

Dear CCC Member,

We hope this message finds you well. We would like to take this opportunity to share important updates regarding our club's continued growth and improvements, as well as notify you of an upcoming adjustment to membership dues effective April 1, 2025.

Highlights of 2024/25

Despite facing challenging drought conditions, we have maintained strong course conditions, ensuring an exceptional playing experience for our members.

Additionally, we have made significant improvements to our facilities, including:

- Enhancements to the 19th hole, Gardner's Pub, and ballroom,
- Installation of a pool pump,
- Acquisition of a rough mower to improve course maintenance.

We invested in our team to attract and retain top-tier talent. We added leadership positions in critical areas, we increased wages and expanded our staff, ensuring that you continue to receive outstanding service at every touchpoint.

Member Survey Results

We greatly appreciate your feedback through our annual survey, which helps guide our priorities. We are pleased to share that overall satisfaction remains high:

- Overall satisfaction: 83%
- Likelihood to recommend the club: 95%
- Golf Course: 96%
- Golf Operations: 87%
- Dining Experience: 85%
- Pool Experience: 71%

While we celebrate these achievements, we recognize opportunities for improvement, particularly in service consistency, communication, and the overall pool experience, including safety and food and beverage quality. These areas will be a focus in the upcoming year.

Moving forward into 2025/26

Looking ahead, we are committed to further investments that will enhance the club experience, including:

- Continued golf course improvements such as tree removal, bunker rebuilding, and sound agronomic practices. (see below for additional information on the irrigation system)
- Facility maintenance, including replacing key kitchen equipment to uphold dining quality.
- Improving the pool experience including a focus cleanliness, Safety and attentiveness, and enhancing the Food & Beverage experience. In addition, we

are adding additional operating hours on Mondays, including the cafe being open all day.

- Leadership development and recruitment, ensuring we attract and retain top talent to serve our members.

2025/26 Budget & Dues Adjustment

To support these initiatives and maintain the club's financial health, the Board of Governors has approved the 2025/26 budget, which includes a dues increase effective April 1, 2025. This adjustment will allow us to:

- Replenish our financial reserves to ensure smooth operations,
- Address necessary repairs and scheduled maintenance,
- Maintain a strong financial position to prepare for unexpected needs.

Additionally, the Club will institute a credit card usage fee (April 1, 2025) for online payments; last year, the Club was assessed nearly \$80,000 in credit card processing fees. Members will have the new option of setting up an ACH payment via the member portal, the ACH payment will be a feeless payment option. Members also have the ability to pay via check in the business office for no fee.

We appreciate your continued support and commitment to the club. If you have any questions regarding these updates, please do not hesitate to reach out.

Thank you for being a valued member of our community. We look forward to another great year ahead.

IRRIGATION SYSTEM UPDATE

For many of our Club members, ongoing discussions about the irrigation system and potential assessment has been occurring for several years. While there are several factors causing a pause to the roll-out of those plans, two key items are at the top of the list.

First, when analyzing our risk profile from a budgetary perspective, it is not the right time for Conestoga CC to move forward with a new irrigation system and commensurate assessment. It's an industry standard that a Club anticipates membership shrink of 20-25% when a large assessment is rolled out. Given the tremendous strides we've made at the Club, that potential loss of members would harm us financially.

Secondly, the Club's well that feeds our irrigation pond has turned into a issue that needs further evaluation. Given the significant drought conditions over the past 2 years, the well has seen an alarming impact. Near the end of the summer of 2024, the wells water table level had dropped over 60 feet, and as of today has only rebounded 10-15 feet, leaving it 45-50 feet below its normal levels. Being able to supply adequate water levels to the irrigation system is vital, and with the

increased demand the new system would put on the well and pond, further evaluation is required.

While the need for a new irrigation system still remains a top priority, ensuring the project is done the right way and can be supported by our current infrastructure is paramount.

2025 Conestoga Country Club Dues and Fees

Membership Category	Monthly Dues
Full Golf	\$415
Young Executive Golf	\$370
Intermediate Golf	\$345
Social	\$2000 (annually)
Dining	\$150 (annually)

Other Fees

Initiation (Golf Memberships only)	\$3500
Cart Fee	\$28
Annual Cart Plan	\$2000 (paid by 3/31/25 by check)
Golf Guest Fee	\$85
Range Plan	\$215
Pushcart Storage	\$125
Pool Guest Fee	\$10 weekdays \$15 weekends

Kind regards,

Brian Lois
President
Conestoga Country Club