

# WINTER NEWSLETTER 2014 Hart Ranch

## *President's Message*

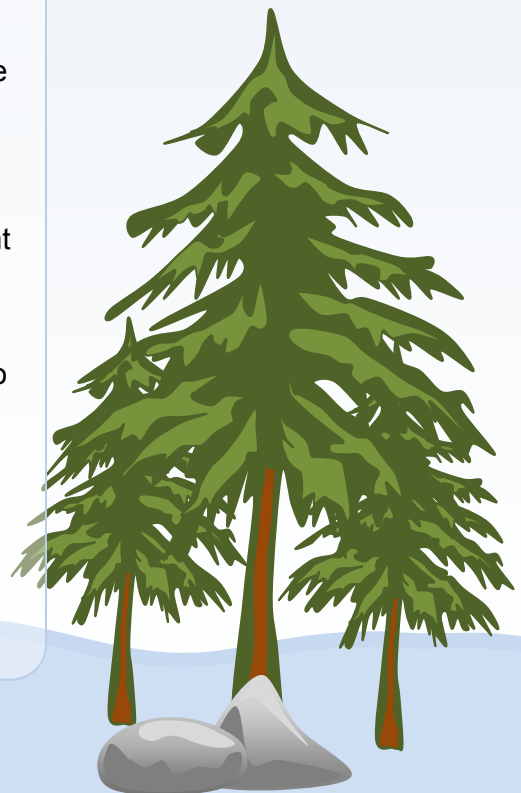
We have just completed the final quarterly Board meeting for the 2014 year. As always, we had a very long agenda, and have made some enhancements and changes. I will briefly outline a few, and the complete actions will be included in this newsletter, as well as the minutes that are posted on our website.

Our first order of business was to review each and every comment/suggestion that was brought to the Board at our first Town Hall Meeting in August. We had assured the Members in attendance that we would review all of their input, and respond to it in this newsletter. You will see the responses attached. Thank you for all of your input; it is good to hear positive comments and suggestions from so many of our Members.

We spent an entire day reviewing and approving a budget for the 2015 year. We have done our best to continue providing to you all the services that you have come to expect; without raising daily usage fees or annual maintenance fees. We have approved the construction of 20 6 x 10 indoor storage units. We have had several members requesting these amenities; and are now able to provide these additional units. We also approved the first phase of three to purchase extensive equipment to increase wifi service within our resort. This is a very large expenditure, and we ask that you be patient and understand that we are trying our best, and not increasing your costs to provide this service.

Both personally, and on behalf of our Board, we want to wish each and every one of you a very Merry Christmas and Happy New Year. Enjoy your winter, and we look forward to seeing you in the spring.

*Karen Ripperda*  
Hart Ranch Board President



# TIM'S TWO CENTS

What a year and what a fall! Hard to believe just a little over a year ago we were all running chainsaws, snowplows and cooking in the dark practicing our survival skills! This has been a tremendous season and from the looks of it, we're very close to breaking all occupancy records since Hart Ranch began! Can't wait to see what next year will bring as we are already planning a very busy season.

As we've just concluded the Winter Board meeting, following are some financial highlights:

	September 30, 2013	September 30, 2014	September 30, 2014
	Actual	Actual	Budget
Total Revenue	\$ 2,204,412.07	\$ 2,406,320.09	\$ 2,620,463.00
Cost of Goods Sold	\$ 241,596.19	\$ 286,346.34	\$ 301,064.00
Gross Profit	\$ 1,962,815.88	\$ 2,119,973.75	\$ 2,319,399.00
Operating Expenses	\$ 1,700,360.12	\$ 1,976,352.59	\$ 1,957,622.00
Operating Income	\$ 262,455.76	\$ 143,621.16	\$ 361,777.00
Other Income	\$ 9,040.72	\$ 12,670.77	\$ 9,000.00
Other Expenses (including Depreciation)	\$ 389,673.76	\$ 325,822.97	\$ 352,791.00
Net Income (Loss)	\$ (118,177.28)	\$ (169,531.04)	\$ 17,986.00

In addition, the board has approved the following operating and capital expense budgets for 2015 (numbers below do not include other income or depreciation):

	December 31, 2013	September 30, 2014	2015 Annual
	Actual	YTD Actuals	Budget
Total Revenue	\$ 2,602,130.43	\$ 2,406,320.09	\$ 2,959,835.00
Cost of Goods Sold	\$ 264,514.91	\$ 286,346.34	\$ 323,774.00
Gross Profit	\$ 2,337,615.52	\$ 2,119,973.75	\$ 2,636,061.00
Operating Expenses	\$ 2,085,321.21	\$ 1,976,352.59	\$ 2,342,917.00
Operating Income	\$ 252,294.31	\$ 143,621.16	\$ 293,144.00

Approved Capital Expenditures include:

Restaurant		
Qty	Description	Approved
1	Oven	\$ 2,500.00
1	Deep Fryer	\$ 1,000.00
Maintenance		
20	Picnic Tables	\$ 10,000.00
800	Wood fence (Hsk, Comfort Stations)	\$ 3,200.00
1	Repair sidewalk in front of restaurant/laundry room	\$ 3,000.00
1	Sidewalk around West side of Pavilion (brick)	\$ 1,500.00
5	Repair Sites	\$ 10,000.00
Activities		
5	Announcement Boards (x5)	\$ 3,500.00
<b>TOTAL AMOUNT OF CAPITAL IMPROVEMENTS 2015</b>		<b>\$ 34,700.00</b>
Long-Range Plan items for 2015		
1	Indoor Storage Units (20) 6 x 10	\$ 40,000.00
1	Washing Machine for Housekeeping	\$ 10,000.00
1	Dryer for Housekeeping	\$ 7,000.00
1	WiFi Updates	\$ 36,000.00
1	Run Fiber for phone/computer to HSK/Maint	\$ 20,000.00
1	Mule/Cushman for Grounds (purchased in 2014)	\$ 8,200.00
1	Mini Golf figurine update	\$ 10,000.00
25	Trees (Approx. \$1000 for tree farm trees) balance for larger trees	\$ 7,500.00
2	Electrical Updates	\$ 28,000.00
<b>TOTAL LONG-RANGE PLAN ITEMS FOR 2015</b>		<b>\$ 166,700.00</b>
<b>TOTAL AMOUNT OF Long-Range Plan IMPROVEMENTS 2015</b>		<b>\$ 201,400.00</b>

Much of the focus for 2015 will be improving the quality of our existing cabins including flooring, furniture, and accessories (curtains, blinds, rugs, etc). There are tons of projects the crew will be working on over the winter months. We're excited to see everyone in the spring/summer of 2015!  
It will be an exciting year with many improvements!

In the meantime, may God bless you over the holidays and throughout the New Year. Enjoy your families and have safe travels wherever you may be!

Tim Schnabel  
Resort Manager

## WIFI UPDATE

Beginning this fall and extending into next spring, Hart Ranch will be implementing the first of a three phase (year) WiFi infrastructure upgrade to mitigate connectivity and coverage issues we have been experiencing. This will involve the addition of 8 new Access Points to the existing network along with installing seven new back-haul radios.

Our objective for this first phase upgrade is to address as many areas as possible within the Park that have had limited to no coverage heretofore. However, since this is only the first of a three phase project, it will not be possible to rectify all of the Park's Wifi coverage gaps. Be that as it may, Hart Ranch's WiFi service will improve considerably as a result of the implementation of this first phase. We do appreciate your patience as these upgrades are being put in place.

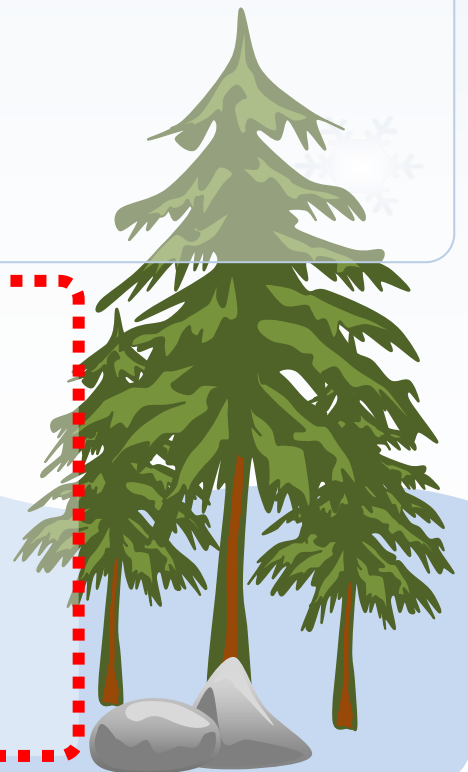
Something that should be kept in mind when it comes to any WiFi network: there is no such thing as flawless connectivity . . . there are just too many variables in play that cannot be taken into account for any WiFi device to consistently allay.

By: Michael Guggenmos  
Hart Ranch IT Coordinator

**Seeking Nominees for the Hart Ranch Camping Resort Board of Directors Send a biography of no more than 200 words Along with a picture to:  
Hart Ranch Camping Resort Club  
Attn: Nominating Committee  
23756 Arena Drive  
Rapid City, SD 57702  
~ Or Email ~**

**[resortmanager@hartranchresort.com](mailto:resortmanager@hartranchresort.com)**

**DEADLINE:  
January 31, 2015**



# Sales Department

With the season finally starting to wind down here in the sales department, we are focusing on updating files, with that in mind for those of you that have your membership listed for sale with Hart Ranch, I will be sending out contracts to renew your listing at the end of the year. If you sell your membership on your own, ensure you contact me with the buyer's info so I can prepare the new contracts. The transfer fee is \$500 + tax if you find the buyer and the buyer has not been through our sales/ marketing department already for a presentation.

## \*\*\*Reminder/Update\*\*\*

Previously when you referred someone to our sales office and they purchased a membership from Hart Ranch, you received \$50. We are implementing a new program that will be more rewarding to the members that refers the buyer. For your **first referral you will receive \$50**, for your **second you will receive \$100**, and for your **third you will receive free maintenance fees for the following year**. To take advantage of this program you must get all three referrals in one calendar year to receive all of the bonuses. **(Your referral must purchase direct from the sales office)**. We will be adding in some referral cards along with this newsletter. Please contact the sales department if you need more. Also, if you would like to receive the newsletter by mail, please call the sales department to sign up for the mailing list.

*By: Tabitha Oliver - Sales Manager*

## DECEMBER SPECIAL!

~ ADD ASSOCIATE \$100 EACH!

~ ASSOCIATE UPGRADE TO A "B"  
MEMBERSHIP WITH RPI PREFERRED \$595!

\*\*\*THIS IS ONLY GOOD FOR THE  
MONTH OF DECEMBER.\*\*\*



# Maintenance Department

What a busy season it has been! I want to thank everyone who has patronized my services. It has been my privilege to serve everyone: members, guests and fellow employees this year. I have gotten to know quite a few folks at the propane pump!! Besides keeping the Ranch equipment going, I began the season selling and changing tires, fixing flats, and changing oil on cars/pickups. I also sold and installed batteries. By the end of the season I expanded our services to once again offer oil and filter change services on diesel Motor Coaches. I also did some brake work and fabricated a couple custom hitches.

If you have any concerns or wish to have services regarding tires, brakes, batteries, or bearings on your RVs; or anything you might have in storage here at Hart Ranch, do not hesitate to give me a call. It's always good to get a jump on getting prepared for a new season of RVing. Once again, thanks for your business. I look forward to serving everyone next year.

Sincerely,

Loren Hayes

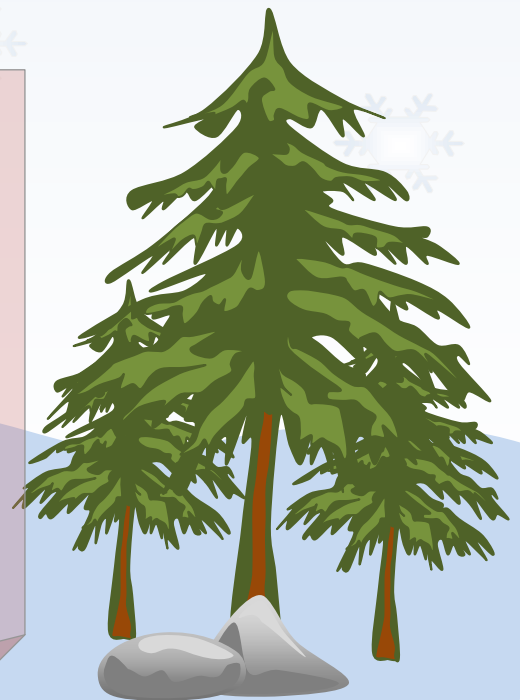
Shop Mechanic

## RESTAURANT

Our new winter hours are Friday evening from 5:00 pm to 8:00 pm, Saturday all day from 8:00 am to 8:00 pm. Sunday from 8:00 am to 2:00 pm. Our Friday night special is **BBQ Ribs** and our Saturday evening special is **Prime Rib of Beef** starting at 5:00 pm. We are having a Thanksgiving buffet with turkey and ham with all the trimmings for \$12.99. And we still have room to book your Christmas parties or help you with any of your catering needs, call 605-342-9640 and ask for Carol.

*By: Carol Long*

*Chuck Wagon*





# Hart Mart

Brrrr....the colder weather is coming but that does not mean Hart Mart will be closing.

Hart Mart will stay open for the entire winter season.

Our winter hours will be as follows:

Monday-Saturday: 8am-5pm

Sundays: 8am-2pm

Stop by and check out our weekly specials, pick up some necessities, fuel up or just say hi to Colleen or Cathy, who will be operating the store during the winter season.

If there is anything we do not carry that you would like to see, please let us know so we can better serve our members and guests.

Check out our website for Hart Mart items including clothing, souvenirs, and novelty items.

*By: Colleen Scaggs  
Hart Mart*

## *Activities Department*

### Happy Winter Hart Ranch Family and Friends!

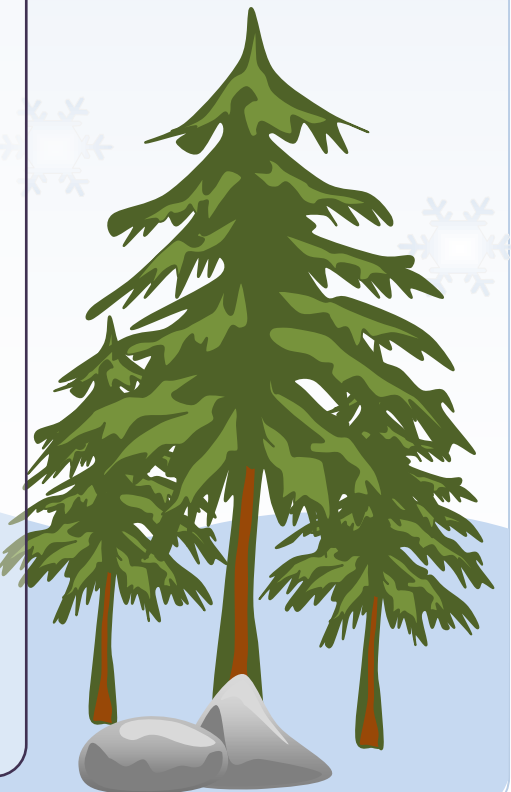
Activities Department staff hope you are all safely at your winter destination. Even though it is the off season, we are busy working on the events and activities for the upcoming 2015 season. There will be the old favorite activities we have all enjoyed in the past, plus new and exciting fun. The coming season will feature new entertainment and the favorites from 2014.

The 2014 Music Festival was such a big hit that we are having it again in the upcoming 2015 season! This is an event to plan your family vacation around. We hope you will join us to see what the excitement is all about!

Returning events, to name a few, include the Luau, the very popular Rodeo and no less than TWO Blind Man Golf Cart Races (prepare to laugh till you cry!)

Activities Staff wish all of you a safe and happy winter season. We look forward to seeing all of you back at the Hart Ranch (your home away from home) in 2015!

**By: Diane Koons and the Activity Department.**



YOU CAN ALSO FOLLOW US ON:



<https://www.facebook.com/HartRanchResort>

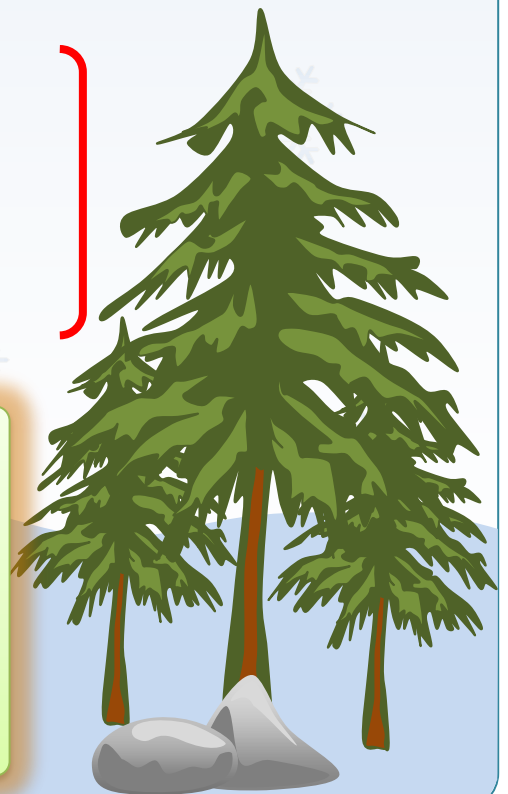


<https://twitter.com/HartRanchResort>



<http://www.pinterest.com/HartRanchResort>

*Check out our website for more information on coming events; access your member account and future announcements.*



# MASSAGE

NOW ON LOCATION AT **HART RANCH** YEAR ROUND!

\$30/30 MINUTES \$60/60 MINUTES \$90/90 MINUTES

\*\*\*4% SALES TAX ADDED TO EACH SERVICE\*\*\*

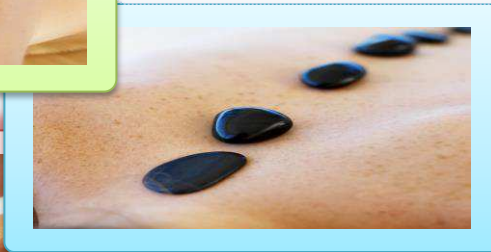
*Jill Evans (605) 877-6252*

*Board Certified Licensed Massage Therapist*



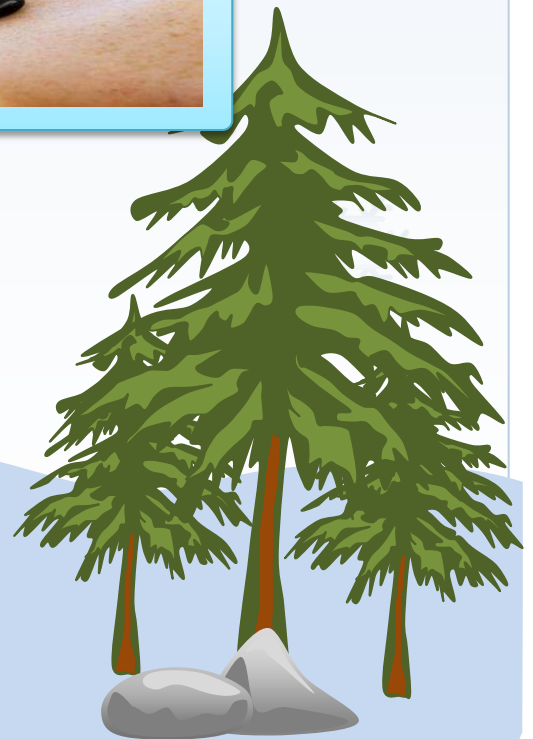
**Types offered:**

**Swedish, Deep Tissue, Myoskeletal, Myofascial Release, Fibromyalgia Relief, Hot Stone (\$85/60 minutes).**



Attention Hart Ranch Members!

10% discount at Texas Roadhouse anytime you eat there and show your membership cards!





# Front Desk



*What a beautiful Fall we have had, and are continuing to experience at Hart Ranch. We have enjoyed seeing water in Spring Creek all summer long, and though stillness has crept in, water still stands.*

*The fall colors this year have been extra special, and with the warm temperatures, one could enjoy them fully.*

**Peak Season Defined:** Memorial Weekend - Labor Day Weekend

**Peak Rates:** RV SITES '21' / '9's begin May 1<sup>st</sup>, due to electrical meters no longer being read  
CABINS - Summer Rates will begin Memorial Weekend

**Cancellation Policy:** '72' hours prior to your arrival date

**Cancellation Fee:** \$25 for RV site '1' Nights lodging for Cabins

**Cancellation Policy for Sturgis Bike Rally:** RV site = '30' days

*Cabins = Cabins are paid in full at the time the Reservation is made. No Cancellations or Refunds will be authorized.*

**Reservation Bookings:** Can be made '60' days in advance of your arrival

**Family Reunions:** Can be booked '1' year in advance. (Subject to Black Out Dates)

**Winter Rates for RV sites:** November 1 - April 30

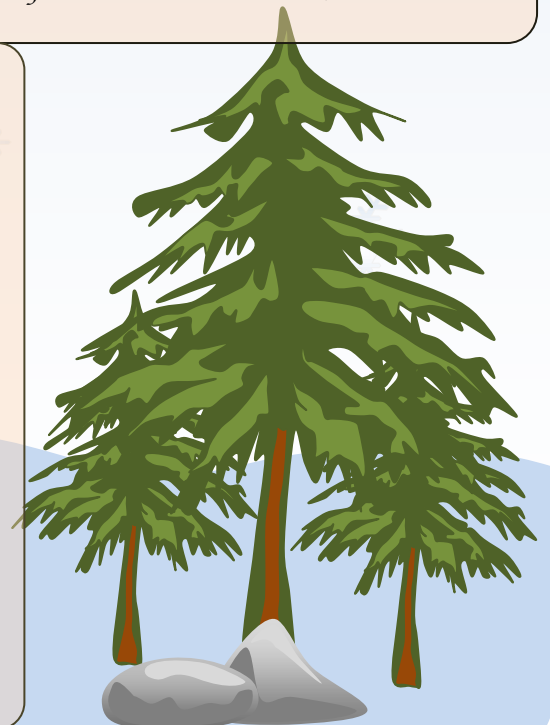
20 nights or less = \$8.50/night

21 nights & more = \$5.50/night + electricity on a metered site

**Winter Storage Access:** Any pre-assigned pin numbers were deactivated as of Nov. 1<sup>st</sup> for the winter. To gain access into the storage area, please stop in at the Front Desk and you will be issued a temporary access pin number.

**LODGE HOURS:** 8 a.m. - 5 p.m. Monday - Saturday  
8 a.m. - Noon on Sunday

**Winter storage hours:** 8 a.m. - 4 p.m.



**Mail Forwarding:** In order to offset the additional mailroom workload, a **\$10 monthly fee** will be charged for anyone staying with us for a period of 30 days or more requesting to receive their mail at this address.

#### **POLICY REVISIONS**

**'9' DAY BUY:** As stated by the BOD at the quarterly meeting held October 31<sup>st</sup> - November 1<sup>st</sup>, 2014:

Members will be required to take 9 days 'out' after utilization of their '21' days 'on top'. Only if the Meadowland is 100% full, and only if there are '9' consecutive days available on a site 'on top', will a Member be allowed to purchase their '9' on top. This new change is effective beginning the Friday of the 3<sup>rd</sup> full weekend in June, through the Sunday of Labor Day Weekend. (June 19<sup>th</sup> - September 6<sup>th</sup>, 2015)

**ASSOCIATE DUES:** \$15 + tax Dues must be paid prior to booking a reservation.

**CABIN RATES:** You will see a minimal increase of \$5 on the nightly rate of the following cabins: (Anderson Lodge; Breckenridge; Cheyenne; Colt; Colt2; Dakota; Eagle; Remington; Winchester)  
You will see a minimal increase of \$10 on the nightly rate of the Ponderosa & Redwood Cabins.  
These rates will go into effect at the beginning of the 2015 season. (*Memorial Weekend*)

**STORAGE MOVES:** It would be very much appreciated by the Reservations & Storage Move Staff that, if there are any changes you want made to an already scheduled storage move, (for example): You decide to leave early and Hart Ranch is to move your rig back to storage (or) You have scheduled with Hart Ranch for a storage move (onto the site) (site to site) or (back to storage), and you decide to move the unit yourself. We would ask that you **please give the Front Desk a 24 hour notice** of those changes. In so doing, you will assist in keeping the flow of traffic to & from our sites running smoothly.

**HAPPY HOLIDAYS!**

From your Front Desk, Mailroom, and Call Center Staff

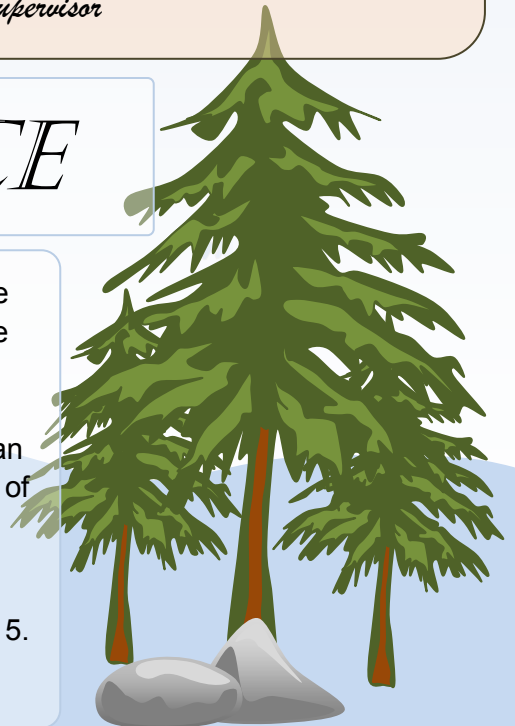
By: *Bobbee Guggenmos ~ Reservation Supervisor*



## **BUSINESS OFFICE**

**Annual dues:** Our annual billing period is quickly approaching. We will be offering a 5% discount again on maintenance fees if they are paid in full and received by **December 31, 2014**. Storage and mail forwarding fees are also due in full by **December 31<sup>st</sup>**. For those of us in accounting, we really appreciate members who pay earlier than required as it helps prevent an overload of work the last few weeks of December. We encourage those who are able to; to help us out in like manner. Thanks!

**Auction:** Our annual consignment sale is scheduled for May 9, 2015. If you are looking to sell, upgrade, or purchase a new RV unit, this



is a sale you will definitely want to attend!

**Storage:** We are updating all storage contracts. Thank you for your prompt return of the forms. If you have not returned them yet, please return them as soon as possible. We recently checked in the Rapid City area and found that outside camper storage rates are from \$420.00 to \$480.00 per year. Our storage rates are truly a bargain!

## 2014 HART RANCH RESORT GUIDE AND SPONSORSHIP SALES

### PREMIER

Mid States Campers & RV's

KSLT

### GOLD

Dakota R. V.

Jack's Campers

Mel's Auto Body & Glass

Riddles Jewelry

Tru-Green

Dakota Discount RV and Auto

Green Star Camper Center

### SILVER

BHSU

BH Pro Wash

CBH Cooperative

Haggerty's

Howalt-McDowell Insurance

Kieffer Sanitation

NB Golf

Rapid City Christian School

Today's Horse Magazine

United Rental

### BRONZE

Northern Hills Homes and RVs

BH PowerSports

Costello Porter

Dale's Tire

Eddie's Truck Center

Granite Automotive

J & J Truck & Auto Body

Lamfers & Maas

Mick's Electric

Midwest Marketing

Red Rock Golf Club

Pro-Build

## WHO TO CONTACT?

*Tim Schnabel, Resort Manager, 605-737-5350*

*Tabitha Oliver, Sales Manager/Member Services 605-737-5360*

*Bobbee Guggenmos, Reservations Supervisor, 605-737-5351*

*Ivy Allard, Accounting Supervisor, 605-737-5363*

*Paul Alink, Accounting Assistant, (Billing questions), 605-737-5362*

*Roy Friend, Maintenance Supervisor, 605-737-5372*

*Loren Hayes, Shop Mechanic, 605-737-5372*

*Emerald Cummings, Housekeeping Supervisor, 605-737-5371*

## Board of Directors:

*President – Karen Ripperda*

*Vice President – Harry Hixon*

*Secretary – Kathy Payne*

*Treasurer – Vikki Day*

*Membership – Bob McCormick*

*Email address – [bod@hartranchresort.com](mailto:bod@hartranchresort.com)*

### WINTER EMERGENCY CONTACT

In the event of an emergency over the winter months when our front desk is closed, you may call our security phone at **605-939-9099**. This number will be forwarded to a member of management and will be answered 24/7. In the event of a medical emergency, please call 911.

