso-Dass, CHTA President**

President Affonso-Dass called the meeting to order and reported that quorum was reached.

**2. Approval of Minutes, 2019 CHTA Annual General Meeting, Hyatt Regency Miami, FL, June 22, 2018**

*A motion was introduced by Bill Clegg, seconded by Jim Hepple, and passed approving the Minutes.*

**3. Matters Arising from the Minutes – No matters arising.**

**4. President's Report by Patricia Affonso-Dass, CHTA President**

- Full report available on [this link](#)

**5. CEO & Director General's AGM Report by Frank Comito**

***Started Program Year With Great Optimism***

- Moved Towards Implementation of Remaining Unmet Goals from 2018-21 CHTA Strategic Plan
- Reorganization/Transition Task Force Formed by President to Plan and Implement New Organizational and Financial Strategies
- Successful 2020 Caribbean Travel Marketplace – New Components
- Anticipated Organizational Financial and Operational Improvements
- Financial Impacts of 2017 Hurricanes and 2019 Bahamas Hurricane Remained. 2017 Impacted Destinations Nearly Recovered.
- Finalized Hiring of New Development Director to Support Product Development and Revenue Generation
- By End of Q2, Planned to Add Two New Team Members to Support Member Servicing

***CHTA Areas of Focus Since Start of Pandemic....***

- Information Sharing – *Keeping partners, 33 NHTA federations, members, Governments, media informed.*
- Research – *Surveying industry on practices, impact, mitigation efforts, and recommendations on way forward. Being a clearinghouse for industry data and Covid-19 matters important to industry.*
- Coordination/Collaboration/Engagement – *At local, regional, global levels - sharing information and resources. Ongoing consultations with National Hotel and Tourism Association Executives.*
- Health Safety Protocols - *Developing and sharing comprehensive guidelines and checklists.*
- Advocacy – *Providing input to regional health safety (CARICOM) efforts; collating and sharing mitigation and best practice efforts; advancing cancellation policies; addressing inequitable practices by some global tour operators; advancing regional protocols for testing and other health safety efforts.*



- Communications/PR – *Ongoing trade and consumer media updates. Created COVID-19 Resource Center with various tools/info to assist industry with training and awareness; current status on all Caribbean destination travel advisories, entry requirements, and health safety protocols. Caribbean Fireworks PPP press conference series.*
- Training – *Resilience Series, and Health Safety Training reaching thousands of employees and industry stakeholders and partners.*
- Capacity Shortfalls – *Helping to address challenges and solutions for NHTAs and CHTA to sustain operations in a fiscally challenged environment. In partnership with CTO, support grant approved by IDB to assist with health safety efforts.*

#### **Operational and Financial Challenges, Adjustments**

- Freeze on Planned New Hires, March
- Reduction in Staffing and Contract Worker, April
- Salary Reduction for All Remaining Staff, April
- Downward Adjustment to all Revenue and Expense Line Items, March
- Additional Revenue Sources and Grant Support Sought, Ongoing
- President Broadens Remit of Nominating Committee to Review and Address with Staff 2020 and 2021 Fiscal and Operational Strategies, June and Ongoing

CEO announced his transition effective 2021 and announced that Vanessa Ledesma will assume role of Acting CEO & Director General.

#### **6. Treasurer's Report by James Hepple, CHTA Treasurer**

- In 2019 the CHTA reported income of \$1,958,104 with expenses of \$1,989,725 to yield a small operating deficit of \$31,621.
- In 2020, in response to the pandemic certain management decisions were taken which had a substantial impact upon the projected year-end financial results.
- Income is projected to fall by 24% in 2020 compared with 2019, falling from \$1,958,104 in 2019 to an estimated \$1,479,407 in 2020,
- Management responded to these projected declines by reducing expenses. Expenses are projected to fall by 49.6% in 2020 compared with 2019, falling from \$1,989,725 in 2019 to an estimated \$1,004,330 in 2020. The major reductions include:
- A reduction of \$411,414 (-50.4%) in staff related expenses (mostly payroll and contract labor) which fell from \$816,131 in 2019 to an estimated \$404,717 in 2020.
- A reduction of \$475,980 (-61.9%) in event related expenses, which fell from \$769,116 in 2019 to \$293,136 in 2020. This was due to the cancellation of CHIEF, Taste of the Caribbean and Caribbean305.

The situation as of today:

- CHTA has activated \$75,000 from the line of credit from the reserves and has forecasted that before end of year, we will borrow \$35,000 more. If this happens it will need to be paid before the renewal date of April 2021.
- Has investments of \$152,627.
- The CHTA needs to replenish its reserves for line of credit by April 2021 and while the loan towards the investments does not have a due date, however, the risk increases as we continue to pay interest and should the value of the investment decrease (which is the



collateral on the loan) beyond the outstanding amount, we would be required to pay the loan and difference.

- The P&L statement for 2020 shows income of \$1,479,407. However, of this \$681,000 was received in 2019 and used to fund operations in 2019.
- Income for 2020 which has been/will be received in 2020 will therefore actually be \$1,479,407- \$681,000 = \$798,407.
- The expenses for 2020 shown on the P&L will be \$1,004,330. 94% of these expenses will be incurred in 2020 with \$60,565 being paid in 2019 – 6% of total 2020 expenses.
- This means we have a deficit on operations of \$798,407 - \$943,765 = \$145,358

### **Financial Strategy for 2021**

- To maintain the CD it holds with Banco Popular in the amount of \$144,000 so that the CHTA can use that CD as collateral to establish a line of credit which it can use to fund operations as required. To be able to do this in 2021 will require the CHTA to repay the full line of credit no later than April 2021.
- To pay the balance on the loan from the investments and maintain the investments it has in the stock market valued at about \$142,161.37 which will act as collateral for any loan the CHTA may need for cash to support operating costs as required.
- To ensure that any project does not require investment by the CHTA
- To realign the CHTA's Human Resources to facilitate the development, implementation and fulfilment of programs, membership benefits and partnerships which will all yield incremental revenue.
- That the CHTA will at least break even on operations.
- That, to the degree possible, any surplus on operations is invested in a savings account.
- To have a financial contingency plan to implement in the event there are changes in the CHTA's circumstances.
- Given the situation the CHTA has postponed the annual reviews of its accounts until early 2021 when we expect sufficient funds will be available.

***A motion was introduced by Josef Forstmayr, seconded by Simon Suarez, and adopted to approve the Treasurer's Report.***

- 7. Appointment of Elections Officer** – The President appointed the CEO/DG, who is also the CHTA Secretary, as the Elections Officer, to guide the organization thru the elections process for 2020-2022 Biennium.

- 8. Report of the Nominating Committee by Elections Officer**

The Elections Officer, Frank Comito, presented the following report, which was submitted and approved for recommendation for consideration by members at the AGM:

### **REPORT FROM CHTA NOMINATING COMMITTEE FOR POSITION OF PRESIDENT-ELECT**

In accordance with the Bylaws for the Caribbean Hotel and Tourism Association, President Patricia Affonso-Dass convened a Nominating Committee on July 10, 2020 for the purpose of recommending to the Executive Committee and subsequently to the Board of Directors officers for the 2020-2022 biennium.



A Call for Nominations was sent to the Executives and Presidents of the National Hotel and Tourism Associations and the Board of Directors on July 21, 2020. Shortly thereafter, members were also notified of the Call for Nominations and the election process for filling positions at the Annual General Meeting on October 16, 2020 for: President, Treasurer and five Vice President positions.

The President broadened the remit of the Nominating Committee to also consider recommendations to the Executive Committee and Board of Directors for addressing operational and fiscal directions for CHTA, given the impact of the pandemic and the pending resignation effective December 31, 2020 of the CEO/Director General from a full-time role with the organization. Note: this had been planned since June, 2019 but deferred by the CEO/DG in consideration of the organization's needs for additional time to transition.

The Committee's mandate was as follows:

- Commence Nominations Process for President and Elected Officers
- Address and Recommend Options for CEO/DG Transition
- Review CHTA 2020 Financial and Operational Performance and Recommendations for 2021
- Present Recommendations to Executive Committee

Members of the Nominating Committee are: Patricia Affonso-Dass, CHTA President and Committee Chair; Karolin Troubetzkoy, Simon Suarez, Peter Odle, Richard Williams, Jim Hepple, Gregor Nassief, Ewald Biemans, Paul Collymore, Omar Robinson, and Frank Comito, Secretary and Ex-Officio member.

Following a review of nominations received, the Nominating Committee recommends to the Executive Committee which approved the following slate of candidates.

JURISDICTION	NOMINEE	POSITION
Puerto Rico	Pablo Torres, Caribe Hilton	President
Jamaica	Nicola Madden-Greig, Courtleigh Group	1st Vice President
Dominica	Gregor Nassief, Secret Bay	2nd Vice President
St. Lucia	Sanovnik Destang, Bay Gardens Resorts	3rd Vice President
Grenada	Leo Garbutt, Calabash Resort	4th Vice President
At-Large*	Bill Clegg, Best Western/World Hotels	5th Vice President
Aruba*	Jim Hepple, Tourism Analytics	Treasurer

\*Note: Allied members are permitted to be nominated and elected to the 5th Vice President and Treasurer positions.

Upon submitting the recommendation to the Annual General Meeting, the Election Officer reported that no additional nominations had been received and asked if there were any nominations from the floor. There being no other nominations, a motion was introduced by Richard Williams, seconded by Josef Forstmayr and unanimously passed ratifying the proposed slate.

President Patricia Affonso Dass congratulated Mr. Torres and his slate of officers.



9. **Any other business** – No other business was brought forward.

10. **Adjournment** – The Annual General Meeting adjourned at 12:30 p.m.

**Attendees:**

First Name	Last Name	Company	Country
Patricia	Affonso-Dass	Ocean Two Hotel	Barbados
Nereida	Amador	Hyatt Regency Grand Reserve Puerto Rico	Puerto Rico
Greta	Andzenge	Marketplace Excellence	United States
Noorani	Azeez	St Lucia Hospitality and Tourism Association	St Lucia
Lisa	Beckles	Lisa Beckles Consulting	Trinidad & Tobago
Tracy	Bell	CHTA Education Foundation	US
ewald	Biemans	Bucuti & Tara Beach Resorts	Aruba
Jeanette	Bonet	Kura Hulanda Village & Spa	Curaçao
richard	bourke	Amstar DMC	jamaica
Francine	Burton	Jolly Beach Resort & Spa	Antigua
Bill	Clegg	Best Western International	United States
Chaunci	Cline	BVICCHA	BVI
Avril	Coipel	Rosalie Bay Eco Resort and Spa	Dominica
Paul	Collymore	The Landings Resort & Spa	Saint Lucia
Stacy	Cox	Turks & Caicos Hotel & Tourism Association	Turks and Caicos Islands
Tessa	Davy	Breeze Travel Inc.	Saint Vincent and the Grenad
richard	doumeng	Bolongo Bay Beach Resort	U.S. Virgin Islands
Lana	Drysdale	Tobago Hotel & Tourism Association	Trinidad and Tobago
Marci	Eggers	The Nature Conservancy	United States
Carlos	Estrada	Secrets & Breathless Montego Bay	Jamaica
Fara	Fara	Fairmont El San Juan Hotel	Puerto Rico United States
Raina	Forbin	Association Touristique D'Haiti	Haiti
Josef	Forstmayr	Round Hill Hotel & Villas	Jamaica, W. I.
Kevin	Francis	Dominica Hotel and Tourism Association	Dominica
Arlene	Friday	GHTA	Grenada
Leo	Garbutt	Calabash, Grenada	Grenada
Roberta	Garzaroli	Graycliff Hotel & Restaurant	bahamas
Maxine	Gawron	Bird Pepper Tours	Jamaica
Giuliana	Gonsalves	The Traveling Bride	US / Bermuda
Jose	Gonzalez-Espinosa	San Juan Marriott Resort & Stellaris Casino	Puerto Rico
Rudy	Grant	Barbados Hotel and Tourism Association	Barbados
Jamal	Griffith	Bougainvillea Barbados	Barbados
Lisa	Hamilton	USVI Hotel & Tourism Association	U.S. Virgin Islands
Denise	Harmon	Hotel Sales	USA
James	Hepple	Tourism Analytics	Aruba
Miriam	Hernandez	Expedia Group	USA
Robin	Herrebrugh	Amadeus	Dominican Republic



Nelly	Humphreys	Casa De Campo Resort & Villas	Dominican Republic
Lisa	Indar	Caribbean Public Health Agency	Trinidad and Tobago
Adelbert	James	RHJ Boutique Hotel	United States
Clarisa	Jimenez	Puerto Rico Hotel & Tourism Association	Puerto Rico
Khalil	Keddo	Half Moon Jamaica	Jamaica
Scott	Khile	Grace Bay Resorts	Turk and Caicos
Tisa	LaSorte	AHATA	Aruba
Davina	Layne	Intimate Hotels of Barbados	Barbados
Emil	Lee	Princess Heights Hotel	Sint Maarten
VERONIQUE	LEGRIS	CLUB DU TOURISME DE SAINT MARTIN	FRANCE
Shari	Lobo	Constellation Brands	USA
Fred	Lounsberry	Nassau Paradise Island Promotion Board	United States
Nicola	Madden-Greig	Courtleigh Hospitality Group	Jamaica
Kyle	Mais	Jamaica Inn	Jamaica
Edward	Malone	Aruba Tourism Authority	United States
Olivier	Maumaire	Hilton worldwide	Trinidad and Tobago
Lilliana	Maya	AmResorts / Apple Leisure Group	USA
Wyb	Meijer	SHTA	St Maarten
Vivian	Mur	ADARA	United States
Fabio	Musio	100 Digital Creativity, Inc.	United States
Gregor	Nassief	Secret Bay Dominica	Dominica
Anice	O'Neil	Bay Gardens Beach Resort & Spa	St. Lucia
lyle	pauls	Coco Reef	bermuda
Clifton	Reader	Moon Palace Jamaica Grande	Jamaica
Drea	Reneau	Belize Hotel Association	Belize
Shay	Renee	Ladera Resort	St. Lucia
Nicola	Roberts	Cocolapalm Seaside Resort	Jamaica
Edgar	Roelofs	Manchebo Beach Resort & Spa	Aruba
Lea	Rojas	The St. Maarten Hospitality and Trade Assoc	Sint Maarten
DEBORAH	RUSSELL	Russell Reps, Inc.	US
Gilda Gumb	Samuel	Anguilla Hotel Association	Anguilla
Cristina	Serralta	Amazon Printers	United States
Patrice	Simon	Antigua & Barbuda Hotels and Tourism Association	Antigua & Barbuda
Evelyn	Smith	Tensing Pen Hotel	Jamaica
chelo	Sterling	Figment Design	United States
Simon	Suarez	Grupo Puntacana	Dominican Republic
Lesley	Taylor	Comfort Suites Paradise Island	Bahamas
Vana	Taylor	Fisherman's Point Resort	Jamaica
Nicholette	Thomas	TCHTA	Turks & Caicos Islands
stephen	todd	Bermuda Hotel Association	Bermuda
Pablo	Torres	Caribe Hilton	Puerto Rico
ANA	TORRES DE NAVAR	Colibri Media - THE NEW YORK TIMES	USA
Karolin	Troubetzkoy	Anse Chastanet & Jade Mountain	Saint Lucia



CARIBBEAN  
HOTEL & TOURISM  
ASSOCIATION

Carey	Turnquest	Atlantis Paradise Island Resort	Bahamas
Martha	Valdivia	Hilton Hotels Corporation	United States
Miguel	Vega	HI Development P.R. Corp.	Puerto Rico
Neil	Walters	Caribbean Tourism Organization	Barbados
Nicolas	Warren	Warren Yachting Inc.	Barbados
Karen	Whitt	Hartling Group	United States
Richard	Williams	Richard Williams & Associates	Barbados
veroesjka	windt	Bonhata	Bonaire
Liz	Wunderlich	U.S. Meat Export Federation	US

**CHTA Team Members:**

Frank Comito

Vanessa Ledesma

Alexis Capellades

Claire Robert