MEMBERSHIP 101

MEMBERSHIP BENEFITS
See Graph:
Creede & Mineral County Chamber of Commerce
Membership Structure (as of Feb 2019)

<table>
<thead>
<tr>
<th>Type</th>
<th>Dues Annually</th>
<th>Non-Member Foreign or Domestic</th>
<th>Free of Charge</th>
<th>Use of Bath House</th>
<th>Membership Benefits</th>
<th>Membership Benefits</th>
<th>Meeting Space @ Fees ($/yr)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dues</td>
<td>$200</td>
<td>$200</td>
<td></td>
<td></td>
<td>$1,460</td>
<td>$1,460</td>
<td></td>
</tr>
<tr>
<td>Silver</td>
<td>$500</td>
<td>$500</td>
<td></td>
<td></td>
<td>$1,500</td>
<td>$1,500</td>
<td></td>
</tr>
<tr>
<td>Employee</td>
<td>$250</td>
<td>$250</td>
<td></td>
<td></td>
<td>$1,000</td>
<td>$1,000</td>
<td></td>
</tr>
<tr>
<td>Non-Profit</td>
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<td>$75</td>
<td></td>
<td></td>
<td>$75</td>
<td>$75</td>
<td></td>
</tr>
</tbody>
</table>

APPROVED this ___ day of January, 2019.

SIGNED: ______________________, President

ATTEST: ______________________, Secretary

(Restates Membership Policy 101 as approved previously on 12/21/01, 8/12/04, and 04/19/10.)
OPERATIONS 101

Information Center Displays

1. This policy shall govern display of advertising information in chamber display areas at the Creede-
Mineral County Chamber of Commerce information display areas.

2. Members shall be allotted, without charge, the following at the information display area in the
Chamber Office:
   a. Display area not to exceed 4.25 inches by 9.25 inches (standard brochure size) or space for
display of members' business cards.
   b. Other Mineral County tourism businesses (as identified in Operations Policy 002) shall be
 allotted, without charge, the following:
      i. Space for Business Cards or
      ii. Space for Standard Brochure with other non-member tourism businesses

3. Space not used by eligible members, other Mineral County tourism businesses, or others remains
within the purview of the Chamber and cannot be sub-let, granted, or otherwise used except by
permission of the Chamber.

4. Additional display space may be rented at the Chamber's-information display area under terms not
subject to this policy.

5. Use of other display space shall be determined by the Chamber's Executive Director under the
following guidelines:
   a. Priority Ranking: (1.) Chamber Members, (2.) Mineral County tourism businesses open in
the winter, (3.) Mineral County tourism businesses, and (4.) Others.
   b. Fair and equitable treatment.
   c. Revenue enhancement.

APPROVED this ___ day of January, 2020.

SIGNED: ______________________, President

ATTEST: ______________________, Secretary

(Restates Operations Policy 001 as approved previously on 8/12/04 and 04/19/2010.)
OPERATIONS 002

Tourism Business Definition

1. Tourism is defined as traveling for pleasure, seasonal employment, overnight business and for these purposes is limited to travelers, not residents of Mineral County.

2. For purposes of appropriate consideration in services or other functions paid for from Lodging Tax Tourism Funds, the following types of businesses are considered tourism businesses:
   a. Lodging including campgrounds or RV parks, and any other business subject to the collection of the lodging tax
   b. Restaurants
   c. Specialty shops (including art galleries, gift shops, and sporting goods stores) which stock retail sale goods appealing more to the itinerant customer (rather than commodities, hard goods, soft goods, or other necessities of personal and business purpose with a general appeal). Where such goods represent the major portion of sales and which stock is displayed in such proportion that the overall appearance of the establishment supports this destination.
   d. Events and entertainment purveyors, including theatre, museum, and amusement, and various non-profit organizations' fund-raising activities which will attract out-of-county visitors
   d. Outfitters and guides
   e. Equipment rentals (including pack and riding animals), subject to the same general qualifications as above.

Approved this __ day of January, 2020.

SIGNED: ________________________, President

ATTEST: ________________________, Secretary

(Restates Operations 002 as approved previously on 8/12/04 and 04/19/10.)
OPERATIONS 003

Office Routine

1. **Incoming/Outgoing Mail**: After mail is opened the date received should be notated appropriately.

2. **File Maintenance**: An accepted and standard method of file maintenance shall be created by the President and Director, and such procedures shall be implemented by all employees. File maintenance shall be part of the regular duties of the Office Assistant at the direction of the Executive Director. No item shall be purged or removed from an existing file without clearance and approval from the Executive Director. Files shall be maintained for a period of seven years and purged thereafter.

3. **Discarded Materials**: Any discarded printed materials, letters, duplicate records, etc., that contain corporate, personal, or private information or financial data shall be shredded.

4. **Correspondence**: A copy of all correspondence mailed shall be maintained on any document that leaves the office at the discretion of the Executive Director.

5. **Office Supplies and Equipment Inventory**: This list shall be provided to the Chamber’s insurance company and CPA. The Executive Director shall keep a record of any equipment purged from inventory including description, serial number, reason for removal, and disposition of the item.

6. **Visitors Log/Stats Report**: The Visitors Center shall collect statistical data in various formats to be used for marketing purposes. This data is available upon request.

APPROVED THIS _____ day of January, 2020.

SIGNED: ___________ OFFICE: President

ATTEST: ___________ OFFICE: Secretary

(Replaces and revises Policies and Procedures, Operations 004, as approved previously on 5/26/97 and 8/12/04, and 04/19/10)
1. **Bank Deposits**: All cash funds received in excess of Twenty-Five Dollars ($25.00), except for petty cash funds, shall be deposited within one week of receipt. At the close of the business day, all cash funds, except for petty cash funds, shall be deposited. Failure to comply with this policy shall result in the responsible employee being obligated to reimburse the amount of any shortage in funds that might occur.

2. **Financial Records**: Quickbooks online is used to keep all financial records.

3. **Financial Management**:
   a. **Billing Schedule**: In order to maintain adequate cash flow, membership dues shall be billed in September for the upcoming Membership Year (Oct 1 – Sept 30) and any other miscellaneous fees due (such as Bulk Mail Permit Usage, Copier Usage, Tent Rental, etc) CMCCC shall invoice as close to the usage as possible. Notification of rebilling for past-due amounts shall also be done monthly via QuickBooks email reminder.

   b. **Monthly Financial Report**: A written financial report, including a Profit and Loss, Balance Sheet, and revenues and expenses shall be presented to the Board of Directors prior to the regular monthly meetings. On a regular monthly basis, the Executive Director shall submit to the Board an itemized report reflecting all income and disbursements. The External Bookkeeper shall reconcile the bank accounts and submit a report to the Executive Director to distribute during the regular monthly board meeting.

4. **Membership Accounts**: Members may arrange with the Executive Director an arrangement for installment payments. Partial payment or pro-rated payments shall be accepted if the member chooses to select a new membership category.

By mid-month, the Executive Director shall prepare for office use a list indicating “Past Due” members. Membership dues shall be payable before October 31. Follow-up statements shall be mailed every thirty (30) days. If a statement for dues has not been paid within sixty (60) days after the due date, or arrangements have not been made with the Executive Director for payments, the Director or Treasurer shall make a personal call to the member regarding payment of the past-due account. Any member that has not communicated their membership intention after repeated communication attempts will no longer remain in good standing and not eligible for membership benefits.
5. **Bachelor Loop Tour Books:** The Bachelor Loop Tour Books shall be available for sale in the Chamber office and other outlets as established by the Chamber. An accurate tally of Bachelor Loop Tour Book sales shall be kept and recorded in a report.

6. **Silver Thread Scenic Byway Books:** The Silver Thread Scenic Byway Books shall be available for sale in the Chamber office and other outlets as established by the Chamber. An accurate tally of Silver Thread Scenic Byway Books shall be kept and recorded in a report.

7. **Audit of Financial Records:** In addition to the regular annual audit by the Finance Committee, as set forth in the Chamber's By-Laws, the Board of Directors may request an audit by an outside individual or agency. An outside audit shall be considered part of the regular auditing procedure and should occur at least biennially.

APPROVED this ___ day of January, 2020.

SIGNED: [Signature], President

ATTEST: [Signature], Secretary

(Replaces Policies and Procedures as approved previously on 5/26/97, 04/19/10)
OPERATIONS 005

Approved: 01/24/2020
Reviewed: 12/02/2019

Mailed Materials

Vacation Planner: Upon request (phone, email, in person, etc.) for information about the Creede/Mineral County area, a current Visitors Guide and Silver Thread Brochure will be mailed along with information requested during the interaction. Any person requesting information about ATVing in the area will also receive the USFS Motor Use Vehicle map and current City of Creede regulations. Monthly, the CMCCC will reach out to the various Colorado Welcome Centers and replenish any Creede/Mineral County Materials requested.

Approved this ____ day of January, 2020.

SIGNED: ___________________________, President

ATTEST: ___________________________, Secretary

(Replaces policies and procedures as approved previously on 5/26/97 and 8/12/04, 04/19/10)
Lodging Reports

Lodging Information

1. Response to Requests: Requests for lodging information shall be filled in the following manner:
   a. Phone and Written Requests: Send the current Visitors Guide and/or direct them to the Lodging Directory on creede.com
   b. Walk-In Requests: Give the Creede Visitors Guide and direct them to the Lodging Guide in the VG. Offer to let them use our phone to contact lodging facilities. If there is not a lot of foot traffic in the Center, offer to make the call on their behalf.
   c. Walk-In Requests for immediate lodging needs: Give the Creede Visitors Guide and direct them to the Lodging Guide. If there is not a lot of foot traffic in the Center, offer to make phone calls on their behalf.

2. Data Collection: Lodging information shall be collected and recorded in the following manner:
   a. When working on the current Visitors Guide, contact all lodging facilities to confirm and update all information for the Lodging Guide portion of the Visitors Guide. This information will also be used to update creede.com where necessary.
   b. Remind the lodging facilities that it is their responsibility to notify the Chamber office of any vacancies that become available throughout the summer months and throughout the year.

Approved this ___ day of January, 2020.

SIGNED: ______________________, President

ATTEST: ______________________, Secretary

(Replaces Policies and Procedures as approved previously on 5/26/97, 8/12/04 and 06/19/10.)
OPERATIONS 007

Reviewed: 02/09/2009
Revised: 06/19/2010

Financial Accountability

1. **Audit of Financial Records:** In addition to the regular annual audit by the Chamber's Finance Committee as set forth in Article VIII, Section 8.06, of the Chamber's By-Laws, the Board of Directors may request an audit by an external individual or agency. An external audit shall be considered part of the regular auditing procedure and shall be budgeted accordingly. An external audit should occur at least biennially.

2. **Bonding of Employees:** Both the Executive Director and any other full-time office personnel who handle money shall be insured/bonded under the Chamber's liability insurance coverage.

APPROVED this ___ day of June, 2010.

SIGNED: [Signature], President

ATTEST: [Signature], Secretary
OPERATIONS 008

Hours of Operation

1. **Office Hours**: The Visitors Center/Chamber of Commerce shall be open to the public from 9:00 am – 5:00 pm seven days a week from May 16th through October 15th. All other times, the center will be open five days a week: Thursday through Saturday 9:00 am – 4:00 pm. It is the responsibility of the Executive Directory to notify hours on creede.com and all other areas (social media, Colorado.com, etc.) that business hours may be posted.

2. **Office Holidays**: The Center will be closed in observance of the following six (6) holidays: Good Friday, Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve, and New Year's Day. Should the holiday fall on a day when the center is normally closed, the holiday will be observed on the following business day.

APPROVED this ___ day of January, 2020.

SIGNED: [Signature], President.

ATTEST: [Signature], Secretary